



Lancashire and South Cumbria Carers Charter

Our commitment to you as a carer

Carers play a vital role in supporting people in our communities. This charter sets out what carers, who are often family and friends, can expect from services across Lancashire and South Cumbria.

Do you help a family member, friend or neighbour who cannot manage without your support? If so, and the care you provide is unpaid, this charter may be for you.

Acknowledge

We will acknowledge you in your caring role, making sure that we understand the help you provide. We will make sure you are listened to, valued and respected throughout your experience with us.

Involve

We will make sure that you are involved and included. We will keep you informed where we can, and explain why if we can't. We want you to tell us how we can improve our services.

Communicate

We will make sure you are listened to and communicate clearly.

Support

We will make sure you know about the services you can access, and make you aware of your rights as a carer including the statutory carers assessment.

