



## How the scheme works

This scheme will require information about you and the person you care for. This information will be gathered as part of a carers assessment and will be known as the Emergency Care Plan.

The emergency care plan will enable us to look at the social, emotional and medical needs of the person you care for. So we will also want to know:-

- How family, friends or neighbours might be able to help
- How they could be contacted if the need arose

**Having an assessment does not guarantee a service will be provided, it will be necessary to show that the situation is an emergency.**

If the carer is still unable to return to their caring role after 48 or 72 hours then the care arrangements will be transferred to the zone provider and may be subject to charging.

Part of the 48 or 72 hours will be used to reassess the situation in order to establish what care will be needed at the end of that period.

## Carers Emergency Respite Scheme



Many carers are concerned about what could happen to the person they care for if they became ill, or were involved in an accident or some other unforeseen circumstance.

The '**Carers Emergency Respite Scheme**' is intended to provide peace of mind and support by providing home based care at short notice.

### What's the scheme about?

The **Carers Emergency Respite Scheme** provides carers with peace of mind to know that emergency support can be provided at very short notice.

Care can be provided for up to 48 hours or for 72 hours over a weekend or bank holiday. The scheme enables someone to remain safely in their own home until the emergency is over or other care arrangements can be made.

### Who is eligible?

To be eligible a carer must:-

- Care for an adult who is either frail, living with an illness or physical disability or has a sensory impairment.
- Caring for a person who is living at home in Shropshire
- Provide regular and substantial care.

Carers may already have had a carer assessment but may wish to have the emergency plan updated.



If you can read this leaflet,  
but know someone who  
can't, please contact us on  
**(01743) 450 904**

## Is there a charge for this service?

There will be no charge for the emergency care whilst it is in place for either 48 hours or 72 hours if a Bank Holiday.

If however, the care needed to continue, then there may be a charge and the care would then transfer to the local zone or care provider.

Information about charging can be accessed via the Shropshire Council website or by requesting a 'Community Care Charging Policy information leaflet.'

## How do I register?

To register for the scheme you will need to contact your social care office and request a carer's assessment and emergency care plan.

Once the assessment is completed this will be sent to the provider and registered. You will then be sent confirmation of registration with a card with a number that is unique to yourself. It is that card and number that will trigger all the information you provided on registration, should it ever be needed.

We will also need to know:-

- How family, friends or neighbours might be able to help.
- How they could be contacted if the need arose.

You may also want to write a short report giving further information about the person you care for should it ever be needed. This would help the emergency carer to provide the care in a similar way to how you do.

**Should you ever need to access this service you will need to check that the carer who visits you is a registered carer. They will be wearing their ID badge, details of which will be provided to you when you register.**

## Contact information

For more information about the Carers Emergency Respite Scheme contact your local Social Care Team. To find out contact details for your local team call:

Telephone: **0345 678 9005**

Email: **carers@shropshire.gov.uk**