



Friends, Family and Carer's Partnership Charter

We value the important role that carers play in the lives of those who use all of our services, whatever their age and we recognise that there is joint accountability between KMPT and carers who are an important source of information about the people that they care for.

We make the following commitments to work together with carers in the context of the support we provide:

Working together as partners.

- We will identify any carers as part of the core assessment process.
- Service users consent will be sought to share information and involve carers.
- Where service users indicate that they do not wish a carer actively involved, we will ensure that carers are still able to be heard.
- Carers will be able to access information relevant to service delivery which does not include personal patient information, where consent has not been given.
- We will respect carer's and service users confidentiality and work with carers to overcome barriers to giving support and sharing information.
- Opportunities will be provided for carers to influence the planning, development and evaluation of the performance of services through:
 - Carer Consultative Committees and Patient Consultative Committees
 - Involvement in staff recruitment
 - Inclusion in consultation exercises
- We will work with carers in carer-led initiatives including working with the carer groups across Kent to ensure that service developments and clinical protocols are developed and implemented collaboratively.

Supporting the needs of carers

- Carers needs assessments will be offered to all carers who meet the criteria.
- We will ensure a prompt response is provided to carer enquiries.
- Carer's forums will be established within services as appropriate.
- Training opportunities will be made available to carers.
- Carers will be able to access workshops within Wellbeing Centres.
- We will ensure that carers are involved in advance care planning.

Valuing the carer role

- The Trust will engage carers to provide 'carer's awareness' sessions to increase understanding of carers perspectives.
- We will continue to engage in the Triangle of Care initiative which champions the valuable contribution carers make to supporting service users.

CEO signature

Review date: July 2015

Referenced documents

Initial charter SWK Rethink, Carer's survey results, Service line protocols

Visit us at www.kmpt.nhs.uk

respect • open • accountable • working together • innovative • excellence