

Family, friends and carers commitment

This commitment has been developed jointly by the Trust, family, friends, carers, third sector and partners

The Trust recognises the very difficult job thousands of carers do in supporting family members and loved ones. This commitment is designed to ensure that this critical role is acknowledged and respected and your own needs are met. The Trust's guiding values are to provide services where families and carers matter. We greatly value the role that family and friends have in supporting recovery and maintaining health and wellbeing.

For more information contact our customer services team on **0800 587 2108** or **customer.servicesSWYT@nhs.net**

These are our three commitments to carers:

1

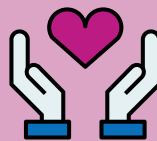


We will work with you as a partner

This means we will:

- Listen to what you say and communicate clearly with you without jargon
- Respect your role as a carer and trust that you are the expert in the support of the person who uses our services
- Work with you to overcome barriers to giving support and sharing information and respect carer and patient confidentiality

2



We will support you to get help and assistance when you need it

This means we will:

- Respond in a timely way to your needs especially during time of crisis
- Signpost you to relevant information and advice
- Provide support which is tailored to suit your personal needs
- Have a 'whole family' approach to supporting carers, recognising the needs of young carers

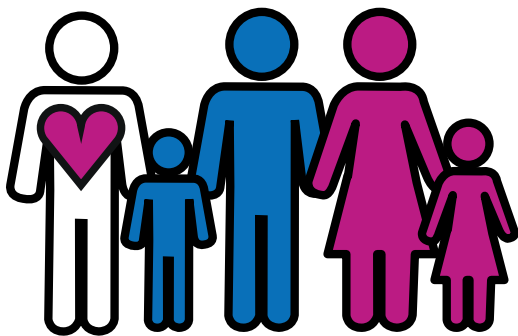
3



We will train our staff to be aware of carers' needs

This means we will:

- Ensure our staff can identify carers and recognise their role as partners
- Enable our staff to respond quickly and flexibly
- Involve our staff in developing information and support for carers



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It is important that you also take time to look after your own health and wellbeing. Follow these tips to help focus on yourself:

1. Talk about your feelings
2. Keep active
3. Eat well
4. Drink sensibly
5. Keep in touch
6. Ask for help
7. Take a break
8. Do something you're good at
9. Accept who you are
10. Care for others

With all of us in mind.