

# Family and Friend Carers

## A guide to support and confidentiality

### TO HELP YOU AND THE PERSON YOU PROVIDE SUPPORT FOR, WE WILL:

- Work together to support your loved one's recovery
- Recognise your role and your relevant and important knowledge about the person you support
- Listen to you and your concerns with respect, understanding and without judgement
- Give you information about how to contact the service if things go wrong, and tell you your rights as a carer and the support that is available to you

### THE IMPORTANCE AND BENEFITS OF SHARING INFORMATION WITH YOU:

- You may be the only constant support in the person's life and therefore likely to know them best
- You can be vital in helping a person follow a care plan, take medication and keep in contact with services
- You are more likely to feel supported, which will benefit your own wellbeing
- You are more likely to carry on giving the person support

### YOUR RIGHTS AS A FAMILY AND FRIEND CARER:

- Know what information we can share with you
- Talk to someone about your concerns and inform us of signs we should look out for if things are not going well. You may find it helpful to write these down
- Be involved in care planning, unless there are clear reasons why this is not possible
- Know about carer support groups and organisations
- Discuss an issue that you already know about. We may ask you questions to determine your knowledge about the specific topic before we can give certain information
- Learn about mental health problems, medication and interventions

**Remember - what you tell us is confidential and will not be shared with your loved one without talking with you first.**

For full information please ask a member of the trust's mental health team for a copy of the Trust Carer's and Confidentiality policy.