

Lancashire and South Cumbria Carer's Charter

Our commitment to Carers

Carers play a vital role in supporting people in our communities.

This charter sets out what carers, family members and friends can expect from services across Lancashire and South Cumbria.

Identify/Recognise

We will identify you in your caring role, ensuring you are visible, valued and respected throughout your experience with us. You will be treated as an expert by experience, you will be listened too and be respected in your role.

We recognise the importance of you as a carer, and how you know the patient best, we will ensure you are listened to and respected.

Involve Carers

We will keep you informed by sharing relevant and meaningful information in relation to the person you care for, and explain why we can't in certain situations. We will also always ask for your feedback on services to make improvements for future carers.

We will ensure you are involved and listen to your opinions and what matters most to you.

Support Carers

We will support you in your caring role, ensuring you have access to the services you need and make you aware of your rights as a carer including the statutory carers assessment.

We will provide support, guidance and help you access services.

Empower Carers

We will help empower you by working collaboratively to provide the best possible care.

Who is a Carer?

A carer provides support to someone else who, due to illness, mental health problems, substance misuse, physical and learning disability, old age or frailty, is unable to care for themselves. Many people act as carers without even thinking about the role they perform, and it can be difficult for carers to see their caring role as separate from the relationship they have with the person they care for, whether that relationship is as a parent, child, sibling, partner, or a friend.

