

Adult and Young Carers Charter 2025

Communication

I feel welcomed and recognised as a carer

I feel listened to and respected as a carer

Staff are kind to me

Staff consider my communication needs

I have access to information at the right time and in a format I can understand

Staff work hard to manage my expectations

Empowering and involving

I feel valued as a carer and empowered to share my insights

I am treated as an equal partner

My knowledge, input and observations are heard and considered

I am involved in every stage of discharge planning

My caring role is respected and considered

Well-being

I feel that staff consider my needs as a carer

I am offered support from our local carer support agencies, who focus on carer well-being

I feel that my contribution is recognised in terms of my caring role

I have the opportunity to meet other carers in a similar situation to me

I am considered as a person, as well as a carer

Support

Staff establish what support I provide for the person I care for

I am offered information about the help and support available to me

I am offered a referral to a local carer support agency, for mental and physical health and financial support

I am able to access information regarding a carers assessment

I am offered access to training and educational support for my needs as a carer

Co-designed with adult, parent and young carers demonstrating our commitment to partnership working