

Being Prepared:

A Carer's Guide to Planning for Emergencies



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Ceredigion Carers Alliance

...taking care to make a difference

**Large Print or other format/medium
are available on request please telephone**



01545 574000

or Minicom



01545 574001

or Email



contact-socservs@ceredigion.gov.uk

Porth Gofal Office Hours:

Monday – Thursday: 8.45 a.m. – 5.00 p.m.

Friday: 8.45 a.m. – 4.30 p.m.

**You can find information about services provided
by Ceredigion County Council on our website at:
www.ceredigion.gov.uk**

Being Prepared:

A Carers Guide to Planning for Emergencies

You may find this advice helpful

Being prepared cannot stop emergencies happening but it can make them just a little bit easier to manage at a time when you need it most.

Do you look after someone because they are ill, frail or have a disability?

This leaflet is for people who provide unpaid care and supervision, for another adult. Often those people will be husbands and wives, daughters and sons and other family members who do not think of themselves as doing anything out of the ordinary. Caring can become a stressful role and Social Care can sometimes provide help, support, information and advice to carers.

Many carers like to manage alone without outside help, but worry about what to do if certain urgent situations arise. As a carer you know that the person you care for relies on you for vital help and support. It helps if you have had a chance to prepare so that you would know what you can do if ever faced with an emergency, either during the day, or at night, or weekends.

Forward Planning

Carers are often so busy dealing with everyday events as they occur that forward planning can seem a bit of a luxury. However, thinking about what might happen could prevent a mishap turning into a disaster, and help reduce the stress for everyone concerned.

Getting Help in a Hurry



111

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GP Out of Hours Service



01545 574000 -

Social Care Porth Gofal

(During office hours- see inside front cover for details)



0300 4563554 -

**Social Care Out of Hours
Emergency Team**



01545 574000 -

**Ceredigion Carers Emergency
Card Scheme (if registered)**



101

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**Non Emergency Police Phone
Line**

What can Social Care do in an emergency?

If you contact Social Care they can:

- Check to see if there is any known current information they have on file about you and the person you care for, if you have had an assessment before
- Give advice about sources of help, and arrange help if necessary

- Help you contact relatives and other sources of help
- Arrange urgent care, for example emergency home care, residential care, if necessary
- Arrange a home visit and ensure that someone is safe if required. Arrange follow up by the community team to ensure longer term arrangements are in place – for example if a carer is admitted to hospital

Social Care (Porth Gofal) will arrange for the appropriate community team to be involved as and when necessary.

Common emergency situations and how to avoid them

Locking yourself out

If you live alone with a person who needs a lot of support, what would happen if you lost your door key? If you have local relatives or friendly neighbours, consider asking them to hold a key. More than one is helpful in case someone is out.

If you have no one you wish to leave a key with, consider a **Keysafe**. These are strong metal boxes with a combination lock, which can be bolted to the outside wall of the house. You would need to have a version suitable for the size of your door key. You can get more information from the numbers below or ask your local hardware or key cutting shop. You may need help to install it from a local handyman. There is more than one type of Keysafe available on the market.



0808 100 1133 - Cantre Mobility

The person you care for has fallen down and cannot get up

If the person you care for has fallen and you think they might have hurt themselves you can call the Ambulance Service on 999. If they are only shaken and have not hurt themselves, you should make them warm and comfortable with a pillow and blankets or a duvet and let them get up in their own time or wait until someone can help. Falls can sometimes be an indication that there may be something wrong so it is a good idea to tell a health worker such as your GP or District Nurse so they can advise you.

Telecare Scheme have a number of sensors that can alert if someone has fallen and is unable to call for assistance. For more information please contact Telecare Scheme:



01545 574000

The person I care for has a catheter, which has become blocked

This is an emergency and you should seek help immediately. In office hours contact your GP surgery, tell the receptionist what has happened and ask to speak to a District Nurse. After normal hours, you can ring the **Out of Hours GP service on:**



111

If you call your surgery you will hear the same number given on their answering machine.

