



CARERS SUPPORT



A carers' guide to planning for emergencies



Website: www.newport.gov.uk/carers

Tel: 01633 656 656

A carers' guide to planning for emergencies ►

This leaflet is for people who provide unpaid care and support for a family member or friend. A carer can be defined as someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.

Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age. Carers don't choose to become carers, it happens out of an overwhelming concern and compassion for the person they care for. Many carers do not consider themselves to be a carer, they are just looking after their mother, son, or best friend, just getting on with it and doing what they feel anyone else would do in the same situation.

Many carers choose to manage with little or no outside help, but may worry about what to do if certain urgent situations arise. It therefore helps to give some thought to what you can do if ever faced with an emergency, either during the day, or at night, or weekends.

Being prepared can't stop emergencies happening but it can make them just a little bit easier to manage at a time when you need it most.

Carers assessment – what is it?

The carers assessment process starts with a simple conversation with a trained member of staff to find out how you can be supported as a person who looks after someone else. Some people find the idea of an assessment daunting as they feel they are being tested or judged in their ability to look after a friend or loved one. This is not the case. An assessment is just an opportunity for you to talk to a social care professional about what could make caring easier for you and what help and support may be available. During your carers assessment, planning for unexpected events and emergencies will be included.

Discuss your emergency planning with the person you care for (where appropriate). They may have a view about what information is included and, if alternative arrangements for care are to be made, how and when these will be implemented.

Forward planning ▶

What do you need to think about?

What types of 'emergency planning' might you face as the main carer -

- **Being delayed from returning home**
- **Becoming ill**
- **Requiring hospitalisation**
- **Family emergencies, family illness, bereavement**
- **Friends/family are unavailable or cannot be contacted to step in and provide back-up care**

Can the person you care for -

- **Safely stay at home alone for any period of time?**
- **Manage alone with limited supervision for a short period?**
- **Contact family/friends if you are not able to?**
- **Contact emergency services, health professionals if needed?**

What if I become ill?

Try to think in advance whom you could ask to help if this happens. What would you need help with and who could you ask? Some relatives or friends could perhaps be asked to take on part of your caring role. If there are things you do that you do not feel anyone else in the family could help with, such as intimate personal care, make sure you know how to contact social services for help.

No one else can do it...

If the person you care for is used to having only you care for them, it may be a good idea to occasionally call on outside help so that they can get used to this, which will make having help in an emergency less of an upheaval for them. Consider discussing this with the person you care for. The same thing applies to respite care and day care services. If the person you care for has previously received respite and day care, it may be easier for them to go there in an emergency.

What can social services do in an emergency?

DURING OFFICE HOURS - contact can be made with the

First contact team adults - 01633 656 656

OUTSIDE OF NORMAL OFFICE HOURS -

the **South East Wales Emergency Duty Team (SEWEDT)**

provides an emergency social work service for the five local authorities of Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen.

They will only deal with emergency situations that cannot wait until the next working day. Members of the public and professionals can contact **SEWEDT** if:

- A child or young person is in urgent need of protection from harm.
- A parent, foster carer or child needs emergency help, advice or support.
- A carer or a vulnerable adult (those with mental health problems, physical or learning disabilities or older people) is in urgent need.

The service operates whenever other social services offices are closed, including weekends and bank holidays.

**South East Wales Emergency Duty contact number:
0800 328 4432.**

Please note - for medical emergencies you must call your GP or an ambulance.

Complete an emergency plan ►

You will find an emergency plan at the back of this leaflet that you can complete to provide information to help anyone who comes to give you assistance, whether it's the emergency services, support services or even family and friends who might not be aware of some of the details of your caring situation.

How to fill in the form ►

This emergency plan is designed to contain basic, useful information in one document.

Think about who you would like to be contacted in an emergency, both for you and the person you care for. This could be the same person, but they could also be different.

Imagine the form is being read by someone who doesn't know you or the person you care for. Make the information you include simple and informative.

List the conditions the person you care for has:

- Are they having ongoing treatment?
- If they take medication where is it kept?
- Do they have mobility or communication issues that should be considered?
- List that information too.
- Do you or other people have a key to the person's home?

This information will be useful for anyone who needs access to the property of the person you care for. In the section called 'any other information', you can add any other relevant details. Perhaps the person you care for has a home security alarm, or pets that need to be looked after etc.

There are other plans and supporting documents to choose from when creating your emergency plan. Some examples are -

ALZHEIMER'S SOCIETY have a '**This is Me**' leaflet that will help to enable individuals to receive person centred support. You can order a free copy online www.alzheimers.org.uk/sites/default/files/2019-03/Alzheimers-Society_NEW_This-is-me-booklet_190318.pdf

Once you've filled in the form ►

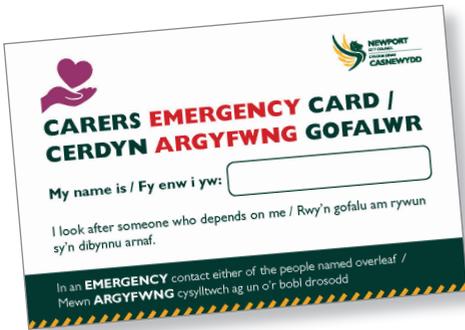
Once you have filled in the plan, keep it somewhere you can find it. Think of who you might want to have copies, such as members of your family or friends. Ask that the form be attached to your carers assessment and also cross-referenced to the information held for the person you care for. It may also be useful to give a copy to the GP or other health professionals.

