



Do you worry about what would happen to the person you look after if you became seriously ill, or had an accident?

- You can carry a **Carers' Emergency Card** which identifies you as a carer and has a personal identification number.
- If you are taken seriously ill or have an accident, anybody who finds you can ring the phone number on the card and tell the emergency response team that the person you care for needs help.
- This service is free and operates 24 hours a day, 7 days a week.

## Who can register?

- If you provide regular and substantial support to a family member, friend or neighbour because they are disabled, frail or ill, you can register for this free service.
- Carers may be living with the person they care for, or visiting regularly from their own home.
- Carers can be of any age, including young carers.
- The person cared for should live in South Gloucestershire. If the person cared for pays council tax to Bristol City Council you will need a Bristol card. For a Bristol card call Care Direct on **0117 922 2700**.



## How does the card work?

- When registering for a card, you will be asked for the contact names of anyone who could help in an emergency.
- If someone phones the emergency response team to say that you have been in an accident or are seriously ill, the team will call your nominated contacts.
- If your contacts are unavailable, the emergency response team will inform health professionals, emergency services or homecare, as appropriate.

## How will my information be stored?

- The information on your registration form is confidential and will be held securely by The Carers' Support Centre and the emergency response team. The information that you supply will only be used for this scheme.



## Return this coupon

When we receive this coupon from you, we will send you a registration form.

I confirm that I care for someone who lives in South Gloucestershire

*(i.e. they pay council tax to South Gloucestershire Council)*

My name:

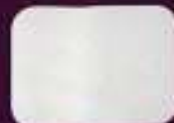
My address:

Postcode:

Phone number:

• Send this coupon to:

The Carers' Support Centre  
The Vassall Centre  
Gill Avenue  
Fishponds  
Bristol BS16 2QQ



## What do I need to do?

- Ask for a registration form by:
  - returning the coupon opposite
  - or calling CarersLine on **0117 965 2200**
  - or emailing [carersline@carerssupportcentre.org.uk](mailto:carersline@carerssupportcentre.org.uk)
- We will then send you a registration form to complete. Once we have your completed registration form, we will send you your card. Always carry the card with you – it needs to be one of the first things that anyone who comes to your assistance sees or finds.
- Tell your nominated contacts that you have given their details to the emergency response team and that they may be contacted if you have a health emergency.
- If any of the details you give on the registration form change, you should inform the emergency response team on **0845 266 8622** immediately.

The Carers' Support Centre provides a range of services to carers in Bristol and South Gloucestershire. See our website for more details.

[www.carerssupportcentre.org.uk](http://www.carerssupportcentre.org.uk)

If you would like this information in another language or format please contact us.

Please contact us for more copies of this leaflet.

**If you care,  
we care.**

The Carers' Support Centre  
0845 266 8622

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# South Gloucestershire Carers' Emergency Card Scheme



For people who care for  
adults or children who  
depend on them  
because of illness  
or disability

  
South Gloucestershire  
Council