



Carer's Recognition Advisory Group (CRAG)

Brightwater Care Group recognises the importance of carers and their role in providing feedback, to ensure we continue to provide outstanding care.

The Carer's Recognition Plan has been developed by Brightwater, which compiles the Carers' Recognition Act 2004 and guides future planning.

At Brightwater, we welcome people with the full diversity of life experiences, thoughts and beliefs. We foster a culture of inclusion, collaboration and innovation where our clients and staff can flourish.

The CRAG meets every three months, made up of Brightwater representatives and carers of Brightwater clients and residents.

The CRAG has been created to ensure:

- All carers are treated with dignity and respect
- Carers are included in the assessment, planning, delivery and review of relevant services
- The needs of carers and people receiving care are taken into account
- Any concerns or complaints are given due attention

We are always looking for new carers who would like to become a member of CRAG. The time required is minimal, however the positive impact is significant.