

## I would like to register for a **Carers' Emergency Card**: please send me a registration form.

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Phone number: \_\_\_\_\_

Please indicate how many people you care for so we can send you a registration form for each person:

☐

### Please return to:

Carers' Co-ordinator  
Community Services  
Wiltshire Council  
County Hall  
Trowbridge  
Wiltshire BA14 8JN

For further details please telephone  
0800 066 5068

## What do I need to do?

- We will send you a registration form. If you need help to fill it out ring the carers' co-ordinator on 0800 066 5068.
- Return the completed form to the carers' co-ordinator.
- You will receive a card with an identification number. Always carry the card with you. It needs to be one of the first things that anyone who comes to your assistance sees or finds.
- Inform the emergency response team (telephone number on card) if there are any changes to the registration form.
- Tell your nominated contacts that you have given their details to the emergency response team which may be contacted if you have an emergency or accident.

Information about Wiltshire Council services can be made available on request in other languages including BSL and formats such as large print and audio.

Please contact the council by telephone 0300 456 0100, by textphone 01225 712500, or email: customerservices@wiltshire.gov.uk

## Carers' Emergency Card and key ring



**Do you worry 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 Carers' Emergency Card may provide you with reassurance.**

## Who can have a Carers' Emergency Card?

The Carers' Emergency Card is for all unpaid carers, those who care for a person of any age who, for reasons such as illness or disability, depends on them. Carers' allowance and similar benefits are not counted as payment.

Care workers, who receive a salary for their caring work, are not eligible to hold this Emergency Carers' Card as other arrangements will be in place for carers in a paid capacity.

## What is a Carers' Emergency Card?

The carers' emergency card will identify you as a carer in the event of an emergency. It is a credit card size and so it will fit in a wallet or purse. No personal information is recorded on the card. It has only your unique PIN number and contact details for the Carers' Emergency Card Scheme.

## How will the Carers' Emergency Card help me?

It will give you peace of mind. You can be less anxious about going out and leaving the person you care for alone at home. If you have an accident or suddenly fall ill, anyone

finding the card (for example, emergency services staff) will know you are a carer and be able to contact the 24 hour emergency response team.

## How does the scheme work?

You can register with the scheme by completing an application form. This gives us information about you and the person you care for and the names of people who can be contacted in the event of an emergency. This information is held by the emergency response team, the emergency response service. All your information is stored confidentially and is only accessed in the event of an emergency.

If the emergency response team receives a call that you have had an accident they will:

- Contact the people you have nominated to let them know what has happened.
- If they cannot reach your contacts they will phone social care services to provide support for the person you care for.
- Contact the person you care for and inform them what has happened if that is appropriate.

## How much does it cost?

The scheme is free to carers in Wiltshire.

## What if I am unable to provide any emergency contacts?

You can still register for the scheme and the emergency response team will automatically call social care services to make arrangements in an emergency.

## What are my responsibilities?

You must make sure that your named contacts have agreed to be nominated.

You must discuss your emergency plans with your contacts. They should know the person you care for, how much help and support they need as well as how to get into the house.

You must let us know about any changes in your circumstances and those of your named contacts.

## Wiltshire passport incentive and discount card

Carers who hold a Carers' Emergency Card will automatically be entitled to have a Wiltshire Passport card. It will entitle them to discounts from organisations and businesses in Wiltshire which have signed up to the scheme. A full list is sent out with the card and is also available to view on the web site at [www.wiltshire.gov.uk/wiltshirepassport](http://www.wiltshire.gov.uk/wiltshirepassport)