

# Planning for an emergency

This leaflet explains what the carer's emergency card scheme is



care and  
support  
& you

## Who is a carer

If you look after someone who needs support because of an illness or disability and cannot manage without help, you could be considered a carer.



## How can the scheme help?

The Carer's Emergency Card Scheme provides peace of mind that in the event of an emergency, the person you care for will receive help and support whilst you're not there. The scheme helps you develop a plan for what might happen if you had an emergency and were unable to carry out your normal caring responsibilities.

The scheme is a way of making sure there is backup plan in place if something happens to you and gives you access to an emergency helpline 24 hours a day, 7 days a week.

The Carer's Emergency Card is recognised by local health and emergency services, so, if you aren't able to call a friend or family member, your emergency plan will be activated.



## How does it work?

When you register, you are asked to nominate two people such as a friend, family member, or someone from a local organisation, who can take over or help you in an emergency. Don't worry you can still join the scheme even if you can't think of anyone.

You will be given a card to carry in your purse or wallet which has a 24 hour contact telephone number and your own ID number, which will identify you as a registered member of the scheme and link to your plan of care for the person you look after.

**You should try and carry the card with you at all times.**

You may want to save the number on your mobile phone under ICE ("In Case of Emergency"). If you are unable to make the call to action your plan, someone coming to your aid will be able to do it for you.

In the event of an emergency or something happening that prevents you continuing to care for your loved one or friend, Careline will make



the arrangements detailed on your emergency plan. This could mean simply contacting a family member, neighbour or friend who can help support the person you care for.

If they are unable to help or you have not specified a nominated 'cover' person, we can help you arrange cover.

Another way to make sure that emergency services know that you are a carer is to create your own **Coordinate My Care plan** online at [www.coordinatemycare.co.uk](http://www.coordinatemycare.co.uk). Your caring responsibilities and emergency plan can be added to the 'My People section' and once signed off by your GP practice, will be accessible to all emergency services.

## How much will it cost?

There is no cost to you for registering with the service. Any emergency care provided may be chargeable in line with the council's Adult Social Care Contributions Policy.

## How to register

To join the Carer's Emergency Card Scheme, we need to understand your situation a little better. We will have a conversation with you to find out what support you currently provide and how your caring role affects you. We will do this over the phone or face-to-face. If you decide to register for the scheme, we will discuss your emergency arrangements and help you to develop a plan.

You can also register online in your own time on our website at [www.richmond.gov.uk/carers\\_self\\_assessment](http://www.richmond.gov.uk/carers_self_assessment)

## What discounts can I get if I register?

The Carer's Emergency Card card is also recognised by local services and businesses, some may give you access to local discounts such as:

- Many visitor attractions and leisure facilities will offer carers free entry if you are supporting the person you care for.
- If you or the person you care for are disabled, you may be able to get free or discounted vehicle tax and other financial help with your vehicle or transport.





- You can get a Concessionary Richmond Leisure card as a carer.
- You may qualify for Council Tax discount if you live with the person you care for.
- You can get more exclusive deals from local and independent businesses with a Richmond Card. You can find out more at [www.richmond.gov.uk/richmondcard](http://www.richmond.gov.uk/richmondcard).
- You may be eligible for a Carer Parking Permit.
- You can access exclusive offers, benefits and discounts from Carers Trust's CarerSmart website. You can find out more at [www.carersmart.org](http://www.carersmart.org).
- You can find more discounts online at Discounts for Carers, a national website for unpaid and paid carers. You can find out more at [www.discountsforcarers.com](http://www.discountsforcarers.com).

## What happens if things change?

We understand that your needs and wishes may change over time. This could be because the needs of the person you are looking after change, or your own health could be changing. We will contact you once a year to reflect on how things are going, but if you think you need help sooner, you can contact us on the number below to discuss your concerns.

## What if I am unhappy with the outcome?

If you are unhappy with your assessment or any other part of the process, we want to hear about it as soon as possible. We recommend that you speak with the person who carried out your assessment in the first instance. If you can't come to an agreement, you can let us know in writing what you are unhappy about and why you think the process has been unfair or inaccurate.

Once we have heard from you, we will look at your concerns and may contact you to discuss the issue. We will always respond to you in writing. If you are still not satisfied, you can use our complaints procedure.

## Who can help with carer's assessments?

Richmond Carer's Centre can provide further advice and support about carer's assessments and how to access local services.

Telephone: 020 8867 2380

Email: [info@richmondcarers.org](mailto:info@richmondcarers.org)

Web: [www.richmondcarers.org](http://www.richmondcarers.org)

## Our contact details

Monday to Friday 9am to 5pm

**Telephone:** 020 8891 7971

**SMS Phone:** 07903 738043

**Email:** [adultsocialservices@richmond.gov.uk](mailto:adultsocialservices@richmond.gov.uk)

**Website:** [www.richmond.gov.uk/adult\\_social\\_care](http://www.richmond.gov.uk/adult_social_care)

## Write to us at:

London Borough of Richmond Upon Thames Council  
Adult Social Care  
Civic Centre  
44 York Street  
Twickenham  
TW1 3BZ

For information on local  
services please visit CarePlace  
[www.careplace.org.uk](http://www.careplace.org.uk)



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