



Newcastle User Carer Forum

Carers Charter

Our Vision

For us and those we love and care for to receive services that enables us and our families to lead happier and healthier lives. We have the right to be treated with honesty, openness and respect, free from blame and stigma, and valued equally by all professionals as 'experts in our caring roles'. We want accessible support from all services at the right time, in the right place and by the right people and we want to be included and involved to enable us to fully support those we care for on their treatment and recovery journey. We need to be listened to and services need to be responsive and proactive to our needs as well as those of we love and care for.

Supporting Principles

- To be treated with patience, given time to speak and to receive information that is easy to understand enabling me to support my own understanding of drug/alcohol/health issues, treatment provision and services
- To be acknowledged as a significant point of contact for the person I care for
- To be offered timely, honest and realistic support without false hope or promises
- To be treated with dignity, respect and without bias
- To be told of my right to a statutory carers assessment and referred/signposted appropriately

- To be referred/signposted to the carers support service using clear, recognised pathways and routes at the earliest possible opportunity
- To know that all treatment services will be proactive in involving carers at every opportunity, and will always encourage this in their service users
- To be involved in the assessment and care-planning process wherever possible
- To know that the person I care for will be offered referral, in a timely fashion to the most appropriate professional according to their needs
- To be protected from the frustrations of confidentiality by a forward thinking and proactive treatment system which values the unique contributions carers can make
- To actively contribute to the ongoing development and improvement of services
- To be informed of a clear procedure for comments and complaints about the treatment system and receive a written response to any issue I raise
- To access recovery and support services in my own right once the person I care for is also in recovery