

## **Carers emergency card**

If you look after someone who depends on you because they have an illness, disability or are elderly and frail, the carers emergency card could give you peace of mind.

### **What is a Carers Emergency Card and how will it benefit me?**

This card is designed for carers to carry with them at all times. If the carer has an accident or sudden illness, the card alerts emergency services that there is someone at home who can't manage without help. Carers can also use this service if they are delayed while out.

### **How does the card work?**

The carer fills in a registration form giving details of the person they care for and contact details of up to two other people who could step in to take their place in an emergency.

The details of these nominated people are then stored on Denbighshire Social Services information system to provide a 24-hour emergency call response service. The carer receives a Carers Emergency Card with their unique identification number on it.

If you are the carer, you will need to carry the card with you at all times, in a purse or wallet

If there is an emergency, the emergency services will contact Denbighshire Social Services when they find your card and quote your unique identification number. Social Services will then contact one of your nominated people who can step in.

### **What if I don't have anyone who I can nominate?**

You can still register for the scheme. If there is an emergency and you don't have anyone nominated to step in, Social Services will automatically respond.

### **What will the nominated people have to do?**

Each nominated person should know the person you care for, and how much help and support they need. They will need to know how to access your home, or the home of the person you care for. They will also need to know what to do in an emergency.

If Social Services can't get in touch with either of the people you have nominated to step in, they will provide an appropriate response.

Mae'r ddogfen hon ar gael yn Gymraeg. This document is available in Welsh.

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## How do I apply?

You will need to fill in a registration form. You can get this from:

North East Wales Carers Information Services (NEWCIS)

38-42 High Street

Mold

Flintshire

CH7 1BB

Telephone: 01352 752525

Email: [denbighshire@newcis.org.uk](mailto:denbighshire@newcis.org.uk)

Or:

Single Point of Access

Denbighshire Social Services

PO Box 62

Ruthin

Denbighshire

LL15 9AZ

Telephone: 0300 456 1000

Email: [spoa@denbighshire.gov.uk](mailto:spoa@denbighshire.gov.uk)

If you have a carer's needs assessment, you can fill in a registration form at the same time. Send the completed form to NEWCIS. They will register you with the service and send your details to Denbighshire Social Services. You will then get your Carers Emergency Card.

## Confidentiality of information

All your information will be treated in confidence and in compliance with the Data Protection Act 1998. See the Denbighshire County Council privacy notice [here](#).

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## **What if my circumstances change?**

You will be sent a review letter every year to check that the information held about you is still correct. You can also contact NEWCIS at any time to let them know about changes. NEWCIS will pass on this information to Social Services.

If you would like more information about the Carers Emergency Card scheme, please contact NEWCIS or Single Point of Access.