Someone who is confused, has wandered out of the house

If you are able, have a look around the immediate neighbourhood, but do not delay alerting the police. Have the local **Police non emergency phone number** to hand



101

When you speak to them, make sure you emphasise that this person is mentally confused and vulnerable.

If this happens repeatedly, you should speak to the person's GP about this. There is help and support available which they can help you to access. Do not wait until you are desperate before asking for help, as there is often a waiting list for an assessment.

What if I become ill?

Try to think in advance who you could ask to help if this happens. What would you need help with and who could you ask? Some relatives or friends could perhaps be asked to take on part of your caring role.

If there are things you do that you do not feel anyone else in the family could help with, such as intimate personal care, make sure you know how to contact Social Care for help. However it can be difficult sometimes for Social Care to respond instantly and finding care staff at short notice can be tricky especially at certain times of the year, so forward planning is best.

No one else can do it ...

If the person you care for is used to having only you care for them, it may be a good idea to occasionally call on outside help so that they can get used to this, which will make having help in an emergency less of an upheaval for them. Consider discussing this with the person you care for.

The same thing applies to respite care. If the person you care for has been for a short stay to a local residential home and found it a happy experience, it will be easier for them to go there in an emergency. Some homes also offer day care.

You may be able to get help with the cost – Porth Gofal can arrange an assessment for the person you care for. The community team would then need to undertake a financial assessment to ascertain the amount you may have to contribute. You can also get advice about funding for care from a number of local Voluntary Organisations.

A selection of themed Carers Factsheets is available from Porth Gofal, which will include contact details for local organisations amongst other useful information.

Consider asking for a **Carers Needs Assessment** from Social Care - it can be a useful way to explore how you can reduce the worries and strains of caring. Anyone who is a carer, can ask for an assessment, it does not matter if you are a 'self funder' (person not entitled to have services paid for by Social Care on financial grounds) or not. Anything you discuss is considered confidential and will not be shared with anyone without your consent, including the person you care for.

For further information ask Social Care for the factsheet "Assessments – A guide to getting an assessment in Wales from April 2016". A Carers Needs Assessment and a Community Care Assessment for the person you care for should always include the discussion about what may be needed in an emergency.

Could Continuing Health care assist the person you care for?

What Is Continuing NHS Health Care?

Continuing NHS Health Care (CHC) is a package of care arranged and funded solely by the NHS, where it has been assessed that a person's primary need is a health need. The issue is one of need. The person's specific diagnosis, condition, financial position, the cost of providing the required care, or the setting do not determine eligibility. Continuing Health Care is reviewed and people may move in and out of eligibility as their needs change.

Where a person is eligible for Continuing Health Care, local authorities may still have some responsibilities including, for example, a role in assessment and review, supporting carers and meeting housing and educational needs.

For further information about Continuing NHS Healthcare, please contact: Ceredigion Long Term Care Team:



01970 613932

What do you need to think about?

Planning Ahead: being prepared

As a carer you have a legal entitlement to a Carers Needs 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.

Write down contact numbers of people who might be able to help and keep this list in a prominent place.

If you are relying on family or friends to help in an emergency, make sure you discuss in advance what is involved.

Prepare written information to include:

- Emergency Out of hours Social Care contact number
- Emergency Out of Hours GP Service contact number
- Medication, what is it, where is it kept (remember to note if the person has a Warfarin Card etc)
- Details of the person's illness or disability or behaviour patterns
- The person's likes and dislikes, interests, topics to avoid
- Language needs, use of signs, signals, word use (important with memory loss)
- Details of their care needs, location of care plan
- Who else is involved in their care – day centres, care agencies, meals etc and how to reach them and or Social Care Porth Gofal who may be able to signpost you
- Important information about your home in an emergency i.e. the heating system, lighting, water stop taps, contact numbers i.e. council, plumber etc
- Contacts for dentist/hospital in case appointments need to be cancelled
- Pet care: vets, emergency cover, vaccination records where they are kept
- Livestock, smallholding, neighbours who can help

See an example of a plan at the end of this booklet. You can use this at home for you and your family or to discuss the help you need with Social Care. If a copy of it is kept at home make sure it is in an obvious place to find and keep it up to date. If the plan includes help from Social Care, please remember to tell them if things change so the plan they have is accurate, if and when is needed.

