

Carers' Charter for Lambeth

Our Values

We believe that Carers should be:

- Treated as partners in care by all agencies.
- Given a choice in the amount of care they give and are not compelled to care, or to continue caring, if they no longer feel able or want to do so.
- Confident in the arrangements in place for when they are no longer able to provide care themselves.
- Encouraged to identify themselves at the earliest possible stage, and are empowered to ask for the services they require.
- Consulted and involved in planning and decision-making about their needs and determining the types of services available, and invited to evaluate services.
- Aware of eligibility criteria and have equal access to services regardless of age, gender, disability, class, race, culture or sexual orientation.

Our Aims

We want to:

- Improve and sustain **the health, emotional and economic well being** of Carers.
- Help Carers **enjoy** and improve their quality of life and **achieve** better satisfaction through increased choice and control.
- Provide systems and services so that Carers can **stay safe** - maintaining their dignity and respect and increasing their freedom from discrimination or harassment.
- Enable Carers to **make a positive contribution** to their local communities and to be involved in decision making in the development of policies and services.

Our Commitment

We will:

- Take positive steps to improve the recognition and status of Carers by changing and improving the ways that agencies work in planning and delivering services.
- Work in partnership with Carers and agencies to raise awareness of Carers' issues.
- Ensure that we recognise the major role played by Carers in supporting people in the community who are frail, ill or disabled and the need for Carers to be recognised and valued.