

You said, we did...

Our **reviewed** commitment to family, friends, and carers



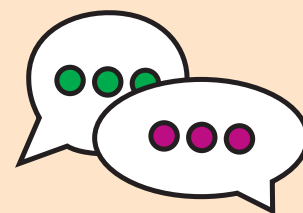
South West Yorkshire
Partnership Teaching
NHS Foundation Trust

We've reviewed our commitment to family, friends and carers to reflect the changes we've made and to make sure we continue to support you in the right way.

Feedback for the review came from our carer network members, carer champions, community partner organisations including Carers Wakefield, Barnsley Carers Service, Calderdale and Kirklees Carers Count, the family and friends team and representatives from Kirklees Mental Health Carers Forum.

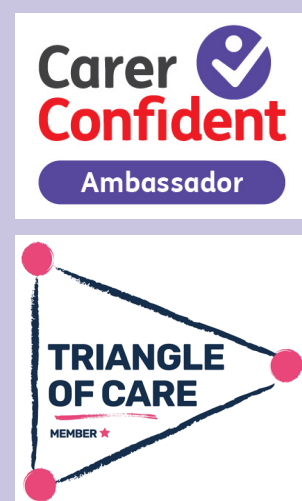
We are continuing to act on your feedback. You told us you wanted...

- Carers to be identified at very first point of contact
- To not exclude carers because of confidentiality
- Carers to be viewed as experts by experience
- Staff to be trained in carer awareness
- To be signposted when relevant to a carer support service
- Carers to be involved in service delivery design and review.
- Clear and updated information available on our internet
- Staff carers to have equal status support
- Carers with lived experience can advocate for others
- Carer feedback to enable service delivery improvements
- The Trust to be held accountable and governed externally
- Increase partnership working between our Trust and other community service providers



Did you know...

- We have a carers pathway leaflet www.southwestyorkshire.nhs.uk/wp-content/uploads/2024/07/4072-Carers-pathway-info-for-carers-v2.pdf
- We have dedicated carers internet pages www.southwestyorkshire.nhs.uk/service-users-and-carers/carers-support/
- We are the first NHS Trust in the north of England to achieve **Carer Confident Ambassador** status
- Our Trust is a member of the **Triangle of Care**
- We have a carers network
- Our carer partner support services are working with us as our "critical friends"
- One of our values is that families and carers matter. We include carers as our tenth protected characteristic alongside those protected under the Equality Act



For more information, including how to join the carers network, access our carers therapeutic fund, or to discuss our support for carers, contact **Gillian Cowell** on gillian.cowell1@swyt.nhs.uk or **07771 660866**.

If you require a copy of this information in any other format or language please contact your line manager or your healthcare worker at the Trust.

With **all of us** in mind.