

## Making an emergency plan

An emergency plan sets out the best way of supporting your relative in case of an emergency and preventing a crisis.

You can use an emergency plan for if your relative lives at home with you, but also, if they live in their own flat.

Making an emergency plan helps make you feel more in control and is especially helpful to have if your relative has complex needs, as without planning your relative may have to move from their local area.

Making an emergency plan helps you think about longer term plans and your relative's future.

**Putting 'cushions' in place before an emergency happens will make your arrangements go more smoothly and may prevent a crisis.**

| Planning Ahead   |
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| 1. Request a carers assessment. As part of this assessment, you should be asked about emergencies and offered help with planning them if you need it.  |
| 2. If you are caring for more than one relative with a learning disability it is best to make a separate plan for each person as they are likely to have different support needs.  |
| 3. Think about possible emergencies that might arise. Some emergencies cannot be planned for, but there may be some that are more likely to happen because of your family situation, your health needs, or other caring responsibilities. Different emergencies may result in different emergency plans. |
| 4. If you are a single carer, how would someone know if something had happened to you? Would your relative know how to get help? If not, do you have a system in place with others?  |
| Letting People know you have caring responsibilities   |
| 5. Do you have a 'Message in a Bottle'? a contact list inside a bottle located in your fridge. If not, do you have a folder clearly visible with contact details on.   |
| 6. Do you have ICE (In Case of Emergency) number on your phone? Emergency services look for this. Use ICE as a contact name on your phone with the number of the person you want to be contacted. You can put more than one number (ICE1, ICE2 etc.)   |
| 7. Do you carry a carers card with details of who you care for on? This will alert people to the fact that you are a carer for someone else.   |
| Calling for help   |
| 8. Would a Telecare call button be helpful? There are number of Telecare schemes that you could sign up for with a small monthly charge.   |
| 9. Does your relative know how to use the Telecare button to call for help?  |
| 10. Does your relative know how to use a phone to call for help? There are phones in which you can put the photo of the contact with their number.   |

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| 11. Do you have an arrangement with someone else to check in if your relative is unable to get help?   |
| <b>Phone Numbers</b>   |
| 12. Have you completed a Crisis Care Plan with all the essential details about your relative including phone numbers of who can be contacted?  |
| 13. Do the people in your plan have each other's phone numbers? If there is an emergency, it is easier if you can phone one person who will then contact all the others on the list.   |
| 14. Do you and the people who will help you in an emergency have the contact number for Adult Social Care and the out of hours service?  |
| <b>Essential information about your relative</b>   |
| 15. Do the Local Authority know that you have a written Crisis Care plan and where it can be found? You may want to give a copy to key people.   |
| 16. Have you written an important to/important for one page profile for your relative to show what would help to keep your relative safe and well.   |
| 17. Have you got a communication plan describing how your relative likes to communicate and how others can best communicate with them (sometimes called a communication passport)? This is particularly important if your relative finds it difficult to communicate |
| 18. Have you prepared a sheet about any essential health information?  |
| <b>Practical information</b>   |
| 19. Who has spare keys to your house? May be useful to include in an emergency plan.   |
| 20. Is your relative able to lock and unlock the front door? They may need to let a neighbour or the emergency services into the house if you are unwell.  |

### Who will help in an emergency?

You can use the relationship map to create a relationship map of the people in your relative's life who may be able to help in an emergency.

### Look at the support options in an emergency

You may have a clear idea about what you want to happen, but this may also depend on the nature of the emergency.

- Is there a scheme for emergency support?
- Is it short or long term support that is needed?
- Is there a friend or neighbour who may be able to hold the fort until other arrangements have been put in place?
- Can your relative stay at home with support or would they need to find a place to stay such as residential short breaks?
- If your relative has a personal budget that they are using for individual support, would any of their personal assistants be willing to step in?

### Make a list what is important to and for your relative to keep them safe and well in an emergency

A few key pieces of information can prevent problems arising and help a person feel reassured, so it is helpful to write down as much information as possible.

- What is important to your relative should list the things that your relative likes and are important in their life.
- What is important for them should include all the things that helps keep your relative safe and well.
- Include this in either their one page profile or a separate list in the emergency section of their 'Planning Ahead – All About Me' Folder

**Make a 'to do' list to put things in place now**

You can create a 'to do' list to make a note of things you need to find out and arrange for the emergency plan.