What types of “emergency planning” might you and the person you care for face?

- What level of seriousness might those be? It might include you as the main carer being delayed from returning home, or your illness at home, you requiring hospitalisation overnight, or longer periods if you as the carer could not be there to care because of other family emergencies, family illness, bereavement. This list is not exhaustive
- If friends and family are your back up what happens when they are unavailable or if they are not contactable?
- Can the person stay at home safely alone for any period of time? Can equipment or advice reduce the risk to enable them to manage with limited supervision for a short period?
- Will the person need to be taken from home and supported in a residential or nursing environment?
- What forms of transport might be needed?

Does your GP know you are a carer?

- Have you registered with your surgery as a carer? Ask at your surgery for a registration form, or the Social Care Porth Gofal or download a form from the Ceredigion County Council’s website under ‘Wellbeing and Care’ or the Hywel Dda University Health Board website
- Have you told them/provided them with information as to what might need to happen in an emergency if you are unable to care?

Other practical suggestions

- Consider having a Community Alarm at home –there are a number of sensors that may be available including a falls alarm, if this is of interest, speak to Porth Gofal

- Join the free **Ceredigion Carers Emergency Card Scheme**, hosted by Ceredigion County Council. Your “Peace of Mind” support. The card is the size of a credit card and should be easy to keep in your wallet or purse. In an emergency if found a call can be made to the 24 hour responder service quoting a secured individual number. They will make arrangements to activate your pre-prepared emergency/contingency plan or contact nominated friends or family. **See the section about this service later in this booklet**
- Put an “**In Case of Emergency**” **contact number (ICE)** into your mobile phone. By simply entering the acronym **ICE** - for **In Case of Emergency** - into the mobile's phone book the emergency services will have the name and number of someone who should be contacted in an emergency. Emergency services staff recognise this as an “emergency contact” person for you
- On most mobile phones you simply need to select 'Contacts' and choose 'Add New Contact', then enter the letters 'ICE', followed by the name and telephone number of your next of kin. For example, ICE - David followed by David's telephone number. It is possible to have more than one contact by typing ICE1 David, ICE2 mum etc. and entering their telephone numbers as before
- 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
- Make sure the person whose name and number you are giving has agreed to be your 'ICE' partner. You should also make sure your ICE partner has a list of people to contact on your behalf, such as your place of work. In addition, they'll need to know about any medical conditions that could affect your emergency treatment, including allergies or medication
- If you're under 18 your ICE partner should be your parent, guardian or an immediate member of your family authorised to make decisions on your behalf. Friends and other relatives won't be able to make decisions for you if you're admitted to hospital
- Storing an ICE number makes it easier for everyone if you're involved in an accident. It only takes a few seconds, so do it today

- If you don't have a mobile phone, think about getting one so that you could be contacted if you go out and a situation arises at home. You can get **'pay as you go' mobile phones** on which you only pay for calls that you make, there is no rental charge. These are ideal for people who just want a phone for emergencies, and are very helpful because you can store all your emergency numbers on the phone
- **"Message in a Bottle"** - This is a plastic bottle kept in the fridge at home. By putting a green cross sticker on the inside of the main entrance door this will alert emergency services staff. It contains vital details, including who to contact should the emergency services be called to the home as a result of a sudden illness or accident. To find out whether this is available near you, telephone



01545 574000

- **Pet Care in an emergency**
The Cinnamon Trust is a national charity for the elderly and their pets; they have a national network of community service volunteers for practical help when day to day care poses a problem and a fostering service for pets whose owners face a spell in hospital. The service is free, but they greatly value donations towards their costs. They can be contacted on:



