

Do you require any assistance with communication or language?

Please ask a friend to call or email us and someone will get back to you.

Alternative formats of this publication can be made available. These include other languages, large print, Braille, Easy Read, audio cassette, computer disc or email. Please telephone Carers Oxfordshire on **0845 050 7666**.



Carers Oxfordshire offers a wide variety of information and contacts to help support carers with their demanding role.

Please contact us for more information and to discuss your needs. We can put you in touch with peer support groups across the county as well as the Carers Oxfordshire outreach workers based in the community.

Telephone: 0845 050 7666

**Carers Oxfordshire
PO Box 780
Oxford
OX1 9GX**

Email:
carersoxfordshire@oxfordshire.gov.uk

Or, visit our website:

www.carersoxfordshire.org.uk



The Emergency Carers Support Service is funded by Oxfordshire County Council



Emergency Carers Support Service



**A free service for
adult carers of
adults in
Oxfordshire**

What is the Emergency Carers Support Service?

This service provides free emergency care for the person you look after in the event you are unable to because you, **the carer**, have had an emergency.

This service aims to give reassurance and peace of mind to carers who have signed up to it.

In order to use the Emergency Carers Support Service you must have joined before you have an emergency.

How can I sign up?

Joining is free, quick and easy. It can be done over the phone in 10 to 15 minutes by calling the number below. You will be asked to provide information on how to look after the person you care for, where their medication is stored and how to get to them.

To sign up please contact:
Carers Oxfordshire

Telephone: 0845 050 7666

Email:
carersoxfordshire@oxfordshire.gov.uk

What sort of emergency can I get help in?

Examples of an emergency situation when the Emergency Carers Support Service can be used:

- You become suddenly or unexpectedly ill and cannot carry out your caring role
- You have an accident which prevents you from caring
- A family member is suddenly or unexpectedly injured or becomes ill and you need to be with them



Anyone of or over 18 years old who provides unpaid care for one or more people over the age of 18 in Oxfordshire, whether they are living with them or not.

This could be a relative, friend, neighbour or spouse who needs support due to disability, illness or frailty.

What happens once I have registered?

Once you have registered, you will be sent an Emergency Carers Support Service welcome pack. It will include two Emergency Carer Cards with the 24-hour hotline number to call in the event of an emergency to activate the service. Keep one in your wallet or purse and give one to the person you look after, or if they are house bound, stick it on their fridge.

In the event you have an emergency...

If you have an emergency the person you care for will be provided with replacement care to fit their needs. It can be between 1 and 48 hours (72 hours in exceptional circumstances). The length and level of replacement care provided depends on the needs of the person you support. This will be fully assessed for the person you care for at the time that an emergency occurs.