

Carers Emergency Card

“What would happen to the person I look after if I am unwell, have an accident or emergency?”



This thought is often at the back of carers' minds and ignoring it can make it more of a worry.

Our free Carers Emergency Card Scheme is a safe way to hold essential information about the person you care for, what their care needs are and who needs to be informed if something goes wrong.



Before you complete your Emergency Plan, read through this information carefully

Before you apply for the scheme, take some time to think if you have...

...talked though the Emergency Plan with the person you care for.

...had their agreement that you can include their details in the Plan.*

...discussed the Plan with your family or friends.

...had agreement from them that they are prepared to help in an emergency

Permission is important

Make sure you speak to the person you care for about the Emergency Plan as they need to agree to their details being included. *

*This may not apply to cases where the person is not able to fully understand what is being discussed, or if they are a child.

You will also need to speak to anyone named as a contact in the Plan so they know what they'll have to do if a crisis occurs. They must also give permission for their details to be contained in the Emergency Plan. Give them a copy of the Plan as soon as you complete it. We can copy it for you to give them if you ask us to.

Where we keep your Emergency Plan

Once returned to the Carers' Centre, your Emergency Plan will be kept on our secure database and accessed by the Community Alarm Team at Enfield Council.

The Carers' Centre will return your Plan to you. Keep it in a safe place that's easy to access.

Updating your Emergency Plan

Make sure you keep your Emergency Plan up to date and if you need to change anything, just let us know. The Carers' Centre will contact you in 12 months to see if anything has changed.

Extra help if you need it

If you would like help completing your Emergency Plan or to speak to someone at the Carers' Centre about it, you can contact us on 020 8366 3677.

Your Emergency Plan will be returned to you. Please make sure it is kept in a safe and accessible place. You will also receive your Emergency Card to keep in your purse or wallet. This will alert people that you are a carer in the event of an accident or emergency. No personal information appears on the card.

How does the Emergency Card scheme work?

If you have an accident anyone finding the card, usually the emergency services will be able to phone Community Alarm, who will then set your plan in motion, depending on the circumstances:

- Call one of your nominated emergency contact persons so they can put your plan into action
- Call the person you care for to inform them if you have requested this

Community Alarm will visit your property only if they hold keys and if you have included this request in your plan.

Disclaimer

The Carers' Centre is not responsible for the care provided in an emergency or for information in your plan.

Does the Carers Emergency Card cost anything?

There is no charge for being a member of the scheme or for any emergency cover provided.

What do I have to do to join the scheme?

To join the Carers Emergency Card Scheme, please contact Enfield Carers Centre for a form. You must provide the names of at least two people who can be contacted in an emergency and the name of at least one person who has the keys to your home or the home of the cared for person. Community Alarm can also hold a key to prevent forced entry in an emergency.

What happens next?

Enfield Carers Centre will invite you to an appointment to take your picture for the card and check over your emergency plan and completed form. Once everything is confirmed and set up you will be sent a letter with your card, confirming that you are on the scheme.

If Community Alarm are going to hold a key, you will need to take a key to their offices. Enfield Carers Centre can help you arrange this.

Contact:

**Enfield Carers Centre,
Britannia House, 143 Baker Street,
Enfield, EN1 3JL**

Tel: 020 8366 3677

email: info@enfieldcarers.org

Charity Reg. No: 1140089

Company Reg. No: 7149774