

# Tower Hamlets CARERS' DIGNITY CHARTER

This charter has been developed with unpaid carers who are the heart of Tower Hamlets' families and communities. It sets out standards for how health and social care will support carers to care for their loved ones whilst having a life of their own.



## Identification and recognition

Recognise me as an expert and equal partner of care and my views and opinions should be valued and respected

Treat me with dignity and consideration and recognise me as a carer

I want to speak to professionals that understand carers and can recognise the signs

I want professionals to know I am a carer but it is not my duty, I do it because I can and want to

I want to be in control but I want professionals to support me before I reach crisis point

## A life alongside caring

Support me so I don't feel guilty or fearful when I need a break from caring

I have the right to request a carers' needs assessment to discuss the help I need to continue caring

I want to be invited to meetings and involved in discussions with health and social care staff

I want personalised advice, information or guidance, I am not a "one size fits all"

## Supporting carers to stay healthy

I want to plan ahead and stay in control in emergencies

I do not want to feel alone in my caring role, I want advice and information to help me look after my own mental and physical health

Whilst caring can be very rewarding and fulfilling, I want professionals to recognise that it can also be emotionally and physically draining

I want access to training to support my caring role. For instance, training which prevents long term physical problems for me

I want health and social care professionals to be proactive in offering routine appointments

## Reaching and realising potential

I want employers to be flexible and have dedicated policies to support carers balancing their caring role with their work

Support me with my caring responsibilities so I can continue to work or study

I want opportunities to turn my experience into accredited qualifications

When my caring role is over, I want support to start working or studying to fulfil my own potential

Signed and endorsed by:

John Biggs  
Mayor, London Borough of Tower Hamlets

Simon Hall  
Managing Director, Tower Hamlets Clinical Commissioning Group

**We care, because you care**

MAYOR OF  
**TOWER HAMLETS**

**NHS**  
Tower Hamlets  
Clinical Commissioning Group