

Who can have an Ealing Carer's Emergency Card?

The Carer's Emergency Card is available to all informal / family carers who provide care for someone who would be unable to look after themselves, if their carer was unable to provide support and/or care because of an accident, an emergency or personal crisis. The cared for person must be an Ealing resident.

How does the Carer's Emergency Card work?

By filling in this registration form, you prepare an emergency support plan and provide details of up to three people who know the person you care for, who can help in an emergency. When the council receives your form, it will arrange for your registration details to be recorded on the Social Care database. This will ensure your registration details and care plan are available 24 hours a day through one phone number used by the Social Services Contact centre and the out of hours Emergency Duty team.

You will then be sent your card. It is the size of a credit card so you can easily carry it around with you at all times in your purse/wallet. You will also be sent a key fob size card to attach to your keyring.

The council will arrange annual reviews of your registration details to ensure that your emergency plan is kept up to date.

If anything happens to you, the emergency services can contact Ealing Council by calling the number on your emergency card and reading out the reference number. Ealing Council will then put your emergency support plan into place, so the care you normally provide is continued.

Do I have to pay to register?

No, registration is free of charge.

Do I need to have a Carer's Assessment to register?

You are advised to request a formal Carer's Assessment from Social Services if this has not already taken place. However, it is not essential to have had a Carer's Assessment to get an Ealing Carer's Emergency Card.

How do I prepare an emergency support plan?

This form asks for basic details about:

- You and your care responsibilities
- The needs of the person you care for
- Your emergency support plan, which gives details of three people who will be able to offer support in an emergency and / or provide house keys.

What you need to do:

- Speak to friends and relatives who might be able to step in at short notice to look after the person you care for
- Check they are okay with a call at any time, day or night, in an emergency - or indicate on the form their availability if not 24 hours a day
- Provide them with a set of front door keys or tell them where keys can be obtained
- Make sure they are happy for you to share their contact details with the council
- Make sure that all the people on your emergency support plan have up to date details of the care plan or know where it is kept in your home
- Make sure they know what the person you look after needs and where to find medication, incontinence pads, hearing aids and anything else they might need (you can write out a task list and include routines, likes and dislikes)
- Also give details of any other care coming into your home e.g. home care / nurse

Where can I get a form?

Ealing Council

The Funding Officers Team
Perceval House, 2nd floor Green
14- 16 Uxbridge Road
Ealing
W5 2HL

By Email:

carersemergencycard@ealing.gov.uk

ECIL - Ealing Centre for Independent Living

1 Bayham Road, West Ealing, London,
W13 0TQ

Telephone: 020 8840 8717

020 8840 3682

Email: ecil@ecil.org.uk

Ealing Carers' Service

Sycamore Lodge
1 Edgecote Close
Acton
W3 8PH

Open

Monday to Friday
9am – 5pm

Telephone: 020 3137 6194

Email: ealingcs@carerstrustthames.org.uk

Website: www.carerstrustthames.org.uk/services-in-your-area/ealing

Ealing Carers' Service

Elm Lodge
4a Marley Close
Greenford
UB6 9UG

Open

Monday – Friday
10am – 2pm

Ealing Council manages the application and registration process and once the form has been completed it must be returned to the Ealing Council address listed above.

If your care responsibilities and emergency changes, you must let the Funding Officer Team know, on the contact details above.