



Barnet Carers - Emergency Card Scheme

What is the Emergency Card Scheme?

If you care for a family member or friend you may be worried about what would happen to them if you were involved in an emergency situation.

An emergency situation could be:

- Becoming ill or having an unplanned hospital admission
- A family emergency
- Delays caused by unexpected travel issues.

The scheme is designed to give you peace of mind by enabling you to plan in advance for any of these eventualities.

How do I access the scheme?

In order to sign up to the scheme you must first register yourself as a carer at Barnet Carers. Registration takes 10 minutes and can be done over the phone. If you would like to register please

call the Adult Carers Outreach & Support Team on 0208 343 9698.

Who runs the scheme?

Barnet Carers Homecare Team run the scheme on behalf of Barnet Council. It operates 24 hours a day 7 days a week.

Does it cost anything to join?

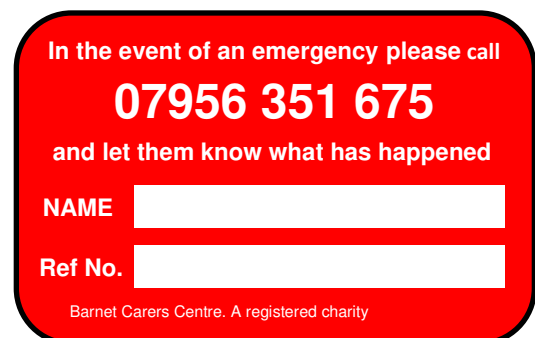
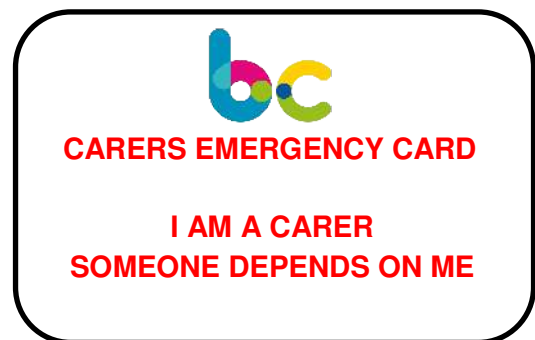
No, the scheme is completely free.

Who can join the scheme?

You can join the scheme if you are over 18 years of age and provide unpaid care or support for an adult who needs help in their day-to-day life because of:

- Their age
- A long-term illness
- Disability (including learning disability)
- Mental health
- Substance misuse issues

You and the person you care for **MUST** live in Barnet in order to be eligible.





How does the scheme work?

Stage 1

You will be given a registration form; the form will ask you to nominate three emergency contacts who can step in and check on the person being looked after if you are unable to do so. They will be contacted by the Barnet Homecarers Team if an emergency occurs. Once we have your registration form we will keep this with us, you will then be given a Carers Emergency Card with a helpline number to call if an emergency arises. Anyone finding this card on you will also be prompted to call.

Stage 2

We may be unable to get a hold of your emergency contacts or they may not be able to attend to the person straight away. If this is the case we will deploy one of our own support workers typically within 2 hours of the emergency occurring.

If the emergency lasts longer than 48 hours (2 days) then Barnet Carers will put other arrangements in place with support from Adult Social Care and the person's family. The support worker asked to step in will be provided with a copy of your registration form which also acts as a support plan for the person you care for.

Where can I find the form?

The form can be obtained from the person carrying out your carers registration. We can email it to you or, if you prefer, we can post you a copy.

What happens next?

Barnet Carers will keep hold of your registration form and will send you an **Emergency Card** (see example above).

This will allow anyone to contact the Barnet Homecarers Team in an emergency and activate the plan.

What happens to my information?

All of your information is held securely on our carers database in accordance with GDPR (General Data Protection Regulations). We recommend that you get in touch with us if any updates need to be made to your plan.

Useful Contacts

If you would like more information about the Red Card Scheme, or other support available to carers in Barnet, please contact:

Barnet Carers

3rd Floor Global House
303 Ballards Lane
North Finchley
London N12 8NP

Adult Social Care Direct

T: 020 8359 2000
E: socialcaredirect@barnet.gov.uk