

Useful numbers

Don't be afraid to use the numbers below. Fill in the blank spaces with the contact numbers of the people involved in the care of the person you look after.

NHS Direct:

Confidential advice and information: Tel: 08454647

Social Services Emergency Duty Team Tel:

Gloucestershire Police

Non-emergency advice: Tel: 08450901234

Samaritans: Tel: 08457909090

Childline: Tel: 08001111

Shelterline

Housing advice helpline: Tel: 08088004444

Refuge

For women experiencing domestic violence: Tel: 08082000247

Your personal contacts

GP

Name.....Tel:.....

Community Psychiatric Nurse

Name.....Tel:.....

Care Co-ordinator

Name.....Tel:.....

Consultant

Name.....Tel:.....

Ward/Out of Hours

Name.....Tel:.....

If you would like further information, additional copies or would like to receive this leaflet in another language, large print or audio format please contact the Trust Communications Team at Trust Headquarters, Rikenel, Montpellier, Gloucester GL1 1LY. You can email us at 2gether.comms@glos.nhs.uk or call us on 01452 891604.

Information for carers

Planning for an Emergency

Preparation is the key to dealing with an accident or crisis so it is important to have a list of useful people to contact in a difficult situation.

You and the person you care for should draw up and agree a plan so everyone knows what they need to do if there is an emergency. The Care Co-ordinator can help draw up this plan and, with your agreement, can keep a copy with the individual's notes.

Carers often recognise early signs that someone's mental health is deteriorating. If you feel there are early signs of a relapse you should contact the most appropriate person for advice – for example the GP, mental health worker or social worker.

If you feel at crisis point, make sure you contact someone even if you are not sure whether they can help. There are times when it is important that you do not feel isolated, so make that call.

- Take a few deep breaths
- Stay as calm as possible
- Stay safe
- Decide the best person to contact
- Say who you are and what is wrong
- Say what is needed
- Trust what they say to you
- Say if there is any reason why you cannot act as they advise

If you feel in immediate danger, dial 999 and ask for the Police

Time off work

Carers have a right to take time off work to deal with a crisis involving a relative or someone else who depends on them for care. Your employer does not have to pay you for the time off work but they must not penalise you for missing work. Ask your employer about time off for carers.

Carers Emergency Scheme

The Carers Emergency Scheme is for carers worried about what would happen to the person they look after if they fall ill or are involved in an accident or emergency.

This free scheme is run by Gloucestershire County Council in partnership with Carers Gloucestershire and Worcestershire Telecare. It gives you peace of mind by ensuring there are plans in place should anything happen to you.

The scheme provides two levels of response depending upon need:

- **Level 1:** You are asked to nominate two people – family, friends or neighbours – who are willing to check on the person you look after if you are ill or involved in an accident or emergency.
- **Level 2:** If you look after someone with high care needs you can access Level 2 support. This includes the additional option of Gloucestershire County Council supplying a support worker during an emergency to take over the caring role free of charge for up to 48 hours (72 hours over a bank holiday weekend). Longer term arrangements can be made if you cannot resume your caring responsibilities at the end of this period.

How to access the Carers Emergency Scheme

- **Level 1:** Contact Carers Gloucestershire on 01452 386283 to nominate your two contacts and talk to an advice worker who will enrol you and go through the details required.
- **Level 2:** Contact the Adult Services Helpdesk on 01452 426868 or the Children and Families Helpdesk on 01452 426565 or get in touch with the Social Worker or Care Co-ordinator who supports the person you care for. They will find out if you are eligible for this level of support and complete a Carer's Assessment and Emergency Support Plan.

How does the scheme work?

You provide basic information about yourself, the person you look after and the action required in the event of an emergency.

You will receive a credit card style card displaying a unique identification number and the Worcestershire Telecare number. This number is called during an emergency and Worcestershire Telecare staff will ensure your instructions are carried out.