

North Tyneside Carers' Charter

This charter is a set of principles agreed by carers in North Tyneside to promote better recognition and support for them.

Recognising Carers

- Recognise the contribution I make to society
- Recognise the impact of caring on me
- Recognise my expertise
- Take my needs into consideration
- Recognise that I have a life of my own outside of caring and may have other commitments

Valuing Carers

- Listen to what I have to say
- Respect my views
- Show me you care about me and my needs, as well as the person I care for
- Ensure equality of access to all services

Information and Advice

- Give me information in a timely manner
- Check that I have fully understood and been able to take on board what you have told me
- Make me aware of my rights and what I am entitled to
- Advise me how to access support and services

Involving Carers

- Involve me in assessments, care planning and reviews
- Offer me meaningful and timely involvement
- Involve me in decisions about the person I care for
- Be flexible and offer meetings at times which meet my needs
- Feedback to me so I know the outcome of my involvement
- Involve me when you make changes and/or develop new services
- Respect confidentiality but don't use it as a barrier to involving me

This work was supported by the Carers' Voluntary Sector Forum.

For more information contact North Tyneside Carers' Centre:

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