

## WE WILL MAKE YOU FEEL SAFE

**We want you to feel involved in the care and treatment of the person you care for and supported in your role as a carer.**

**We will:**

- adhere to the Carer's Charter, which outlines how we will work with carers
- ensure that the carers view is known and taken into account
- involve the carer in line with confidentiality

## WE WILL BE EFFECTIVE

**We will provide our managers with the information and support needed to ensure they develop a culture where the carer is a true and respected partner in care.**

**We will:**

- sign up to the County Carer Strategy 2016
- include the role of carers in leadership training
- promote the involvement of carers in the monitoring and development of services
- measure the effectiveness of this strategy through feedback and an increase in referrals to Northamptonshire Carers

## OUR STAFF WILL BE WELL LED

**We will make sure that we understand what matters to carers and involve them as partners in care.**

**We will:**

- work in partnership with Northamptonshire Carers and Northamptonshire County Council
- listen to and take account of feedback from carers
- incorporate personal carer stories into carer awareness training
- establish carer groups

## WE WILL BE CARING

**We will treat all carers in accordance with the 6C's: care, compassion, competence, communication, courage and commitment.**

**We will:**

- identify the main carer
- listen and respond to carers
- work with Northamptonshire Carers to support working carers, including our own staff
- ensure that carer themes are shared both within NHFT and with our partners

## WE WILL BE RESPONSIVE

**We will consider the needs of carers at all times, including young carers. We also understand that sometimes carers need support to continue in their caring role.**

**We will:**

- include responsiveness to carer issues in assurance processes
- develop the role of Carer Ambassadors to champion carer issues
- promote the role of Northamptonshire Carers and the Carer Hub
- promote the work of Carer Support Workers
- promote the right to a carer's assessment



**"If we are to provide the best possible care we must involve carers."  
Hugh Jones, Carer Ambassador**

# OUR PLAN AND ACTIONS FOR 2017/18

## SAFE

- revise and relaunch the Carers Charter to meet the specific needs of care pathways
- introduce a requirement that all policies and procedures are assessed for their impact on carers
- review the content of carer packs and boards
- ensure that appropriate policies and protocols include reference to and involvement with carers

## EFFECTIVE

- introduce quarterly meetings with Northamptonshire Carers to include strategic and operational issues
- develop iWantGreatCare to include the question, “do you feel supported as a carer?”
- formalise carer awareness training and involve Northamptonshire Carers and carers
- through Carer Ambassadors develop carer support groups



## CARING

- ensure that carer awareness is included in all appropriate staff training
- work with Northamptonshire Carers to support working carers, including our own staff
- share carer feedback, themes, actions and good practice throughout NHFT and with partner organisations

## RESPONSIVE

- review assurance processes to include responsiveness to carer issues
- develop the role of the Carer Ambassador, building on the existing role of Carer Lead
- develop the public website and the Staff Room carer resources
- promote the role of Northamptonshire Carers, Carer Support Workers and Carers Hub

## WELL LED

- Chief Executive to sign-up to the County Carer Strategy 2016
- include the role and importance of carers in leadership training
- promote the involvement of carers in the development and monitoring of services
- ensure carer issues are included in team, management and patient experience meetings
- include carer themes in patient experience reports