

Solihull

Carers' Charter

Who is a Carer?

A carer is someone who, without payment, provides help and support to a relative, friend or neighbour. Without the help of a carer, due to sickness, age, addiction or disability, they simply could not manage.

In Solihull, we value the considerable contribution made by carers and recognise that the majority of care in the community is provided by unpaid carers.

“Caring Together”, A Strategy for Meeting the Needs of Carers in Solihull – 2004-2009 identifies 8 action areas and is underpinned by values of choice and equity. These are set out in the Carers' Charter (overleaf).

The Carers' Strategy is available on our website
www.solihull.gov.uk

This Charter is available in other formats and languages on request. Phone 0121 704 8035

Solihull Carers' Charter

Carers have the right to:

- Recognition of their roles as carers and also as individuals with their own specific needs
- Choice in whether or not to continue to provide care
- Equal treatment so that they are not discriminated against because of their caring responsibilities and also to have services which reflect their racial, cultural and specific personal needs.
- An assessment of their needs as carers
- Accessible information about services, benefits and other resources, which could help them to maintain their caring role
- Practical help and services to ease the task of caring
- Have time to themselves and to have support to pursue employment and leisure opportunities
- Access to support networks, providing practical, emotional and general support
- Guidance and, where appropriate, training so that they can understand how best to support the people they care for.
- Benefits advice and support to access employment to increase financial security
- Involvement in decisions which affect their own lives and the lives of the people they care for and, also, opportunities to contribute to wider policy and service-related decisions.

Organisations that support carers:

Solihull Carers Centre

Tel: 0121 788 1143

Fax: 0121 788 1143

Email: sol.carerscentre@btconnect.com

Age Concern Solihull

Tel: 0121 705 9128

Fax: 0121 704 0139

Email: info@acsolihull.fsnet.co

Alzheimer's Society

Tel: 0121 474 3800

Fax: 0121 474 3803

Email: branch@alzheimersbs.org.uk

Website: www.alzheimers.org.uk

Helpline: 0845 300 0336

Crossroads Caring for Carers

Tel: 0121 733 7295

Fax: 0121 744 6581

Email: sebcrossroads@hotmail.com