

# Friends, Family & Carers Charter



Berkshire Healthcare  
NHS Foundation Trust

## Promoting a culture of supporting and working in partnership with carers

**Definition:** A carer is anyone, including children and adults, who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem and/or an addiction. The care they give is unpaid.

## Our pledge to:

### Identify carers

- Ask the people who use our services if they have a carer and how they want you to be involved
- Ensure you are visible throughout the patient's journey with us
- Support our staff to identify and engage with you

### Recognise carers

- Listen to and respect you
- Acknowledge your expertise and ask your opinions
- Embrace the diversity of carers and value difference through inclusion for all

### Inform & involve carers

- Keep you informed by sharing relevant and meaningful information
- Involve you in the planning and delivery of our services
- Explain why, if for legal reasons, we cannot inform or involve you
- Ask you for your feedback on our services

### Guide & support carers

- Provide clear, accurate and understandable information
- Recognise the wellbeing needs of carers
- Connect you to local support across health & social care services and our voluntary sector partners

Speak to us if you have any concerns or if you feel we're not listening to you:

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