



Carers Support Service  
Worthing & District



The Princess Royal Trust  
for Carers

## Carers - Planning for Emergencies

**As a carer** who is providing regular and substantial care for an adult who is either elderly frail or has an illness, physical disability, sensory impairment or mental health difficulty and who lives at home in West Sussex, 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. This leaflet gives some contact details for this.

**As a professional** you know the valuable role that carers carry out. They save the country £87 billion every year and carers who provide or intend to provide regular and substantial care on a regular basis have a right to a carers assessment. Emergency planning should be part of that assessment.

The 1991 National Carers Strategy acknowledged that many carers worry about what would happen in an emergency and recommended that local carers strategies should include ways to help carers with emergency planning.

Subsequently, the 2008 National Carers Strategy confirmed that an additional £25m funding per year had been made available to councils in England to provide emergency cover.

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### **A Carers Guide to Planning for Emergencies**

#### **I. Help at short notice or in a crisis**

- **West Sussex County Council (Social Care)** The first point of contact on weekdays 9am—5pm for Adult Services in Adur, Arun and Worthing is the Adult Help Desk on 01903 839100 or in Chanctonbury 01403 213100. For Children's Services call the Child Care Help Desk:  
Adur 01273 268800      Arun 01903 738900  
Worthing 01903 839100 Chanctonbury 01403 213100

For evening and weekends an Emergency Service operates covering both Adult and Children's Services, on 01903 694422.

- **Intermediate Care Team** – If the carer becomes ill and the cared-for person therefore may have to go into hospital, this service can provide packages of care,

including short term 24 hour support at home in order to prevent that unnecessary hospital admission. It is accessed via hospital professionals, GPs, district nurses and Social and Caring Services.

- **GP Out of Hours Service** – If you need a doctor out of hours, telephone Harmoni on 0300 130 313.
- **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. Phone 999.
- **Mental Health Emergencies** – Call the GP Out of Hours Service (Harmoni) indicated or the 24-hour Mental Health Line on 0845 300 2727.

## 2. Contingency Planning: Being prepared

- Carers who are providing or intend to provide 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. Call West Sussex County Council (Social Care) on 01903 839100. Carers of people with mental health difficulties should have their own care plan which includes actions in an emergency.
- If you are relying on family or friends to help in an emergency, make sure you discuss with them 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.
- Think about using the Data Link Emergency Information Scheme. This ensures vital information is available at home re relevant illnesses, allergies, medication and contacts in case of emergency. Call the Neighbourhood Watch Office on 0845 60 70 999, ext 81214.

### 3. Emergency help

In the event of an emergency, i.e.

- Where the carer is suddenly admitted to hospital
- If the carer has an accident
- During a family emergency, such as a close relative
- being taken ill and you need someone to look after the person you care for
- For support at the funeral of a close friend or relative
- Where there is a real risk to a carer's job on a particular occasion

Trained staff from West Sussex Crossroads schemes can provide care during the emergency period for up to 48 hours or for 72 hours over a weekend or bank holiday. This enables the cared for person to stay safely in their own home until the emergency is over or other care arrangements can be made. The service is free and provided by staff who are able to take over the caring role, which might include washing, dressing, getting to the toilet, eating and drinking, and generally keeping the person safe and comfortable.

To qualify for this service, you and West Sussex Crossroads will need to have jointly set up an Emergency Plan and you will need to be registered with the **Emergency Alert Card Scheme for Carers**. The Emergency Alert Card Scheme information can be obtained from ICIS on 0800 859929.

**How do you ask for an emergency plan?** Please contact West Sussex Crossroads from Mon—Fri 9am to 4pm on 01403 243924 or email: [admin@westsxcrossroads.org](mailto:admin@westsxcrossroads.org)

### 4. Carers Emergency Alert Card Scheme

This scheme allows you to provide information about the person being cared for and the names of 2 people who could be contacted in an emergency if something happened to you, eg if you were out and had an accident or were taken ill. This is linked to a control centre open 24 hours a day who would then contact the person you have nominated to provide emergency care. Phone for an enrolment form on 01903 859929.

### 5. Community Alarm Schemes

These are emergency help services available to elderly frail or vulnerable people in their own homes. They offer 24 hour, 7 day a week telephone link to a control centre. In an emergency such as the person falling or becoming ill, staff can summon immediate help. Community Alarm Schemes operated by the local councils are:

Adur	01273 263390
Arun	01903 737713
Worthing (Red Assure)	01903 703103
Horsham (for Chanctonbury)	01403 215230

***'My partner has a panic alarm which he wears when he is home alone. This gives direct access to support should he need it in an emergency. This gives me great peace of mind and this is what carers need in order to continue in their demanding role.'***

## **6. Other Useful Numbers**

Alcoholics Anonymous	08457 697 555
FRANK	0800 776600
Police Non Emergency Number	0845 6070999
Samaritans	01903 205555
Shelterline	0808 800 4444



This leaflet was prepared by Carers Support Service,  
Worthing & District, Methold House, North Street, Worthing,  
West Sussex, BN11 1DU. Tel: 01903 528600