

# What do Carers need to know about Planning for the unexpected

## Essential guidance for Carers in Southend-on-Sea



This factsheet details how creating a plan can help if replacement care is needed for people who are dependent on you.

More information can be found in the E-Handbook: A Guide for Carers in Southend which can be accessed on our website [www.southendcarers.co.uk](http://www.southendcarers.co.uk).

You can also call us on 01702 393933 or email [info@southendcarers.co.uk](mailto:info@southendcarers.co.uk)

**Our mission is to make life easier and fairer to Carers in Southend and our expert information and advice is always tailored to the Carers individual and personal caring circumstances**

### Useful information

#### Carers Emergency Respite Scheme (CERS)

A scheme to provide replacement care in an emergency. This service is only available to adult carers in Southend, caring for another adult living in Southend. If under 18's reside with you, they are not covered by this scheme. Contact Southend Carers Hub for further details.

[Emergency Healthcare Plan](#) (Council for Disabled Children) Created by parents and a healthcare professional for some children with a complex health condition. It helps to ensure prompt and right treatment is given in an emergency.

### Planning ahead for 'peace of mind'

It is helpful to think through what you want to happen if replacement care, for those dependant on you, needed to be organised quickly.

You may think of trusted family or friends you could ask to provide back-up care. If they agree make a note of their name and contact details as part of your contingency plan.

If you do not have back-up care it is still important to have a plan to record essential information a person needs to know, to provide replacement care.

This plan should be readily accessible, keep a copy for example in a prominent place at home. Ideally friends and family will have a copy themselves.

Your plan could include the following information;

#### Name and contact details for;

- You and the person you care for
- Back up carers if there are any
- Next of kin
- Any other people living in the home, for any children under 18, details of who will care for them
- GP and pharmacy
- School /college/day centre

#### Care details;

- Details of health conditions
- List of **current** medication and where it is stored attach repeat prescription list from your GP.
- Details of any allergies
- Any ongoing treatment and care / support services they receive
- How best to communicate
- Language they speak

- Any continence products needed and who supplies them
- any mobility challenges and mobility aids e.g. wheelchair/hoist
- Likes and dislikes, name they like to be known by and favourite things which bring comfort; favourite item, music, interest or hobby
- Provide details of familiar routines e.g. attach a weekly schedule
- Any triggers which people need to be aware of which negatively affect the person you care for.

#### Details of;

- How to access the property including security door access code if relevant. Give contact details of anyone who has a spare key or key safe information.
- Important information about the home, for example how to turn the central heating on
- Any Guardianship that's in place
- Care needs of any pets and details of any special arrangements made for their care.

#### Mobile Phone contacts

Make sure you have correct contact details on your mobile phone for all organisations that provide support and that these organisations have your current details too.

Store at least one emergency contact number in your mobile phone. List this under ICE. This stands for 'In Case of Emergency'. If your phone has a lock with a password, you can put ICE information on your phone's lock screen.