Carers Charter

Information for carers
We will do our best to . . .

• Learn from you how best to support and care for the patient you care for.

• Welcome you to be present on our wards as long as you would like to be.

• Ask how we can create a better environment for the patient you care for.

• Ask how we can create a better environment for you.

• Welcome you to be present during protected mealtimes if you would like to be.

• Explain how you can support us in helping all patients to maintain their privacy and dignity while you are staying with us.

• Let you know in good time when we need your support in leaving the ward area so we can provide clinical care.

• Ask you what you might need help with.

• Keep you informed of the patient’s care plan.
We would be glad if you could . . .

• Help us to understand how to make care more personal.

• Help us to get to know the person we are caring for better.

• Talk to us about any concerns you have with the care and treatment we are providing.

• Suggest improvements to make the experience of the person you are caring for better.

• Tell us how to make your experience better.

• Recognise there are occasions when we may ask you to leave the ward area so that we can provide care, with privacy and dignity, to all patients on the ward.

• Look after yourself – your support is appreciated, but in no way expected.

• Be patient with us if we sometimes get things wrong, we will do all we can, with your support, to put things right.
In addition to this Carers’ Charter, we will also give you a copy of:

- The Leeds Teaching Hospitals Information for Carers leaflet
- The Carers Leeds booklet
- A copy of the Carers Conversation Sheet

For help and information you may find useful as a carer, please visit the Trust’s website at:

[www.leedsth.nhs.uk](http://www.leedsth.nhs.uk)

click ‘Patients and Visitors’ followed by the ‘Information for Carers’ blue box

Carers are invited to be with patients

We welcome the carers of patients on our wards and we would like to work in partnership with you. If you are a carer, please let the staff know who you are.