

Carers Emergency Contact Scheme

What is the Carers Emergency Contact Scheme?

The scheme provides backup support for the cared for person if something unexpected or an unplanned event happened to the carer and they were unable to provide support.

What support would be put in place?

When the carer registers on the scheme, Age UK Doncaster, the care provider, will visit the home of the person being cared for and with the carer present a backup Care and Support plan will be agreed.

Does the carer have to pay to join the scheme?

No Doncaster Council fund the service so it is **free** to the carer and the person they care for.

How long will the cover last?

Up to 48 hours unless it was a weekend or Bank holiday it would then be up to 72 hours.

What happens if support is needed after this time?

The Adult Contact Team at Doncaster Council will arrange further support.

How can the carer register on the scheme?

The carer can contact Doncaster Carers Service and register over the telephone or with the carers permission someone can register on their behalf.

Carers Emergency Card



The Carer is issued with a card that they carry with them at all times.

The card identifies the carer and has the telephone number to ring to activate the card. It also has their individual pin number that identifies who they care for