

Who do I contact if I have any queries?

Your local carers organisation will keep in touch with you as needed, but please notify them of any relevant changes, for example change of address which might need to be notified to the response centre so they can adjust their records in case the plan needs to be put into action. **If you need advice, information or support in your caring role, please contact your local carers organisation.**

Carers Organisations

Supporting Carers in Cumbria

Carers Support Cumbria

t: 0844 384 3230

e: enquiries@carerssupportcumbria.co.uk

For emergencies which do not fit into this scheme outside office hours, at the weekend or during Bank Holidays, the Adult Social Care Urgent Care team can be contacted on **01228 526690**.

How to get this booklet in another format or language

If you need this document in another format (for example CD, audio cassette or Braille) or in another language, please telephone: **01539 713358**.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পড়তে চান তাহলে অনুগ্রহ করে **01539 713358** নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，请致电 **01539 713358**

Jeigu norėtumėte gauti šią informaciją savo kalba, skambinkite telefonu **01539 713358**

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer **01539 713358**

Se quiser aceder a esta informação na sua língua, telefone para o **01539 713358**

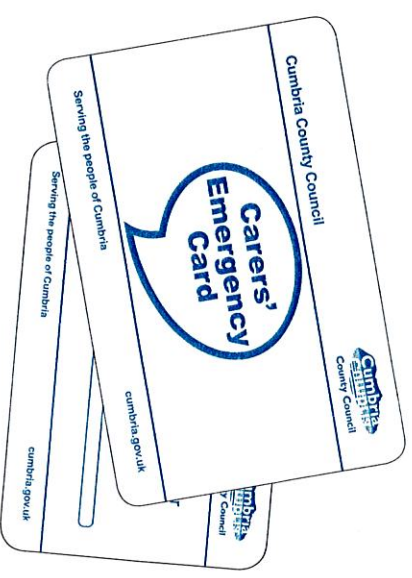
Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen **01539 713358** numaralı telefonu arayınız

CCC J/N 21042

Cumbria Carers Emergency Card

Improving the health and well-being of adults

Do you look after someone who cannot manage without your help?



What is the Carers Emergency Card?

The Cumbria Carers Emergency Card scheme is designed to give reassurance using pre-agreed arrangements in the form of an Emergency Plan covering a 72-hour (3 day) period. The Emergency Plan, which you would agree when you join the scheme, would come into action if something like an accident or sudden illness meant you were unable to look after the person you care for.

How does the scheme work?

In Cumbria the scheme is administered by the Carers Organisations in each district via a 24-hour response centre, Carlisle Careline.

You are provided with a card that shows the phone number for the response centre, your name and a unique reference number. You then keep the card with you and people will know you are a carer in the event of an emergency – even if you are unable to communicate this yourself. It is about the size of a credit card and so is easily carried in a purse or wallet.

What would happen in an emergency?

In an emergency the details on the card would alert the emergency services, or someone else present, of the need to call the response centre. The response centre would use the reference number from the card to identify you and take action to make sure the person you care for is looked after according to the Emergency Plan which you would have agreed when you got your card.

Who will take my place in an emergency?

On the Emergency Plan, you are asked to give the contact details of one or two people who would be willing to take your place in an emergency. It is your responsibility to ensure that the people you name are happy to help out if an emergency happens. The plan will be shared, with everyone's permission, with any people you may nominate to undertake care if you are unable to do so. It will then be securely lodged with the response centre who will keep your details safely and confidentially until such time as the plan might need to be implemented. A worker from a carers organisation or from Adult Social Care can help you to complete and finalise the plan.

How much does it cost?

The card and additional emergency support at home, supplied through Adult Social Care, is free in the first 72 hours.

After the first 72 hours, or if the person needs immediate residential or nursing care, this will be subject to the usual assessed charge and not free.

How do I apply for a Carers Emergency Card?

Contact your local carers organisation – their details are at the end of this leaflet. They will make arrangements to draw up a plan with you and the person you care for.

What happens next?

Your plan will be given a unique reference number. This number, your name and the phone number for the response centre appear on a card, which will be issued to you by the person who worked with you on the plan. The response centre may call you or someone you nominate to undertake care in an emergency to check some details or ensure that the plan is going well if it is implemented.

Can young carers have a card too?

We are in discussions with Children's services as to how young carers and parent carers might benefit from the scheme. If you are a young carer or parent carer and would like to take part, contact your local carers organisation who will discuss with you what services there are which might support you and register your interest.

What if I cannot find anyone to take my place?

If you are not able to find anyone willing to take your place in an emergency, or if they are not available when they are needed, the response centre will automatically contact the local Adult Social Care office. This will happen irrespective of whether you are receiving social care or not. Adult Social Care will make sure the person you care for is safe. Please note – if support is provided by Adult Social Care in an emergency, this does not mean the team will provide regular, non-emergency care afterwards. If you want to find out more about getting regular care services, see our booklets 'Carers - People who look after others', 'Welcome to Adult Social Care' and our Finance Factsheets.