



Carers' Charter

Commitment statement

A carer is anyone who provides unpaid care for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support. Queen Victoria Hospital values the vital work done by carers. We are committed to working with you to provide the best care possible for our patients.

We are committed to four key pledges and promise to:

Support you

- provide you with help and support if you need it
- encourage you to consider your own needs, including a carer's assessment, if appropriate
- recognise any other commitments you might have, such as family or work
- respect your decision about how involved you want to be in continuing to provide care
- take into account your personal needs and preferences.

Value your role

- treat you as an equal partner in care
- listen to you without bias or prejudice
- recognise that you have relevant and important information about the person that you care for
- take your worries or concerns seriously.

Share information

- provide you with information that is appropriate, timely and accessible
- give you information about what you can do to help the person you support
- discuss your level of involvement in care and whether you want to sustain it.

Give you a voice

- involve you in the delivery and planning of care for the person you support
- value your opinions and feedback and keep them confidential where necessary
- take your views into account when making decisions about the person that you care for.

James Lowell
Chief Executive

Nicola Reeves
Chief Nurse

Tania Cubison
Medical Director