Keep the plan up to date. If the plan includes help from Social Services, remember to tell them if things change so the plan they have is accurate, if and when needed.

Other useful ideas to think about ►

Carers emergency card

The card is easy to keep in your wallet or purse and is used as an instant source of identification in case of accident or sudden illness. The card has space on the reverse for you to write the names of two people who can be contacted in case of an emergency.



Carers key fob

The carers key fob was designed by Carers Wales following feedback from carers to have a source of identification on keys. Newport City Council purchased these key fobs as carers told us using the key fobs and emergency card reduces the worry they have about the person they care for as emergency workers or others will know someone relies on them. The fob has space to write an emergency number and can be attached to your keys. These are included in the carers pack, but if you would like more fobs, please contact the **Community Connector Team** at **Newport City Council** on **01633 656 656**.

“In Case of Emergency”

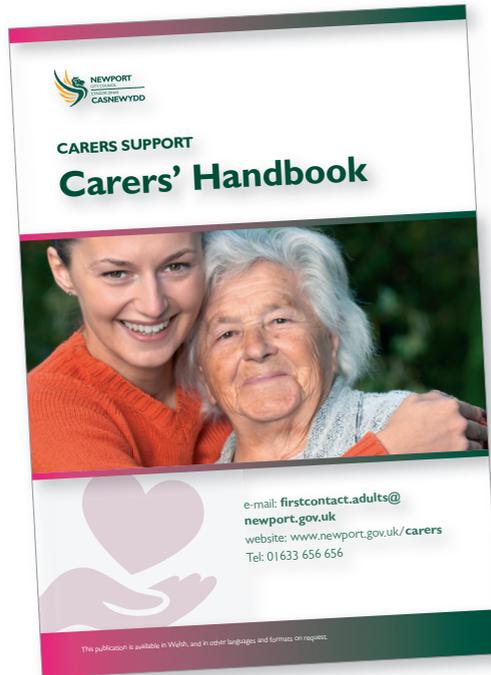
In Case of Emergency - contact number (ICE) – add an emergency contact number to your mobile phone. By entering the letters ICE – which stands for ‘In Case of Emergency’ into the mobile phone contact list, the emergency services will have the name and number of someone who should be contacted in an emergency. Emergency services staff recognise ICE as an emergency contact person. Make sure you choose a number that is easy to get in touch with. A home number could be useless in an emergency if the person works full time. If possible enter both daytime and evening telephone numbers, and a mobile phone number. Make sure the person whose name and number you are giving has agreed to be your ICE partner.

The emergency SMS service

Lets deaf, hard of hearing and speech-impaired people in the UK send an SMS text message to the **UK 999 service** where it will be passed to the police, ambulance, fire rescue, or coastguard. Simply by sending an **SMS message to 999** you can call for help and the emergency services will be able to reply to you. You will need to register your mobile phone before using the emergency SMS service:

1. Send the word **'register'** in an SMS message to **999**
2. You will then receive SMS messages about the service
3. When you have read these SMS messages reply by sending **'yes'** in an SMS message to **999**
4. You will receive a SMS message telling you that your mobile phone is registered or if there is a problem with your registration

You can check your mobile phone registration by sending the word **'register'** in an SMS message to **999**.



If you do not already have a copy of the carers handbook you can find it online at www.newport.gov.uk or call **01633 656 656** for a copy.

Carers emergency plan ►

Section A – carer’s details

Name:.....

Address:.....

Contact numbers: Home:.....

Mobile:..... Work:.....

Relationship to the person cared for:.....

Section B – person you care for

Name (known as / prefers to be called).....

Date of birth:.....

Address:.....

Contact numbers: Home:

Mobile:..... Work:.....

Details of GP:..... Details of pharmacy:.....

Work:.....

Is there a Power of Attorney? Please provide details

Does the person you care for have any pets?

If yes, what are they and where are they?.....

Your **emergency contacts** should be able to provide the initial care for / look after the pets.

Please give details of any sight, hearing or communication difficulties.
(You may want to record how best to communicate with the person you care for).

Details of illnesses, disabilities or health problems. *(Please do not include medication as this often changes - however you may want to record where you keep medication for the person you care for).*

Please give details of any mobility difficulties and what (if any) equipment you have to support this. Can the person you care for answer the door?

Please give details of any known allergies. Any specialist dietary requirements?

Are there any cultural or religious considerations?

What the person I care for likes/doesn't like

Things that are important to me as the carer to take into account when stepping in to look after the person I care for. Please give details of any other information you think may be of use.

Section C – professionals involved

Please give details and contact numbers of any professionals involved in the planning of care and support, such as a social worker, district nurse or health visitor.

(You may only want to record the organisation and contact number if names may change)

Section D – emergency contacts

Please give details of two emergency contacts. It is important that you discuss this with them and they are in agreement to be a contact.

First contact

Name:.....

Address:.....

.....

Contact numbers...

Home:.....

Mobile:.....

Work:.....

Relationship to the person cared for.....

.....

Are they able to gain access to the home (a key holder)

YES / NO

Second contact

Name:

Address:

.....

Contact numbers... Home:

Mobile: Work:

Relationship to the person cared for

.....

Are they able to gain access to the home (a key holder)

YES / NO

Completed by:

Date:

I will review this document on:

Now you have completed the plan, keep it somewhere you can find it. Think of who you might want to have copies, such as those you have listed as the emergency contacts. Ask that the form be attached to your carers assessment and also cross-referenced to the information held for the person you care for. It may also be useful to give a copy to the GP or other health professionals.

Remember to review the plan to ensure that it is kept up to date.

