

Gloucestershire Carers Hub - Carers Emergency Scheme

The Carers Emergency Scheme's focus is to offer reassurance to Carers in Gloucestershire that should a unplanned situation arise whereby they are unable to provide care, then interim support can be arranged at this potentially difficult time.

The service consists of two distinct levels offering flexibility and a level of choice for Carers to suit their needs.

Both levels of the scheme offer assurance that should an activation be required details of the Carer, cared for and any named responders are held securely and not disclosed to any parties other than those authorised.

The scheme can be activated 24 hours a day, 365 days a year.

Examples of cards:

Level 1

**Carers
Emergency Scheme**

Gloucestershire
Carers Hub

ATTENTION: I look after someone who depends on me. In case of an emergency, please telephone

XXXX XXX XXX

Card Number: 33

One Gloucestershire
Transforming Care, Transforming Communities

The Carers Emergency Scheme is funded by
Gloucestershire County Council and NHS
Gloucestershire Clinical Commissioning Group
and delivered by **Gloucestershire Carers Hub** to
provide support to carers.

More information about the Carers Emergency Scheme:
www.gloucestershirecarershub.co.uk

If found, please return to:
Gloucestershire Carers Hub
c/o Omega Resource Group
Head Office, Omega House,
Bond's Mill, Stonehouse,
Gloucestershire GL10 3RF

Gloucestershire
Carers Hub

One Gloucestershire
Transforming Care, Transforming Communities

Level 2

**Carers
Emergency Scheme**

Gloucestershire
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XXXX XXX XXXX

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Level One

This is for Carers who have family, friends or neighbours who would be willing to provide care and support at short notice. To register, Carers can contact the Gloucestershire Carers hub via phone, email or self-refer on the website to request registration. Registration may be as simple as providing basic details over the phone or having a form sent for completion and return.

Once registration is completed the Carer is issued a small card to carry identifying them as a Carer; this includes the relevant number to be called in case of activation and a membership no.

N.b. Please note that anyone you nominate must be able to access your property.

Level Two

This is for Carers who either do not have anyone to step in, or have family/friends who might not be available at short notice to provide the necessary care.

Should an activation of the level 2 occur, the cared for will receive support from experienced care workers for up to 48 hours (72 over a bank holiday). This gives time for the Carer, family, friends, or other relevant organisation to consider the best options should the Carer not be able to return to caring after this window.

To register for level 2, Carers can contact the Gloucestershire Carers Hub via phone, email or self-refer on the website.

They will have the opportunity to speak with a friendly, trained local adviser to explore their needs which would include contingency planning. They will check that the scheme will be able to meet the needs of the person they care for. Certain caring situations are not covered but we'll work with the Carer to identify alternatives.

If the Carer is accepted on Level Two of the scheme, they will receive a registration pack from Gloucestershire Carers Hub, including a plan to be completed which details the daily care and support needed. We can help with the plan, if required. Once registration is completed the Carer is issued with a small card to carry identifying them as a Carer, this includes the relevant number to be called in case of activation and a membership number.

To find out more

Email: carers@peopleplus.co.uk

Call: **0300 111 9000**

Visit: Gloucestershirecarershub.co.uk

