

## How can I get more information about this scheme?

Either telephone the  
**The Carers' Hotline**  
on  
**01245 434375**

or complete and return the form below and you  
will be contacted by a member of our team

I would like to be contacted regarding the  
Carers' Emergency Planning Service

**Name** .....

**Address** .....

**Postcode** .....

**Telephone No.** .....

**Please return to:**

**Carers' Strategy Team**  
**Essex County Council**  
**Freepost CL3636**  
**County Hall**  
**Chelmsford**  
**CM1 1XZ**

The information contained in this leaflet is  
published by Essex County Council

You can contact us in the following ways:

**By telephone:**

01245 434375

**By post:**

Carers' Strategy Team  
Essex County Council  
Freepost CL3636  
County Hall  
Chelmsford  
CM1 1XZ

**By email:**

carersinfo@essexcc.gov.uk

The information contained in this leaflet can be  
translated and/or made available in alternative  
formats, on request.

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# Carers Emergency planning service



For your peace of mind in a crisis

E013762



INVESTOR IN PEOPLE



Essex County Council

## Do you worry about what would happen to the person you look after if you were suddenly unable to continue your caring role?

## What situations are covered by this service?

## How does the scheme work?

### The Carers' Emergency Planning Service

would:

- support you to complete an emergency contingency plan;
- issue you with a Carer's Emergency Card to be carried at all times;
- this card will have a 'single point' contact telephone number and a personal identification number unique to you (no other personal information will be included);
- if you are suddenly unable to fulfill your caring role, anybody can telephone the number on the card and alert our Emergency Duty Team;
- the service operates 24 hours per day, 7 days per week, is free of charge and continues whilst longer term arrangements can be made.

It would not be possible to give a comprehensive list of situations covered by this service, however below are some examples of the kind of emergencies this service is intended to support.

- If a carer is involved in an accident and is taken to hospital, or is unable to immediately resume their caring role.
- If a carer is suddenly taken ill and is taken to hospital, or unable to continue in their caring role at that time
- If another family member suddenly has an emergency, for example involved in accident or sudden serious illness, and the carer needs to travel to this other family member.
- If the carer is out and is unavoidably detained, for example accident, car breakdown, traffic congestion, and the person they look after would be at risk by being left unattended for this time.

- Whilst completing your application form you will be asked to nominate people who could be contacted in an emergency situation.
- Following registration you will be issued with your own Carer's Emergency Card, which you should carry with you at all times.
- If anyone phones the number on the card to report that you are unable to continue your role, our staff will call your nominated contacts.
- If you have nobody who could be contacted, or none of your nominees are available, an experienced Carer's Support Worker will be sent to look after the person you care for.
- This service is available for anyone who provides an informal/unpaid caring role for an adult, whether a family member, friend or neighbour.