

Emergency Response Card

What is the Emergency Response Card

It is for Carers who are worried about what would happen to the person they look after, if the Carer were taken ill, or had another emergency and they could not tell anyone that they cared for someone. It is designed to give Carers peace of mind and access to round the clock assistance.

What is the Emergency Card

It is a credit size card that the Carer carries at all times. It is used as an instant source of identification in case of accident or sudden illness.

The Card does not have any personal details on it, only a registration number and the telephone number of the Register.

Staff at the Carers Register hold information about the cared for, what needs to be done to support the Cared for, how to get access to other people who can help.

If the Register number is rung in an emergency and the Registration Number is quoted, personal care staff will be summoned to assist the Cared for. This service is available 24 hours a day, 7 days a week.

The Scheme is open to any Carer who joins the Torbay Carers Register. They complete an enrolment form with details of anything that needs to be done for the Cared for in the event of an emergency.

The system is completely confidential, no personal details are shown on the card.

What are the benefits to Carers?

Carers are given 24 hour a day emergency cover.

Carers feel less anxious and more free to go out.

Carers have peace of mind if something happens to them that stops them going home.

**Torbay Carers Register
and Emergency Response Service**

awaiting address

Telephone: 01803 522228

TORBAY CARERS REGISTER

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Emergency Response Card



Who is a Carer?

A 'Carer' is someone who has caring responsibilities for a spouse, relative, friend, or neighbour, who due to disability, frailty, illness and/or vulnerability cannot manage alone in the community. Carers care without pay and can be of any age.

Joining the Register

Membership of the Torbay Carers Register is free of charge and voluntary. It is open to all Carers who live in Torbay.

What is the Register for?

To give a clear picture of the number of Carers in Torbay and ensure that future services for Carers and the people they care for are developed on the basis of accurate information.

To act as a mailing list for the circulation of relevant information to Carers.

Why Register?

The Register will mean that agencies will be able to identify and plan for:

- what support Carers need
- where it is needed
- when it will be needed

Being a member of the Torbay Carers Register will enable Carers to receive the Carers Emergency Response Card (see over for details)

What information will be kept on the Register?

There are 2 forms which Carers will need to complete should they wish to join the Register. Copies of the form are available from the Torbay Carers Register 01803 522228

Once you are registered a copy of your record will be sent to you so that you know exactly what information is being held.

Confidentiality and Access to information on the Register

Any information which is held will be treated in the strictest confidence.

The Register is operated independently of any agency.

Agencies responsible for developing services can only receive anonymous statistical information. Disclosure of personal information will only be allowed with the individual Carer's consent.

Any requests for information from the Register will have to be made in writing to The Torbay Carers Register Management Group

The Register Management Group.

The information on the Carers Register will be held on computer in line with the strict requirements of the Data Protection Act 1998.

The Register Management Group This group will be made up of staff from Torbay Council, Health, South Devon Carers Consortium, and Carers.

The Management Group will approve those agencies who may have access to the statistical information.

Keeping the Register up to date

Each year Carers will be asked to check over the information held on computer and make any alterations that are necessary. You can write at any time to inform the Register of changes. Please complete the Carers Register Questionnaire and return it in the envelope provided.

If you need any further information about the Register, or help with completing the form please talk to the person who gave you this form or ring South Devon Carers Consortium 294275