

## 4.

### Valuing your involvement in service development

You should be given the opportunity to be actively involved in the planning, development and evaluation of services.

- You should be given the opportunity to give your views about the quality of the services provided and about the type of services you think should be developed for carers.
- We should try to make sure that meetings are held at times that suit you and the person you care for.



### How to find out more

You can find out more about services and support for carers in Somerset by contacting Somerset Direct, or by looking at the Somerset County Council website.

Somerset County Council  
Taunton  
TA1 4DY  
Phone: 0845 345 9133  
Text phone (minicom): 0800 783 4518  
SMS Text enquiries: 07781 482858  
Email: [somersetdirect@somerset.gov.uk](mailto:somersetdirect@somerset.gov.uk)  
Website: [www.somerset.gov.uk/carers](http://www.somerset.gov.uk/carers)



This document is also available in Braille, large print, on tape and on disc and we can translate it into different languages. We can provide a member of staff to discuss the details

'Working together for equalities'



# Somerset's Carers Charter

**NHS**  
Somerset

[WWW.SOMERSET.GOV.UK](http://WWW.SOMERSET.GOV.UK)



## Who is a carer?

In Somerset we agree that:

'If you give up your time, without pay, to look after a family member, a friend, or a neighbour who is ill, frail, or has a disability, then you are a carer'.

You may be a young carer, parent carer, or care for an older person or other adult with care needs.

## Why we have a charter

We have a charter so that:

- Your important role as a carer can be acknowledged.
- Your needs as a carer can be met. (Within the services that we offer to carers, there are some services which will be available to all carers and others which will be available following an assessment of need based on the Fair Access to Care criteria.)

These things are part of the Carers and Disabled Children Act 2000 and the Carers (Equal Opportunities) Act 2004.



The charter is about the four principles we believe should be the foundation for carers services in Somerset.

### 1.

#### Recognising your expertise and knowledge

Your essential role and expertise should be recognised and respected.

- You should be listened to without bias or prejudice and be taken seriously.
- You should be asked to give your opinion – this should be respected and valued and, where necessary, kept confidential.

### 2.

#### Welcoming your involvement in care planning

- You should be involved in planning and agreeing the care plan for the person you care for.

### 3.

#### Responding to your needs as a carer

Your needs as a carer should be recognised, responded to and reflected in the care plan. You should be given the right sort of help and support.

- You should be told about your right to a carer's assessment under the Carers and Disabled Children Act 2000.
- The other commitments you have outside your caring role should be recognised. These may be things like looking after your children or going to work.
- You should be told about opportunities to take a break from caring.
- You should be given details of local support groups and advocacy services.
- The services that you receive should be right for your needs, good quality, and provided at an agreed time.

