

Carers Hospital Outreach Project

Planning for Emergencies –A Carers Guide

Many families looking after a loved one or friend with an illness or disability choose to manage with little or no outside help and are so busy in their caring role and everyday events that forward planning can be seen as a bit of a luxury. However it helps to give some thought about what you would do in an emergency! That form of emergency could be that you:-

- Become ill
- Are delayed from returning home
- Require hospitalisation
- Have a family emergency, bereavement or extended family illness
- Can't contact friends or family who provide back up or are unavailable

Think about – can the person you care for:-

- Safely stay at home alone for any period of time?
- Manage alone with limited supervision for a short time?
- Contact family or friends if you are unable to?
- Contact emergency services or health professionals if needed?

Your first step in 'Forward Planning' is to get a **Carers Assessment of your own needs**. All carers have a legal right to an assessment carried out by Social Services, if you haven't had one please ask for one ,it can give you access to further help.

As part of that assessment planning for events and emergencies should be included, don't be afraid to ask for this and if you have already had an assessment and it wasn't included ask for the assessment to be reviewed to put this right.

What if you become ill? – Could friends or family take on part of your caring role? If they could not take on such things as personal care ensure you know how to contact Social Services for help.

If the person you care for only relies on you it may be a good idea to occasionally call on outside help so they get used to someone else which will make having help in an emergency less of an upheaval for them. Consider talking it through with them.

The same applies to respite care and day services. If the person you care for previously or currently receives respite or day care it may be easier for them to go there in an emergency.

Contacting Social Services in an Emergency

During Office Hours – Common Access Point for Health & Social Care .

Telephone – 01792 636519

They may arrange to visit the person to ensure they are safe, arrange urgent home care or respite care.

Outside of Normal Office Numbers

Telephone – 01792 775501

They only usually respond to emergencies that cannot wait until the next working day i.e.

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

Create an Emergency Plan

If you would like a copy of an Emergency Plan example please contact our office or e-mail Tamara@swanseacarerscentre.org.uk

Other Useful Ideas

- “In Case of Emergency” contact number (ICE) - put one into your mobile phone. By simply entering the acronym ICE - for In Case of Emergency - into the mobile’s phone contacts 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’s 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, or a mobile number. Make sure the person whose name and number you are giving has agreed to be your ‘ICE’ partner.
- Carry a ‘**Carers Emergency Card**’ (available from your local carers centre) in your wallet or purse in case of sudden illness or accident with

essential telephone numbers for emergency services to contact relevant persons

- Prepare in advance a suitcase with essential clothes, toiletries etc and a copy of the Emergency Plan for you and the person you care for in the event of respite or admittance to hospital
- Don't forget if you have pets to put this on your Emergency Plan, breed, age, name, temperament, any medication, food, Vets contact numbers. Many Vets have contacts for dog sitters or the Cinnamon Trust may be able to help tel. 01736 757 900. Boarding Kennels are expensive but get recommendations.
- If you have a key safe ensure Social Services have it on your assessment and cross referenced to the person you care for.
- Don't forget to record for those coming into the home where the gas and electricity meters are located and WHERE TO TURN THE WATER OFF!
- Might be a good idea to leave details of your home insurance provider.

My Emergency Plan

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 _____.

Date of Birth _____

Address _____

Contact Numbers

Home _____

Mobile _____

Work _____

Details of GP _____

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.

Please give details of any known allergies:

Are there any cultural/religious considerations? 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 the details of two emergency contacts. It is important that you discuss this with them and that they are in agreement to be a contact.

1st 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

2nd 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.

Everyone's circumstances are different so adapt add or change the document as you choose.