01736 757900

Local Information

- **Ceredigion County Council website**



www.ceredigion.gov.uk

Look under 'Wellbeing and Care' and follow the various links for further information

- **The Hywel Dda University Health Board website**



www.ceredigionlhb.wales.nhs.uk

Can provide you with a range of health related information and links

- **Care Inspectorate Wales.** They are responsible for regulating residential and nursing homes, day care services for children and domiciliary care and nursing agencies. You can contact Care and Social Services Inspectorate for Wales Local Office (CSSIW) for information:



**0300 7900126 (Carmarthen Office)
0872 4377303**

National Organisations and websites:



www.carersuk.org Carers UK



www.carers.org Princess Royal Trust for Carers

What should I do now?

- Complete the Carers Emergency Card Scheme/Registration Form as your “Contingency Plan”
- It can be just for your use at home

Or

If you would like to join the Carers Emergency Card Scheme you can send the completed form to Porth Gofal, Canolfan Rheidol, Rhodfa Padarn, Llanbadarn Fawr, Aberystwyth, SY23 3UE

- If you complete this as part of a Carers Needs Assessment it will be recorded within the Social Care database and can be accessed to support you and the person you care for if Social Care will need to be part of your “Contingency Plan”

REMEMBER

Being prepared can't stop emergencies happening but it can make them just a little bit easier to manage at a time when you need it most.

Carers Emergency Card Scheme

Do you worry about what would happen to the person you look after if you were suddenly taken ill or had an accident?

If the answer is “yes” then the Carer's Emergency Card Scheme is the service for you.

What is the Carer's Emergency Card?

It is a credit-sized card that you, the carer, will carry with you at all times. It is used as an instant source of identification in case you (the carer) suffer an accident or sudden illness. Social Care will hold your registration number and details so that help can be coordinated, through your nominated emergency contacts, for the person you care for.

How does the service operate?

You register with the service by completing a registration/contingency plan form. This form holds information about you, the person you look after and the action that needs to be taken in the event of an emergency. Social Care, who run the service, holds this information. Once you are confirmed as eligible for the scheme, you will be issued with the carer's emergency card.

Is it a safe service?

The service is confidential. No personal details are held on the card, so that all identities are protected. The only means of identification is the serial number on the card. In an emergency Social Care respond by contacting your designated emergency contacts so that they can assist the person you care for, whilst you receive the attention that you need.

What are the benefits to Carers?

The card can offer peace of mind to a carer so that they feel less anxious and freer to go out. If something happens to stop them getting home, help can be sought for the person that they care for.

Is there a charge?

No, the service is free to the carer.

Who is eligible?

All informal carers are able to apply but you must have 2 emergency contacts that would be willing to help out (day or night) if you were taken ill or had an accident. You must also be willing to be included on the Social Care database as this is where the information will be securely stored.

How do I apply?

You can apply for the service by fully completing the registration/contingency plan form included in this booklet and returning it to:

Carers Emergency Card Scheme
Porth Gofal
Canolfan Rheidol

Rhodfa Padarn
Llanbadarn Fawr
ABERYSTWYTH
Ceredigion
SY23 3UE

What will happen next?

Once we have received your fully completed Registration form and Emergency Agreement forms we will process your application. If you are eligible to be registered, the Emergency Card will be sent out to you. If we are unable to register you, we will contact you to explain why, for example, if you do not have two emergency contacts.

How do I use the card?

Always carry the card with you. It is important that this identification is found quickly. It needs to be one of the first things that anyone who comes to your assistance sees or finds; therefore it may be handy to keep it in your purse or wallet.

