

Carers Emergency Alert Card Scheme

October 2011

1.0 Important Information

The Carers Emergency Alert Card will be changing from 1st November 2011.

2.0 What Is The Carers Emergency Alert Card?

The Carers Emergency Alert Card scheme continues to support hundreds of carers in West Sussex. The scheme ensures that a friend, neighbour or relative, as nominated by the carer, is alerted if the carer is unable to return home.

Each carer registered has a laminated card with a sentence ' Carer's Card-someone depends on me. In an emergency please telephone...'. A unique identification number is printed on the card that enables staff at Chichester Careline Call Centre to make contact with the carers' nominated person. The telephone number operates 24/7.

The scheme is for all carers in West Sussex, including parents / carers of children with special needs and a high level of dependency. Carers are asked for details of their nominated contacts, brief details of the medical condition of the person being cared for, their GP, and if relevant the details of the car they travel in. The scheme provides an initial alert service to a nominated next of kin. Carers can carry this with them to act as the first alert to their caring responsibilities.

The Carers Emergency Alert Card is not the same as the Emergency Respite Service.

3.0 What Do I Need To Do?

All new referrals for the card will be dealt with by Chichester Careline. Chichester Careline will also provide the telephone response in an emergency. Referrals forms and information will be available both in hard copy and on the internet. Carers who already have a card are being contacted to update them of these changes.

Please ensure that any new referrals are actioned using the new referral form and sent to Chichester Careline. Details are available on the WSCC Carer web page. Please ensure that any old leaflet and information are removed.

A copy of the new leaflet follows and is available for viewing/download at the following link:

<http://www.chichestercareline.org.uk/index.cfm?articleid=18409>

Other organisations that can help carers are:



West Sussex Carers Support Services
For Worthing & District visit:
www.carerswsx.org.uk or Tel: 01903 536378

West Sussex Carers Support Service
For Regis, Chichester & Rural visit:
www.carerssupportservice.org.uk or Tel: 01243 537051

West Sussex Carers Support Service
For North & Mid Sussex
www.carerssupport.org.uk or Tel: 01293 657040



West Sussex Carers Online
www.westsussexcarers.org.uk or Tel: 01903 859928



West Sussex Young Carers
www.yourspacewestsussex.co.uk or Tel: 07921 933475



Parents and Carers Support Organisation
www.pacso.org.uk or Tel: 01243 533553



The Big Bridge West Sussex
www.thebigbridgewestsussex.org or Tel: 01293 655451

Some quotes from satisfied carers ...

“Since having a card two years ago, I have had a lot more freedom.”

“This is a wonderful system and I appreciate what you do to help carers.”

“So reassuring to know the right people would be informed should it be needed.”

“Thank you, I never go out without it.”

“Thank you for the support and the peace of mind.”



Chichester Careline has been supporting telecare and independent living across West Sussex for over 25 years.

For more information

- Visit www.chichestercareline.org.uk
- Or write to us at:
**Chichester Careline, Florence Road,
Chichester, West Sussex, PO19 7QU.**
Telephone: (01243) 778688
- or email: chichestercareline@chichester.gov.uk

Also, follow us on:



Carer's emergency alert card

For anyone who cares for someone



01243 778688



Do you worry about what would happen to the person you look after if you were taken ill and unable to tell anyone that someone depends on you?

If your answer is 'Yes', the carer's emergency alert card may be the answer for you



What is the carer's emergency alert card?

It is a laminated card approximately the size of a credit card, which will identify you as a carer if you have an accident. The scheme is run by Chichester Careline.

Who can access the scheme?

Anyone who lives with in West Sussex.

Will I have to pay?

No. We provide the service free of charge with support from the NHS and West Sussex County Council.

Why was the scheme developed?

Carers were concerned about what would happen to the person they cared for if they were out alone and had an accident. They wanted a scheme, which would give them peace of mind and provide help at any time of the day and night.

How does it work?

You can register with the scheme by completing an enrolment form online by visiting www.chichestercareline.org.uk Or alternatively telephone 01243 778688 where an enrolment form will be sent to you with a pre-paid self addressed envelope.

The form gives us information about you and the person you care for and the names of the two people we can contact in an emergency. We will then issue you with a laminated card with a reference number and our phone number.

Your reference number is linked to us at Chichester Careline. If something should happen, we will then phone your contacts to put into action the procedures you have agreed with us. For example, sitting with the person you care for until any further arrangements are made.

The system is confidential. Your card will not have any personal details on it, so the identities of you and the person you are caring for are protected. The only way to identify you is by the reference number on the card.

How do I use the card?

Always carry the card with you. It is important that the emergency services can find it quickly.



What are the benefits for me and the person I am caring for?

- Chichester Careline is open 24/7
- You can have peace of mind knowing that if anything happens to you while you are out, we will ask one of your contacts to make sure the emergency plans you have agreed are put into action.

What are my responsibilities?

- You must make sure that your named contacts have agreed to be contacted in an emergency.
- You must discuss the possible emergency plans with your contacts.
- You must tell us about any changes in your circumstances and those of your named contacts, such as change of mobile phone number, car registration and so on.

Does the scheme work?

Yes. It has been running for some time in West Sussex and carers find it really useful. It is simple, easy to use and has been successful in making sure that help is available quickly when it is needed.

Please contact us if you need help completing the enrolment form.

You do not need to have a Careline unit to be able to join this scheme.

If you require any further information on:

- Carers
- Benefits
- Adaptations
- Mobility aids
- Pensions
- Respite care

Please contact Chichester Careline on: (01243) 778688

For further information:

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