

7. EMERGENCIES

As a carer you know that the person you care for relies on you for vital help and support. You need to know what you can do if ever faced with an emergency, either during office hours, or at night or at weekends. **If you are faced with a medical emergency, dial 999 and ask for an ambulance.**

CARERS EMERGENCY ALERT CARD SCHEME

www.icis-info4life.org.uk

This is a free scheme administered by ICIS for people who look after an adult or child who depends on them because they are ill, have a disability or are frail. Carers are provided with a card that identifies them as a carer and includes the number of a 24-hour emergency alarm centre that can be alerted if the carer is involved in an accident. The call centre will then contact the friend or family member who has agreed to be involved.

COMMUNITY ALARM SYSTEM / LIFELINE / CARELINE

These are emergency help services available to elderly, disabled and vulnerable residents in their own homes. They offer a 24 hour, 7 days a week telephone link to a control centre. Staff at the centre can summon immediate help, from relatives, neighbours or emergency services.

CONTINGENCY PLANNING: BEING PREPARED

Carers who are providing regular and substantial care have a legal entitlement to a Carers Assessment. If you provide essential support to the person you care for, ask for a contingency plan to be built into your care plan. Carers of people with mental health difficulties should have their own care plan which includes actions in an emergency. Call your West Sussex County Council (Social Care) Helpdesk. If you are relying on family or friends to help in an emergency, make sure you discuss in advance what is involved. Prepare information to include:

- Medication
- Emergency duty team contact number
- Details of the person's illness or disability
- The person's likes and dislikes
- Details of their care needs
- Who else is involved in their care – day centres, care agencies etc

Make yourself a list of useful contact numbers and put in an 'In Case of Emergency' number (ICE) into your mobile phone if you have one.

DATALINK EMERGENCY INFORMATION SCHEME

www.sussexnwfed.org.uk

This ensures vital information is available at home regarding relevant illnesses, allergies, medication and contact addresses in case of an emergency. Neighbourhood Watch, Health Centres and CSS, Worthing and District can supply.

EMERGENCY RESPITE SERVICE (CROSSROADS)

Care can be provided for up to 48 hours, or for 72 hours over a weekend or bank holiday. To use this service you will need to be registered with the emergency alert card scheme as your registration number will be used to trace your record and put any contingency plans in place. Contact Crossroads, CSS, Worthing and District or ICIS for further information.

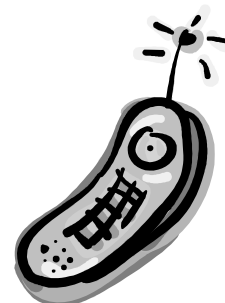
HELP AT SHORT NOTICE OR IN A CRISIS

- **West Sussex County Council (Social Care)** The first point of contact on weekdays 9am—5pm for the Adult Help Desk:
 - **Adur Office**, Glebelands, Middle Road, Shoreham by Sea, 01273 268800
 - **Horsham/Chanctonbury**, Talbot House, 20-22 East Street, Horsham, 01403 213100
 - **Littlehampton Office**, 44 High Street, Littlehampton, 01903 738900
 - **Worthing Office**, Centenary House, Durrington Lane, Worthing, 01903 839100

For Children's Services call the Child Care Help Desk:

- **Adur** 01273 268800
- **Arun** 01903 738900
- **Worthing** 01903 839100
- **Horsham /Chanctonbury** 01403 213100

- **Out of hours service** - 01903 694422 (Adults and Children)



- **GP Out of Hours Service (Harmoni)** – If you need a doctor out of hours, telephone Harmoni on 0300 130 1313 or your GP's surgery number.
- **If someone falls and is unable to get up** – The ambulance service will assist and decide whether the person needs to go to hospital or not. Telephone 999.
- **Mental Health Emergencies** – Call the GP Out of Hours Service (Harmoni) indicated or the 24-hour Mental Health Line on 0845 300 2727.

HELPLINES

- **Alcoholics Anonymous** - Offers 24 hour support, information and advice for anyone affected by an addiction to alcohol. Phone 08457 697 555.
- **Mental Healthline** - A countywide 24 hour confidential helpline run by Sussex Partnership NHS Trust for people coping with mental health problems, their carers or families and anyone who needs advice or information about mental health services. Can provide practical advice about what help is available and emotional support / a listening ear. Phone 0845 300 2727.
- **Shelterline** - This is a free national helpline (8am – 8pm, Mon – Fri and 8am – 5pm Sat and Sun), giving advice, information, referral and emergency advocacy on housing related difficulties. Freephone 0808 800 4444. Website: www.shelter.org.uk
- **Samaritans** - Offers 24 hour confidential emotional support for people who are experiencing feelings of distress and despair, including those which may lead to suicide. Phone 01903 205555 or email jo@samaritans.org