

## **Carer's In Case of Emergency plan FAQ's**

### **Why should I complete a Carer's In Case of Emergency plan?**

The Carer's In Case of Emergency plan will enable emergency support to be provided to the person you care for in the event of sudden absence. This could be because of an unplanned event, accident, sudden illness or family emergency. It means that the emergency contacts you have nominated could be contacted or if you have no emergency contacts Hertfordshire County Council would have essential information to enable a more effective response.

### **How do I know if you have received my Carer's In Case of Emergency plan?**

Hertfordshire County Council will send you a letter within 7 working days confirming that your Carer's In Case of Emergency plan is active on its computer system. You will also receive a small card the size of a credit card that you can keep in your purse or wallet that confirms that you are a carer and gives an individual reference number to your plan.

### **Can I update my Carer's In Case of Emergency plan on the portal?**

At present the system does not allow you to update your plan on the Portal. You need to start a completely new one. However, you can call Hertfordshire County Council on 03001234042 and request assistance from a member of staff without having to start a new plan if you need to update any details.

## **How will anyone know in an emergency that I have a Carer's In Case of Emergency plan?**

After completing the Carer's In Case of Emergency plan you will be sent out an "I am a carer card" which can be kept easily in a wallet or purse. It has the reference number to your record on the Hertfordshire County Council database. You should keep this card with you when you go out so that in an emergency this will enable your plans for the person you care for to be accessed. You can also inform your GP, and anyone named on the form.

## **How is the Carer's In Case of Emergency plan put into action?**

This will depend always on the circumstances on the day. As an example, a carer who is taken to a hospital A&E department shows the staff that they have an "I am a carer card". Hospital and emergency service staff can call the number on the card 24 hours a day as Hertfordshire County Council have an out of hours team who can also access essential information when this is needed.

## **What will happen to the person I care for long term?**

The Carer's In Case of Emergency plan is only to cover short term emergency situations. If the carer is absent for a longer period a review of the situation of the person cared for can take place to see if further support is required.