Carers Contingency Plan

Completed Date:

Review Date:

Review Date:

Planning Ahead for Emergencies

If you become unwell, have an accident, or are suddenly unable to provide care, it's important that the person you care for continues to be safe and supported.

This emergency plan helps you write down important information so others know what to do if you can't be there.

Completing it can help reduce worry and make sure the people you trust have the information they need to step in quickly and help.

An emergency contingency plan is there to give you peace of mind. It helps make sure that, in an emergency, key contacts can be reached promptly and that the person you care for is supported in a way that works best for them.

Who Should Have a Copy of This Plan

To make sure this plan can be used if it's needed, it's a good idea to share a copy with people who may need to act on it.

This might include:

- The emergency contacts named in this plan
- Other trusted family members or friends
- Anyone regularly involved in providing care or support (with your permission)

You should keep a copy of the completed plan somewhere easy to find at home, such as near the front door or with important paperwork that are used by any professionals that come into the home.

We recommend that you share this with your GP for their records and any professionals you may be in contact with, for example your social worker or support worker.

You may find it helpful to keep a copy on your phone or email it to your emergency contacts so they can access it quickly if needed.

Before you complete your plan talk it through with the person you care for, your friends, family and neighbours. If you have a pet, make sure that your emergency contacts also know how to look after them, and note any relevant information on your plan.

Important Routines and Things Others Should Know

Many people rely on familiar routines to feel safe, calm, and comfortable.

You can use this plan to write down anything important that someone else would need to know if they were helping in an emergency.

This could include information about:

- Medication and when it should be taken
- Personal care routines
- Food preferences or dietary needs
- Communication needs, worries, or things that help the person feel reassured
- Any equipment, alarms, or aids that are used

Sharing this information helps others provide care in a way that feels familiar and reduces stress for the person you care for.

The list on our template is not exhaustive. You know the person you care for best, and you can add as much information as you think is useful so that the person you care for remains comfortable and supported.

Things to remember

- Please give this plan to anyone you have listed as the Emergency Contacts
- Revisit the plan regularly or if any circumstances change
- If you already have support, or have support in the future from a Social Care professional then please ensure that you share this plan with them
- If you need any support or advice with your contingency plan, then please contact the Gloucestershire Carers Hub on 0300 111 9000

Emergency – Please Read

This person supports someone

If the carer is unavailable due to an emergency, this plan explains who should be contacted and how care is usually provided. Please use the information in this plan to help ensure that care continues in a safe and familiar way.

With consent, information from this plan may also be shared to help ensure the right support is put in place if needed.

1. About me – the carer	
Name	
Full address including postcode	
Phone numbers	
Relationship to the person I care for:	

2. About the person I care for:	
Name	
Full address including postcode	
Date of birth	
Condition(s) of person who is being cared for	
Communication requirements	

Please ensure that the contacts below are prepared to be contacted and to take over the care in an emergency and know who to contact for more support.

3. Emergency Contact Details 1: **It must be a family member or friend who is able to take on the caring role.**	
Name	
Full address including postcode	
Phone numbers	
Relationship to person needing care	

4. Emergency Contact Details 2:	
Name	
Full address including postcode	
Phone numbers	
Relationship to person needing care	

If neither of the emergency contacts are available to provide support please contact Adult Social Care or the Emergency Duty Team.

Adult Social Care Helpdesk - 01452 426868 - Monday to Friday, 8:00 AM – 5:00 PM

Emergency Out-of-Hours Duty - Team 01452 614194 - Monday to Thursday: 4:45 PM – 8:45 AM, Friday 4:45 PM through to Monday 8:45 AM (includes 24-hour coverage over weekends and bank holidays)

5. GP information for the person being cared for	
Surgery Name	
Surgery address including postcode	
Telephone	

6. Any special instructions or further information for the Emergency Contacts if they are not aware:	
Does the person you care for have any physical or medical needs that the emergency contact should be aware of?	
Are there any routines which need to be followed? E.g. meal times	
Does the person you care for have any likes, dislikes, fears, allergies, cultural needs or sensitivities that the emergency contacts should be aware of?	
Does the person have a personal alarm	
Where are the medications kept? **It is advised to keep a list of the most recent prescriptions with the medication. (If repeat prescriptions are needed, please leave the request form in a safe place and make sure your emergency contacts know where to find it.)**	
What aid and adaptations are required for the person's care?	
Other useful information for the Emergency Contact for example: any pets, where to get in the house, is there a key safe etc.	
If there are pets, what are their feeding arrangements, routines and veterinary contact details.	
Any other important notes	

7. Details of other services or agencies who support the person being cared for		
Agency Name	**Contact number**	**Frequency of contact or attendance**

8. List of important number for further emergency support

Contact the Adult Social Care Helpdesk

For help and support, contact the Adult Social Care Helpdesk. Their phone lines are open Monday to Friday, 8am-5pm. Call: **01452 426 868**

If you have a serious social care emergency outside of normal office hours, including reporting suspected abuse, you can contact the Emergency Duty Team. They are available Monday to Thursday, 5pm-8am, and from Friday 5pm to Monday 8am (including bank holidays).
Call: **01452 614 194**

For non-emergency health support call **111** and they will guide through next steps

For emergencies call **999**

By submitting this form I agree to social care storing it.

(for carers supporting someone over 18 years old only)

Gloucestershire Contingency Plan

As part of the Contingency Plan you are able to share with Gloucestershire County Council (GCC), emergency contacts and emergency services if required. This includes details about you and the person you care for, including name, address, DOB and contact details. This is applicable to carers supporting someone over 18 years old.

Please delete or circle one answer only

Yes ☐

No ☐

Gloucestershire County Council Adult Services Privacy Notice: Introduction | Gloucestershire County Council

You may also wish to share your plan with Adult Social Care
Via post:
The Adult Helpdesk
Gloucestershire County Council
Shire Hall
Westgate Street
Gloucester
GL12TG

OR
via email:
socialcare.enq@gloucestershire.gov.uk

Name of carer	
Signature of carer	
Name of the person receiving care and support (please print name)	
Signature of person receiving care (If unable to sign, please advise that they consent for their details to be shared)	

To include for further contingency planning tips – More ways to be prepared

Lions Clubs Message in a Bottle is a simple but effective way for people to keep their basic personal and medical details where they can be found in an emergency on a standard form and in a common location – the fridge. Paramedics, police, fire-fighters and social services support this Lions life-saving initiative and know to look in the fridge when they see the Message in a Bottle sticker, supplied alongside the bottle. You can order one of these through the Lions Clubs, and you may want to also keep your contingency plan in this – order one here: Contact us to order your Message in a Bottle - Lions Clubs International

You may wish to keep the card/ printable card in a wallet or purse or kept in a visible place at home which you can fill in emergency contact information for people who can support the person you care with. There are formal options that can be found online.

You can add information about emergency contacts to your mobile phone. You can find details about how to add these online or in the manual for your individual phone type.