



Carers Charter

**Adult Social Care and Housing Vision:
People live fulfilled, healthy, independent
lives in the place they call home.**

Our commitment to you:

This charter is for unpaid carers in Cumberland; people who look after a friend, partner, or family member who couldn't manage without their support.

Recognise

- **We will** value and listen to you as a carer and act upon your feedback.
- **We will** seek to understand what being a carer means to you.

Learn

- **We will** broaden people's understanding of the role of carers.
- **We will** use your experiences to help us develop our staff training.
- **We will** try to provide continuity of workers throughout your caring journey.
- **We will** learn from your experience to improve outcomes for everyone.

Collaborate

- **We will** work in partnership with people involved in your lives.
- **We will** involve you in our work with the person you care for, and share information where appropriate, and provide you with information about organisations that can help you in your caring role.
- **We will** use everyday language.

How you can help us

- **We want to hear from you** and will value your expertise and knowledge in your caring role.
- **We want you to tell us** openly and honestly your views in meetings and conversations.
- **We want you to be involved in** helping us with decisions about our work.
- **We want to hear** your views on the support we provide for you or the person you care for.
- **We want to hear from you** about better ways that all services can communicate with one another to ensure they meet the needs of everyone.
- **We want you to be involved** in improving the experience of carers and use your knowledge and experiences to help us develop our training for staff.

Co-produced with members of the Cumberland Carers Forum.