

Our Commitment to Carers

As a Carer¹

1. My experience is valued when developing care plans for the person that I care for.
2. My own physical and mental health needs are recognised and met.
3. I can access relevant information in a format that suits me.²
4. I can access support that meets my individual needs.³
5. I am supported to maintain a life of my own, outside of my caring role.⁴

As an Organisation⁵

1. We proactively identify, register, support, and signpost carers.
2. We co-produce our services and policies with carers to ensure our services meet their needs.
3. We are flexible, to ensure carers can continue to deliver their caring role.
4. We actively involve carers in decisions that may affect their own and/or their cared for's health and wellbeing.
5. We have a carers lead in our organisation who promotes a 'Carer Aware' culture.

¹ The term carer refers to anyone, of any age, who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support.

² Information may include but is not limited to details of the cared for's condition; guidance on planning for the future and resources on where to find and how to access support.

³ Support may include but is not limited to: support with coming to terms with the cared for's diagnosis; support to plan for the future; accessing replacement care; carers breaks; peer support; advocacy services; financial advice; relevant training; psychological and emotional support and support when the cared for dies.

⁴ A life of my own may include but is not limited to maintaining links to the local community and its social activities, relationships, work, training or education.

⁵ The term organisation includes but is not limited to: NHS organisations; health and social care; local authority; councils; education providers; charities and the voluntary sector. These commitments apply to both the individuals accessing the organisation and the organisations own workforce.

Supporting Information

- These commitments serve as overarching principles. We anticipate that local organisations will strive to meet these commitments in whichever ways will have the greatest positive impact on the carers associated with and employed by their organisations.
- The statements have been developed based on key national guidance and in consultation with the Herefordshire and Worcestershire ICS Carer Reference Group.
- Organisations that sign up to meet these commitments will be asked to produce an annual report detailing their progress towards meeting these commitments. The format of this report will be developed by the Herefordshire and Worcestershire ICS Carer Reference Group.
- We encourage organisations to take part in carer awareness training, in whatever capacity best serves the organisation. An example of this training is available here: [Carer awareness e-learning | Carer awareness resources | Worcestershire County Council](#)
- Some organisations may also seek to obtain accreditation through organisations such as 'Working for Carers'. Further information is available at: [Home - Working for Carers : Working for Carers](#).