



# Our promise to carers

A carer is an unpaid person who cares for someone who cannot cope without their support due to illness, disability, a mental health problem or an addiction.

In Stockport, we recognise the vital role carers have and believe that caring, at any age, should not be a barrier to leading a fulfilling life. This charter, which has been created in collaboration with Signpost for Carers, Stockport Advocacy and Healthwatch Stockport outlines our four priority commitments to people providing a significant caring role.

**We will...**

**...identify people with a significant caring role.**

- We will encourage people to recognise their caring role, and highlight the benefits of the information and support that's available to help them lead fulfilling lives. ✓
- We will train our employees to always be mindful of carer needs and be able to respond appropriately, particularly at times of significant change or disability. ✓
- We will identify carers as part of health and social care planning, taking on a holistic approach and recognising young carers. ✓

- ✓ We won't make assumptions about the care you provide and will encourage you to consider your own personal needs.
- ✓ We will make sure you are aware of your rights to an individual carers' assessment, and will provide you with information about the range of support and help available.
- ✓ As employers, we will strive to identify and provide support to enable employees to balance their working life alongside their caring role.

**...provide high quality support.**

**...work in partnership with you.**

- We will work with you as a key person during all assessment and treatment / support planning processes. ✓
- We will value your contributions and communicate clearly with you. ✓
- We will respect both person and carer confidentiality, working to overcome barriers to information sharing as needed. ✓

- ✓ We will consider your health and wellbeing as part of health and social care planning.
- ✓ We will support you to explore ways to find time for yourself.
- ✓ We will provide information about training opportunities and community activities that may be of interest to you.

**...support your health and wellbeing.**

For more information on the support that is available to carers in Stockport, please contact:



- i** Signpost for Carers and Carers Connect project: [www.signpostforcarers.org.uk](http://www.signpostforcarers.org.uk) / 0161 442 0442
- i** My Care, My Choice: [www.mycaremychoice.org.uk](http://www.mycaremychoice.org.uk) / 0161 217 6029