

Carer Promise

Family, partners and friends play an essential role in supporting people; they are known as **carers**.

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust will work in partnership with carers to ensure we provide the best care for people who use our services, and to support the needs of the carers themselves. The Trust is committed to the pledges as outlined in this **Carer Promise**.



You will be recognised, valued and involved.



We will work together with you to ensure we are all aware of your needs as a carer.



We will listen to you, share information with you and be honest with you when there is information we cannot share.



We will talk with you about where you can get further help and information and what you can expect from us.

Our promise to carers was co-designed by carers and staff linked to Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust.