

The Family and Carers' Charter for Health and Justice



We value the important role that families and carers play in their loved ones' healthcare and are committed to listening to them.

This Charter has been developed by families and carers of people in prison, NHS England and justice healthcare providers working together in partnership.

As signatories to this charter, we pledge to undertake the following actions:

1. We will provide families and carers with clear information in a user-friendly way, to help guide them through the health and justice healthcare system.
2. We will be transparent with families and carers, helping them to be involved with their loved one's healthcare where it is possible.
3. When we are not able to share information with families or carers, we will explain why in a timely and meaningful way.
4. We will encourage all our staff to value the role of families and carers, and support them to develop their skills and knowledge to work with families and carers competently and confidently.
5. We will treat families non-judgementally and be polite and kind to build trusting relationships.
6. We will make sure that all families and carers are able to share information with us about their loved one's health needs.
7. We will be accessible to families and carers from all backgrounds and communities in our effort to include everybody.
8. We will work in partnership with other agencies who promote the health and wellbeing of people in prison.
9. We will continue to review and build this charter together, so it is meaningful for families and carers.

We are committed to all our staff taking small steps to make big changes that make a real difference to our patients and their families and carers.

Signed by:



To sign up to the charter, please email listenstofamilies@prisonadvice.org.uk