

# Carers Emergency Card



Middlesbrough Council  
**Department of Social Care**



## What is the Carers Emergency Card Scheme?

The Carers Emergency Card Scheme is for Carers who are worried about what would happen to the person they care for if they were taken ill.

It is available for anyone who looks after a relative, friend or neighbour who lives in Middlesbrough.

The person they care for maybe unable to manage without support due to issues relating to:

- Sickness
- Age
- Disability
- Mental Health
- Substance Abuse



The scheme is run by Middlesbrough Council's Adult Social Care Department and links to the Social Care data base. It is a free service to provide support in an emergency, 24 hours a day, 7 days a week.

## What is the Carers Emergency Card?

The card is for when an accident or emergency means the Carer cannot look after the person they care for and if no other arrangements can be made.

Carers who apply will be issued with a small card (the size of a credit card) that identifies the person as a Carer.

It does not contain personal information. It contains:

- A reference number
- The Access Team telephone number
- Out of Hours Emergency Duty Team telephone number



The reference number links to the Social Care data base which holds details about the Carer, the person they care for and any emergency contacts. This information is treated in the strictest confidence.

## How does the scheme work?

In an emergency the Contact Centre will get in touch with the people who have been nominated along with the person they care for.

If the Department is unable to get in touch with the nominated emergency contacts or if there aren't any nominated emergency contacts, Adult Social Care will arrange alternative support. The Department will make sure the person who is cared for is safe.

The person who is cared for can also have a card. The card will be linked to the Carers information on the Social Care data base.

## How do I register?

The Social Worker or Care Worker will talk about Carers Emergency Cards at the Assessment or Review meeting. Alternatively contact Carers Together (the Middlesbrough Carers Outreach Service) on 01642 488977 or alternatively they can be contacted by e-mail: [carerstgether@btconnect.com](mailto:carerstgether@btconnect.com). Carers Together (the Middlesbrough Carers Outreach Service) could arrange a Carers Emergency Card when they carry out a Carers Assessment or Review.

There will also be a form to complete to nominate the emergency contacts. People who have been named as emergency contacts will have to give consent to their information being kept. This information will only be used in the event of an emergency.

If further information or help is needed to fill in the form, a Social Worker, Care Worker or someone from Carers Together can assist.



## Carers Emergency Card Nominated Contacts Form

Your name (the carer)

Your address

Post code

Telephone

E-mail

The person I care for lives in the Middlesbrough Council district

Details of the cared for person:

Name

Address

Post code

Telephone

E-mail

Relationship to Carer

Disability

Please return this form to:

Middlesbrough Council, Department of Adult Social Care  
Contract & Commissioning Unit, Civic Centre  
PO Box 234, Middlesbrough. TS1 2XH

## Details of Emergency Contacts

In an emergency the Contact Centre will get in touch with the people who have been nominated along with the person they care for

1.Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Post Code \_\_\_\_\_

Telephone Number \_\_\_\_\_

E-mail \_\_\_\_\_

I hereby give my consent for my information to be held on the Social Care data base as an emergency contact for

Signed \_\_\_\_\_

1.Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Post Code \_\_\_\_\_

Telephone Number \_\_\_\_\_

E-mail \_\_\_\_\_

I hereby give my consent for my information to be held on the Social Care data base as an emergency contact for

Signed \_\_\_\_\_

Please tick this box if you cannot find anyone to be your emergency contact (s)

Please tick this box if you would like a card for the person you care for

Please return this form to: Middlesbrough Council, Department of Adult Social Care, Contract & Commissioning Unit, Civic Centre, PO Box 234, Middlesbrough TS1 2XH





# Tell us what you think about this booklet

We would like to hear from people who read our information. Please take a few minutes to fill in this tear form to tell us what you think.

**How useful did you find this booklet?**

**Name of booklet?**

 Good

 Okay

 No use

**How easy is the leaflet to understand?**

 Good

 Okay

 No use

**Do you have any comments or suggestions about the information we make available?**

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Please post this tear off form back to us at the freepost address below. There is no need for a stamp.

**Social Services, Freepost MI 408, Civic Centre,  
Middlesbrough TS1 2BR**

Thank you for giving us your views. You have helped us to understand what we are doing well with our information and what we need to improve on.

Please note that you can also share more of your views with us on our website at

<http://consult.middlesbrough.gov.uk/portal/hsc>



# How to contact the Department of Social Care

## In office hours:

Our office hours are  
Monday to Thursday 8.30am - 5.00pm  
Fridays from 8.30am - 4.30pm.  
You can contact us by phone  
**Telephone: (01642) 726004**, or  
by using **Minicom: (01642) 726980**  
please use announcer).



In person you can visit us at our  
Contact Centre, Middlesbrough House,  
50 Corporation Road, Middlesbrough TS1 2YQ.  
The Contact Centre is open from  
Monday, Tuesday & Thursday - 8.30 am to 4.30pm  
Wednesday - 12.30pm to 4.30pm  
and on Fridays from 8.30am to 4pm



## Emergencies, out of office hours and weekends:

For emergencies, out of office and weekends you can  
**Telephone: 08702 402994** or you can call using  
**Minicom: (01642) 602346** (please use announcer).

## You can write to us at:

Middlesbrough Council Department of Social Care  
PO Box 505, Civic Centre, Middlesbrough TS1 9FZ



## You can email us at:

[socialservices@middlesbrough.gov.uk](mailto:socialservices@middlesbrough.gov.uk)

## Or visit our website at:

[www.middlesbrough.gov.uk/comments](http://www.middlesbrough.gov.uk/comments)



CEC June 16

We can provide this leaflet in other languages, large print, Braille on CD or tape telephone 01642 728305.

ہم آپ کو یہ لیفلٹ دوسری زبانوں میں بھی فراہم کر سکتے ہیں فرمائش خواہ بڑے پرنٹ کی ہو،  
سی ڈی پر بریل یا ٹیپ پر اور اسکے لئے نمبر 01642 728305 پر فون کیجیے

हम यह लीफ़्लैट दूसरी भाषाओं में, बड़े प्रिन्ट में, ब्रेल में सी डी पर या टेप पर अनुवाद करवा सकते हैं  
कृपया टैलीफोन करें 01642 728305

ਅਸੀਂ ਇਹ ਲੀਫ਼ਲੈਟ ਦੂਜੀ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ, ਬ੍ਰੇਲ ਵਿੱਚ ਸੀ ਡੀ ਤੇ ਜਾਂ ਟੇਪ ਤੇ ਅਨੁਵਾਦ ਕਰਵਾ  
ਸਕਦੇ ਹਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ 01642 728305

باستطاعتنا تقديم هذا المنشور بلغات اخرى أو بكتابة كبيرة أو الابريل على قرص سي دي أو  
شريط, الرجاء الاتصال بالهاتف 01642 728305

我们可以提供其他语言大字体,盲文的光碟或磁带版本.需者请致电

[www.middlesbrough.gov.uk](http://www.middlesbrough.gov.uk)

  
Middlesbrough  
moving forward