

Carer, Family and Friends Charter

Cygnet's purpose is to make a positive difference in the lives of the individuals we care for, their loved ones and all those who work with us. Our pledge is to:



Identify Carers

- > Identify you as a carer as early as possible. Keep you **informed, respected and included** by health and social care professionals.
- > Ensure you are **visible** throughout your loved one's journey with us.
- > Support our staff to **identify and engage** with you.



Recognise Carers

- > **Embrace** the diversity of carers and **value difference** through inclusion for all.
- > Ensure your essential role and expertise **are recognised, respected and encouraged**.
- > **Encourage** you to **consider your needs**, interests, relationships and any other commitments.



Inform & Involve Carers

- > Keep you informed by sharing **relevant** and **meaningful** information.
- > Ask you for your **feedback** on our services.
- > We are going to provide **clear, accurate and understandable** information.



Guide & Support Carers

- > Connect you to local and national **support groups**.
- > Recognise the **well-being needs** of carers and the wider family.
- > We will **welcome you** to the **Cygnet Carers Network** which is Regional and National.

Contact us on: Family&Friends@cygnethealth.co.uk

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