

When I join the scheme do I need to do anything?

Yes, you will need to talk to the people who you would like to be your emergency contacts and make sure they are aware of what may be asked of them.

We will also write to your emergency contacts to ask them to confirm agreement to their details being held for the purposes of the scheme.

You will also need to tell us if there are any changes to either yours or the person you care for's details.

We will also contact you near the anniversary of your registration to review your details and emergency plan.

What do I do next?

If you need further information or would like to register on the Carers Emergency Respite Scheme please contact:

Carers Emergency Respite Scheme Co-ordinator
c/o Bracknell Forest Council
2nd Floor North, Time Square,
Market Street, Bracknell RG12 1JD
T: 01344 351263
E: cers@bracknell-forest.gov.uk

Please return to the above address:

Yes, please contact me about the Carers Emergency Respite Scheme.

Name:

Address:

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Postcode:

Tel Number:

Email address:

Carers Emergency Respite Scheme



Offering carers peace of mind in an emergency



Do you worry about what would happen to the person you look after or support if you were taken ill or involved in some kind of emergency?

If your answer is “YES” then maybe this scheme is for you.

What is the Carers Emergency Respite Scheme?

The scheme is run in partnership between Bracknell Forest Council and The Princess Royal Trust Carers Service.

The scheme aims to give Carers peace of mind by enabling them to complete an emergency plan so that in an emergency, the person they care for will be supported for up to 48 hours or 72 hours over a bank holiday.

What is an emergency?

An emergency is an illness, accident, personal crisis or event, which unexpectedly or at very short notice takes you, as the carer, away from the person you care for, or delays your return to them, for instance:

- You are unexpectedly admitted to hospital.

- A close relative has suddenly been taken ill.
- There is a real risk to your employment.
- The funeral of a close friend or relative.

What the scheme doesn't cover?

The scheme cannot be used:

- To cover any problems or difficulties with your usual respite care or short term breaks.
- For non-emergency situations such as wanting to take part in social occasions or activities.
- To provide care if a home care provider has not turned up.

Who can register?

To register for the scheme you must be an adult Carer caring for someone living at home in the Bracknell-Forest area :

What information do we need?

You will be asked to complete a registration form giving details about yourself and the care needs of the person you are caring for. The scheme co-ordinator is available to help with this.

You have the opportunity to nominate up to 3 emergency contacts who can be family members, friends or neighbours ; they do not necessarily have to live in the Bracknell-Forest area but they must be known to the person being cared for and familiar with their routine and care needs.

What if I do not have any contacts?

Don't worry, you can still register for the scheme and where appropriate trained carers will provide support and look after the person you care for in their home.

Will I have to pay?

No, it is free of charge. You do not have to pay to register for the scheme or for respite care provided for up to a maximum of 48 hours or 72 hours over a bank holiday.

How does it work?

Once you have registered on the scheme and completed your emergency support plan you will be sent 2 carers emergency cards.

Both cards will carry the same unique identification number and the dedicated telephone number to be called in an emergency.

The telephone number is monitored by Forestcare who provide a 365 days a year, 24 hours a day emergency call centre.

An emergency response officer will access the emergency plan using the unique identification number and put the plan into action.

What happens if the emergency lasts longer?

If the emergency continues for longer than 48 hours or 72 hours if over a bank holiday then the relevant Social Services Duty Team may need to carry out an assessment of care needs for the person being cared for.

Who will have access to my information?

The information you provide will be held by Bracknell-Forest Social Services, The Princess Royal Trust Carers Service and Forestcare and will only be used to administer and monitor the scheme.