

Carers' Dignity Charter

Shuheda Uddin

Strategic Commissioning Manager

Carers' Dignity Charter

- Empowers carers so they can continue in their caring role
- Places carers at the heart of health/social care service
- Mutual respect and value, accepting and respecting differences
- Organisations endorsing the charter, commit to valuing carers and to drive up the standards of carers' services

Co-Designing the Charter

- Co-designing involves key stakeholders to ensure the result meets their needs and is usable
- Aspiration is to define the problems/issues and identify solutions
- The Tower Hamlets Carers' Dignity Charter is co-designed with local carers through a series of workshops
- Charter is aligned to the principles/priorities identified in the National and Local Carers' Strategy and the NHS Commitment to Carers

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

CARERS' DIGNITY CHARTER

This charter has been developed with unpaid carers who are the heart of Tower Hamlets' families and communities. Carers want to be able to continue to care for family members and friends whilst being able to lead a life outside of the caring role.

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

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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

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Signed and endorsed by:

We care, because you care

Next Steps

- Health and social care organisations to endorse the Dignity Charter
- Following on from Cabinet approval, co-design the action plan with stakeholders
- Re-designing service specifications for carers' services aligned to the Carers Strategy for commissioned services, start procurement process Autumn 2017