

## 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 and your voice is heard.
- > 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 as part of the care team**.
- > **Encourage** you to **consider your needs**, interests, relationships and any other commitments.



### Inform & Involve Carers

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



### Guide & Support Carers

- > Support you with Carer advocacy service and Cygnet Advice Liaison Service (CALS) if you need further support.
- > 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.

*Dr Tony Romero*

Dr Tony Romero  
Group CEO, Cygnet

*Shane Mills*

Shane Mills  
Group Director of Nursing,  
Cygnet

Contact us on: [Family&Friends@cygnethealth.co.uk](mailto:Family&Friends@cygnethealth.co.uk)