For further information on the Carers Emergency Card Scheme please contact Porth Gofal on:



01545 574000

This service is supported by Ceredigion Social Care

Ceredigion Carer's Emergency Card Scheme Registration/Contingency Plan form

PLEASE COMPLETE AS FULLY AS POSSIBLE IN ORDER TO PROTECT THE PERSON YOU ARE CARING FOR

Carer Details

Title	
Forename	
Surname	
Address	
Postcode	
Telephone No	
Mobile No	
Relationship to person I care for	

Information about the person I am caring for

Title	
Forename	
Surname	
Address	
Postcode	
Telephone No	
Mobile No	
Date of Birth	
GP Surgery	Tel. No

You MUST have someone who could help out in an emergency day/overnight, e.g. family, friends and neighbours. They will need to sign the Carers Emergency Agreement form to confirm their agreement to be contacted.

Nominated Emergency Contact 1

Nominated Emergency Contact 2

Name:	Name:
Address:	Address:

Tel No:	Tel No:
Work No:	Work No:
Mob No:	Mob No:
Relationship:	Relationship:
Is there anyone else we should contact on your behalf in an emergency? Yes No	
Name	
Telephone No	
Relationship	
Can the person you care for answer the door?	Yes No
Does the person you care for have any pets? If yes, what are they and where are they?	Yes No
Your Emergency contacts should be able to provide the initial care for/look after the pets	
Please state the person's medical condition and medication that they take.	
Please give details of any communication needs:	
Please give details of any memory problems?	
If the person you care for has memory problems, would you like to refer them to the Telecare Service?	Yes No
When do they need your help? Please give details	

During the night		
Do you help with medication?	Yes	No
When and what do you do?		
Where do you keep the medication?		
Do you help with meals and helping to eat and drink?	Yes	No
Do you help with getting to the toilet?	Yes	No
Getting washed and dressed?	Yes	No
What other support do you give?		

Things to watch out for (e.g. changes in behaviour, aspects of their condition)		
What the person I care for likes/doesn't like		
Things that are important to me as the carer to take into account when stepping in to look after the person I care for		
Do you currently receive any services	Yes	No
You:		
The person you care for:		
Any additional information (please continue on a separate sheet if required)		
Have you had a Carer's Needs Assessment?	Yes	No

If no, would you like a Carer's Needs Assessment:	Yes	No
If you have declined a Carer's Needs Assessment in the past please could you explain why?		
Would you like more information about the Carer's Needs Assessment?	Yes	No
How did you hear about the Carer's Emergency Card Scheme		
I agree to this information being stored with the Social Care Database. It can be used in an emergency to help provide timely and appropriate support to the person I care for. I understand that you may also need to share this information with our emergency contacts.		
Signed _____ Date _____		
IMPORTANT you must inform us immediately should your circumstances change		
If you have a mobile phone you might want to label some important contacts as ICE (in case of emergency) so these can be used by Emergency Services.		

You will need to share all this information with your Emergency Contacts so that they are aware of the needs of the person you care for. If they are unable to remember the information, we may disclose the information to them, in an emergency only. However they will need to provide us with the agreed password before we will disclose any information to them.

Ceredigion Carers Emergency Card Scheme Key safe information

Your emergency contacts will need to be able to get into your home i.e. will need to have a spare key or know the location of the spare key

Name of the person you care for:	
Their date of birth:	
How would help get into the home of the person you look after?	
Is there a key safe at the property	Yes / No
If yes: please state the key safe access number:	
If no: where is the spare key kept:	

Ceredigion Carers Emergency Card Scheme Agreement Form

For the carer to complete

If I have an emergency and I cannot look after _____ (enter name of cared for), Social Care will have a copy of my contingency plan. The scheme will use the information I have provided to arrange the appropriate support for the person I care for. I would be grateful if you would be willing, if contacted to stay with them for a short time or until I am able to look after them again.

You can find a copy of my contingency plan (please add details of where it can be found)

Social Care will contact you to ask if you are available at the time the emergency occurs. They would check what support you felt able to give at the time and for how long. This does not commit you to do any thing that you feel unable to do.

