



Carer Support Wiltshire: Carer Involvement Policy

This document explains why Wiltshire wants to involve carers in the decisions made about them.



National and local guidelines say that carers should be involved in the planning of services. Our mission is to make sure that carers are at the heart of all we do.

We will respond to the needs of carers now and in the future.



We know that carers are very busy people.

We only expect people to take part if they have the spare time and the energy to give.



Carers can help us to:

- Find out about the issues that are important in the lives of carers.
- Bring together carers to influence change.
- Make sure that support services meet the needs of carers.
- Develop new services and opportunities.
- Improve the way that health and social care professionals work.
- Change how people see carers.
- Help carers to meet new people and share new experiences.



Without the help of carers:

- Services will not be as useful or suitable.
- Change may not be happen.
- Carers will feel less important.
- Carers may not have access to the right support services.
- Knowledge and expert skills will be lost.



The ways carers can get involved



Each carer will have a different amount of time to give to Carer Support Wiltshire to help build services for carers.

There are lots of ways to get involved in our work, including:

- Coming along to a focus group to share your views.
- Filling-in surveys and feedback forms at home.
- Talking about your experiences as a carer over the telephone or direct to a person.
- Taking part in discussions at a group or carers café.

We will always:

- Treat all carers with dignity and respect regardless of ethnicity, religion, sexual orientation, age or disability.
- See carers as equal partners in our work.
- Value the expert knowledge of carers.
- Repay any out of pocket expenses including replacement carer costs and travel costs.
- Make no assumptions about a carer's ability or willingness to care.
- Support carers to make sure they can have their say and their voice is heard.



Images used in this policy are a mixture of our own and images from the Photosymbols databank.