

# Carers Emergency Scheme

There are two levels to the Carers Emergency Scheme offering peace of mind to you as a carer that, should an emergency occur, the person you look after will be supported.

## Level 1

If you have people who support you with your caring role and can help in an emergency (e.g. family / friends), you can provide their details so that they can be contacted on your behalf in the event of an emergency.

## Level 2

If you are looking after someone who depends on you for support with their needs, you may be entitled to a support worker to replace the care you provide in an emergency for up to 48 hours. If you still need support after 48 hours we will help to arrange this with Gloucestershire County Council.

## Who to contact

To start with; talk to Carers Gloucestershire about a Carers assessment.

You need one of these before you can register for the scheme.

**0300 111 9000**

For general enquiries about the scheme call Guideposts Trust on:

**01452 529697**

# Want to tell us your views?

Guideposts Trust always wants to hear from the people we support to ensure that we are providing the best possible service.

So, if you have any compliments, comments, concerns or complaints this is how you Tell Us Your Views:

Contact us:  
01993 893 576

[tellusyourviews@guidepoststrust.org.uk](mailto:tellusyourviews@guidepoststrust.org.uk)  
<http://www.guidepoststrust.org.uk/who-we-are/tell-us-your-views/>

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# Gloucestershire Carers Emergency Scheme

As a Carer do you worry about what would happen to the person you look after, if you were caught in an emergency?

If your answer is YES this scheme may be for you



Funded by  
Gloucestershire County Council  
 **Gloucestershire**  
COUNTY COUNCIL

# Who runs the scheme?

The scheme is run by a partnership on behalf of Gloucestershire County Council:

- Guideposts Trust: coordinate the scheme and offer support with plans for replacement care in the event of an emergency;
- Worcestershire Telecare: provide a 24 hour helpline, so that you can access support in the event of an emergency at any time;
- Crossroads Care: provide support workers who will carry out replacement care in the event of an emergency;
- Carers Gloucestershire: undertake Carers assessments and coordinate Level 1.



# How do I access the scheme?

To start with you will need a Carers assessment.

Carers Gloucestershire will undertake an assessment of all your needs as a Carer. As part of this assessment the Carers Emergency

Scheme will be considered, and you will be helped to establish which level is most appropriate for you. For level 1 the contact details of your nominated persons will be taken and provided to the 24 hour helpline. For level 2 your details will be referred to Guideposts Trust.

# Registering for Level 2

If Carers Gloucestershire refer you to Guideposts Trust, you will be helped to create a plan about the care and support you provide that needs replacing. When all the necessary information is completed you will then be sent confirmation that will include:

- A registration pack;
- A card with your registration number;
- Who to contact in an emergency;
- Who to contact if things change and you need to update your plan.

There is no charge to you for the scheme, which is funded by Gloucestershire County Council.

# What happens in an emergency?

You or someone on your behalf will call an emergency number, explain the situation and give your details. Emergency situations include things like:

- Being taken ill or admitted to hospital unexpectedly; being called into a family emergency elsewhere; being stuck due to unexpected travel problems and can't reach the person you care for; and some others, which will be explained to you.

Level 1 – the helpline will get in touch with your nominated contacts.

Level 2 - within two hours a support worker will be provided to offer the support in your plan. If the emergency lasts longer than 48 hours we will help make other arrangements working with Gloucestershire County Council.