For the nominated emergency contact to complete

I agree to Social Care contacting me in an emergency to see if I am available to help out.

Name

Relationship (family/friend/neighbour)

Address

Telephone (home)

Telephone (work)

Mobile

Password (mother's maiden name)

We will ask you for your password if you have to contact us for information during the emergency, for example, if you are unable to find the contingency plan.

I agree to provide initial care / look after the pets.

Social Care and Careline (who provide out of hours support) will hold your information securely and confidentially on a computer and on a file in accordance with the principles of the Data Protection Act 2018. This information may be shared with health and social care professionals and other relevant agencies for the purposes of providing support to the carer named above and the person they care for. This form will be reviewed on an annual basis.

Signed:

Print name:

Date:

This form should be returned to Porth Gofal, Canolfan Rheidol, Rhodfa Padarn, Llanbadarn Fawr, Aberystwyth, SY23 3UE

Ceredigion Carers Emergency Card Scheme Agreement Form

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Print name:

Date:

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Ceredigion County Council wholeheartedly supports the principle of equality and recognises the importance of fair access and actively promotes equality of opportunity for all service users and carers.

Advocacy Service

There is an Advocacy service available and where possible we will arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and don't have family or friends to help you.

Ceredigion Independent Professional Advocacy (CIPA) can assist if you (or your carer) are over 18 years of age, live in Ceredigion and are currently having an assessment or review of their care and support needs or have a safeguarding concern.



0800 206 1387

Advocacy West Wales provides an Independent Mental Health Act Advocacy Service (IMHA) for both people in the community and for informal patients at Morlais Ward, Glangwilli Hospital, Carmarthen.



01437 762935



www.advocacywestwales.org.uk



admin@advocacywestwales.org.uk

Tros Gynnal provides help to children and young people to make sure that they have their rights respected and have their voices heard. They can provide information, advocacy, representation, advice and support.



0808 1682599



01545 571865



midandwestwales@tgpcymru.org.uk

Information Sharing and Confidentiality

Ceredigion Social Care holds information in relation to you and your family in order to process requests for care and support needs. The Council puts measures in place to protect the privacy of individuals throughout this process.

Our privacy notice is available in full:

www.ceredigion.gov.uk/privacy

Anyone receiving a service from Ceredigion County Council Social Care may have a record kept about them. Details about you may be recorded on our client information computer system and / or a paper file.

To enable the Council to process your request, provide a service and comply with our legal obligations, we may:

- Collect information directly from you but may also receive information from our partner organisations
- Share your information with partner organisations

For more information about how Ceredigion County Council uses your personal information, please see our privacy notice as listed above.

Representations/Complaints/Comments

If you are unhappy about any of our services, or about the way you have been treated, you should initially discuss this with the Team Manager of the Team you have had contact with. We hope that the problem can be resolved at this stage.

If however you are still unhappy, you can take the matter further by making a formal complaint. Ceredigion Social Care has a complaints procedure.

If you think we have done something well, you can also tell us.

For **Social Care** ask for 'Are we getting it right? Do you have any Comments, Complaints or Compliments?' leaflet.

Emergencies

If you need urgent help outside the opening times of Porth Gofal (as stated on the inside cover of this leaflet), please contact our Out of Hours Emergency Team on:



0300 4563554

Other leaflets detailing the different services offered by Ceredigion Social Care are available on request from Porth Gofal. For further information please telephone:



01545 574000

We would welcome any comments you have with regard to the content and layout of this leaflet and/or the service you have received. Your views are important so that we can monitor and improve the quality as required. Please could you take time to complete the following:

Name:

Address:

.....

Tel: No: Date:

Leaflet received from:

My compliment or complaint:

.....

.....

.....

.....

(Please continue on a separate page if you need to)



Send this page to:

Porth Gofal
Canolfan Rheidol
Rhodfa Padarn
Llanbadarn Fawr
Aberystwyth
SY23 3UE

Thank you for your comments