



# 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:



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