

# Carers Emergency Card

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# Introduction

The Carers Emergency Card Scheme is for Carers who are worried about what would happen to the person they care for if they were taken ill.

It is available for anyone who looks after a relative, friend or neighbour who lives in Middlesbrough. The person they care for maybe unable to manage without support due to issues relating to:

- Sickness
- Age
- Disability
- Mental Health
- Substance Abuse

The scheme is run by Middlesbrough Council's Adult Social Care Department and links to the Social Care data base. It is a free service to provide support in an emergency, 24 hours a day, 7 days a week.

# What is a carers card?

The card is for when an accident or emergency means the Carer cannot look after the person they care for and if no other arrangements can be made.

Carers who apply will be issued with a small card (the size of a credit card) that identifies the person as a Carer. It does not contain personal information. It contains:

- A reference number
- The Access Team telephone number
- Out of Hours Emergency Duty Team telephone number

The reference number links to the Social Care data base which holds details about the Carer, the person they care for and any emergency contacts. This information is treated in the strictest confidence

## How does the scheme work?

In an emergency the Contact Centre will get in touch with the people who have been nominated along with the person they care for.

If the Department is unable to get in touch with the nominated emergency contacts or if there aren't any nominated emergency contacts, Adult Social Care will arrange alternative support. The Department will make sure the person who is cared for is safe. The person who is cared for can also have a card.

# How do I register?

The Social Worker or Care Worker will talk about Carers Emergency Cards at the Assessment or Review meeting.

Alternatively, contact Carers Together (the Middlesbrough Carers Outreach Service) on 01642 488977 or by email: [info@carerstogether-rc.org.uk](mailto:info@carerstogether-rc.org.uk), who could arrange a Carers Emergency Card when they carry out a Carers Assessment or Review.

There will also be a form to complete to nominate the emergency contacts. People who have been named as emergency contacts will have to give consent to their information being kept. This information will only be used in the event of an emergency.

If further information or help is needed to fill in the form, a Social Worker, Care Worker or someone from Carers Together can assist.

# **Carers Emergency Nominated Contacts Form**

## **Carers details**

Name:

Address:

Date of birth:

Telephone:

Email Address:

The person I care for lives in the Middlesbrough Council district

## **Details of the person you care for**

Name:

Address:

Date of birth:

Gender Identification:

Telephone:

Email Address:

In an emergency the Contact Centre will get in touch with the people who have been nominated along with the person they care for.

## Emergency Contact 1

Name:

Address:

Date of birth:

Telephone:

Email Address:

Relationship to Carer:

**I hereby give my consent for my information to be held on the Social Care data base as an emergency contact for**

**Signed:**



## Emergency Contact 2

Name:

Address:

Date of birth:

Telephone:

Email Address:

Relationship to Carer:

**I hereby give my consent for my information to be held on the Social Care data base as an emergency contact for**

**Signed:**

Please tick this box if you would like a card for the person you care for

Please return this form to:

[contractandcommissioningunit@middlesbrough.gov.uk](mailto:contractandcommissioningunit@middlesbrough.gov.uk)

Or return by post to: Middlesbrough Council, Adult Social Care, Fountain Court,  
119 Grange Road, Middlesbrough, TS1 2DT

## Contact us

### In office hours

Telephone 01642 065070

Our office hours are:

Monday to Thursday 8.30am – 5.00pm

Fridays from 8.30am – 4.30pm.

### Emergencies, out of office hours and weekends

For emergencies, out of office and weekends:

Telephone 01642 524552

### You can write to us at:

Adult Access Team, Middlesbrough Council, Fountain Court, 119  
Grange Road, Middlesbrough, TS1 2DT

### You can email us at:

[adultaccessteam@middlesbrough.gov.uk](mailto:adultaccessteam@middlesbrough.gov.uk)

### Or visit our website at:

[www.middlesbrough.gov.uk](http://www.middlesbrough.gov.uk)



# Alternative formats

We can provide this leaflet in other languages or alternative formats - telephone 01642 728305.

ہم یہ کتابچہ دوسری زبانوں یا متبادل فارمیٹس میں ٹیلی فون 01642 728305 میں فراہم کر سکتے ہیں۔

हम यह पत्रक अन्य भाषाओं या वैकल्पिक स्वरूपों में टेलीफोन 01642 728305 प्रदान कर सकते हैं।

ਅਸੀਂ ਇਹ ਪਰਚਾ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਜਾਂ ਵਿਕਲਪਿਕ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਟੈਲੀਫੋਨ 01642 728305 ਵਿੱਚ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ।

يمكننا تقديم هذه النشرة بلغات أخرى أو بأشكال بديلة هاتف 01642 728305.

我们可以提供其他语言或其他格式的传单电话 01642 728305