

Carer's Emergency Card and Contingency Plan Scheme

Cardiff and the Vale of Glamorgan

What is a Carers Emergency Card?

It's a credit card sized card that you carry at all times. In case of an accident, sudden illness or if for any other reason that you are unable to return home, and the person you care for would be at risk of serious harm if left alone, it shows that you have someone who relies on you and who cannot manage without help.

The card is only used when you are unable to make arrangements yourself.

Social care services will hold the emergency contact details taken when you register so by making a brief phone call, help can be arranged for the person you look after.

How does it work?

You complete a registration form giving details of the person you care for and the contact details of three people who could step in to take your place in an emergency.

This information is sent to social care services who will then issue you an individually numbered card and arrange for the details to be put on a database.

You are responsible for checking that the people you name as emergency contacts agree to their details being recorded on the council's database. On the registration form you will be asked to make sure that you, the person you care for, and all your nominated emergency contacts sign to agree to social care services keeping personal information. Without these signatures your request to join the scheme cannot be processed and we will return the form to you to obtain the signatures.

In an emergency and on finding the card in your purse or wallet, the person who finds the card, usually the emergency and health services, will call the number on the card, quoting your registration number so your emergency contacts can be notified.

The nominated people will provide interim support to avoid the risk of deterioration or crisis to the person you care for.

How do I know if I'm a carer and can register for the scheme?

If you answer Yes to the following, you can register for the card scheme:

- You look after a relative, friend or neighbour who would not be able to manage at home alone either because of old age, physical/mental impairment, long term illness or drug/alcohol problem
- You and the person you care for are both aged 18 or over

What if I don't have anyone who could temporarily take my place?

You can still register with the scheme. Information can either be provided to the emergency services or social care services who will make arrangements in an emergency.

This would also be the case if your nominated people were not available.

What do the nominated people have to do?

Your nominated people should know the person you care for and how much help and support they need. They will have to sign the registration form to give their permission to be contacted and have their records on the database. They also need to know how to get into the cared for person's home and what they may need to do for them.

Nominated people should know the GP the person you care for is registered with and any other family members they may need to contact in an emergency or who to contact in social care services.

The registration form is also a basic contingency plan that will be kept on file. It is your responsibility to share this with you nominated people and keep it up to date.

All information will be treated in confidence and in compliance with the Data Protection Act 1998. We will only share information with other agencies with your consent, the consent of the cared for person and any nominated people.