

Carers Emergency Card Scheme

Carers Space – 23 February 2023



**Nottinghamshire
County Council**

Carers Emergency Card Scheme

What is it?

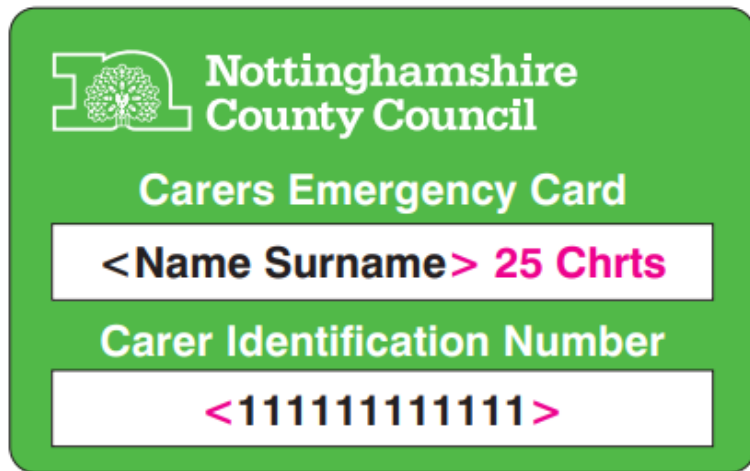
- It's a credit sized plastic card which is issued to adult carers for them to keep on their person
- The purpose of the card is that should an emergency arise, it alerts anyone who finds it that they are a carer and they look after a person who may need support
- The card contains NCC's Customer Service Centre number (as the Emergency contact number), with instructions on the card for someone to alert social care of the emergency situation
- Nominated contacts stored on the carers record will be alerted immediately, so that alternative care arrangements can be made
- NCC Adult Social Care can assist to provide temporary support where necessary

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Other key benefits

- Provides peace of mind in the event of an emergency that the person you care for will be looked after
- It is available FREE of charge to any carer who is caring for someone who lives in Nottinghamshire
- The contact number (0300 500 8080) on the card is Notts CC Customer Service Centre during office hours, which will divert to the Emergency Duty Team outside of these hours – ensuring 24 hours, 7 days a week cover
- Other information can be provided when registering the card about the cared for, including medical details and how to access the home
- All information provided is kept secure and confidential – the only personal details on the card is the carers name and an ID number
- The card is made from hard plastic and can easily be stored in a wallet or purse
- Details held about the nominated contacts and cared for details can be easily updated (by contacting NCC Customer Service Centre)

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How do I apply for one?

- Via Notts CC Customer Service Centre - 0300 500 8080
- Or apply on-line via the link:
www.Nottinghamshire.gov.uk/care/adult-social-care/carers/support-for-carers
- NCC staff will guide you through the process when registering by phone
- Details of the cared for, then the carer details are asked for
- No limit on the number of emergency contacts, but a minimum of two is recommended

Any questions?



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