



Carer Friendly Criteria

Carer Friendly Accreditation Criteria ©



The table below details the criteria for the two levels of the Carer Friendly accreditation. On the following page you will find examples of evidence that can be used to demonstrate that you meet these criteria. The list of evidence examples is not exhaustive. You may not need to provide more than one piece of evidence for each of the criteria. You may also use the same piece of evidence multiple times to demonstrate that you are meeting multiple criteria.

Carer Friendly Accreditation	Carer Friendly Advanced Accreditation
You have at least one named 'Carer Champion' whose details are accessible and promoted	You have a system in place to identify, monitor and record carers that interact with your service.
A member of management within the service is assigned as a 'Senior Carer Lead.' Their contact details are clearly displayed and easily accessible for carers	A working group of key professionals within your service has been created (established by Senior Carer Lead) to support the needs of carers within your service
Your service has made a 'Carer Friendly Commitment' and this is available to members of the public to view	You have established links with external partners and agencies to support carers
You provide information to all staff highlighting how carers can be supported	The service includes a consideration of carers in the planning and implementation of services
You provide carers with information about your service and other services available to them as a carer.	A member of your senior management team is a 'Senior Carer Sponsor', responsible for raising awareness of carers and ensuring they are considered in policies across your organisation/service area
Your staff are able to provide details on how a carer requests a Carers Assessment from the local authority	Carers are consulted with about your service



www.carerfriendly.co.uk