

Carers Charter

Promoting a culture that recognises carers and their needs within our hospitals.

North Bristol NHS Trust (NBT) and University Hospitals Bristol NHS Foundation Trust (UH Bristol) value the vital work done by carers and are committed to working together with them as expert partners in care.

A carer is someone who provides care for someone else who, due to illness, mental health problems, substance misuse, physical and learning disability or old age is unable to care for themselves without their support. This charter includes young carers and parent carers.

Carers as equal partners

We will ensure that the role you play as a carer is valued by all staff and will make sure that we respect, listen to and understand carers and what they do. We will identify carers as early as possible.

Supporting carers

We will inform you as a carer of your right to an assessment under the Care Act 2014 and the Children & Families Act 2014, providing information about the range of support and advice services available to you. We recognise the importance of your needs being met and will support you to have breaks away from the ward when you need them.

Young carers

We will ensure that we involve young carers and will work to support you and recognise the valuable role you play in the health of our patients.

Sharing information

With the relevant consent obtained, we will provide information that is timely, appropriate and accessible. We will involve you in decision making while respecting the need for confidentiality.

Having a voice

We will ensure that carers are involved in the planning and delivery of our services, are listened to and involved.

Discharge

We will include you appropriately in discharge planning and provide information regarding care and medication.

Robert Woolley
Chief executive, UH Bristol

Carolyn Mills
Chief nurse, UH Bristol

Andrea Young
Chief executive, NBT

Sue Jones
Director of nursing, NBT

Do you
look after someone
who could not manage without
your help?



Carers
Support Centre
works in this
hospital
to help carers

Carers are welcome here

We welcome the carers of our patients in the ward.
We would like to work in partnership with you.

If you are a carer, please ask about our carers support scheme and let the staff know who you are.

Find out what help you can get from a Carer Liaison Worker
Call: 07557 418 692
Email: carersliaison@nbt.nhs.uk
Website: www.carerssupportcentre.org.uk

North Bristol NHS Trust
supports John's campaign
www.johnscampaign.org.uk

