

Carers Information Service
0300 0200 002
www.carmarthenshirecarers.org.uk

Carers Emergency Card

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What is a Carers Emergency Card?

A Carers Emergency Card is a card that carers can carry to raise the alarm if they are involved in an accident or are otherwise unable to return home to maintain their caring responsibilities, so that emergency services or others will know that there is someone at home who cannot manage without help.

How will this work?

Carers complete a registration form giving details of the person they care for, together with contact details of up to two nominated persons who could step in to take the carer's place in an emergency or other unforeseen circumstance.

The completed form is sent to Dewis Sir Gâr (previously called Careline), Carmarthenshire County Council's 24-hour emergency response service who will then issue an individually numbered Carers Emergency Card to the carer.

In the event of an emergency or unexpected event and on being handed the card or finding the card in the carer's purse or wallet, emergency services or others will contact Dewis Sir Gâr quoting the unique registration number so Dewis Sir Gâr can activate support by contacting the nominated person(s).

The nominated person(s) will provide interim support to avoid risk of deterioration or crisis to the vulnerable person at home.

What if I don't have anyone who could temporarily take my place?

You can still register for the scheme and Dewis Sir Gâr will automatically call social services to make arrangements in an emergency or unplanned circumstance. Similarly, if the nominated person(s) is not available social services will be contacted.

What does the nominated person(s) have to do?

The nominated person should know the person you care for and how much help and support they need. They will have given their permission to be contacted, know how to access your home and know what to do in such circumstances.

Nominees should also be aware of which GP the person you care for is registered with, and of any other family member(s) they should contact if they are called upon.

How do I apply for a card?

Registration forms are available from Carmarthenshire County Council or the Carers Information Service. Completed registration forms should be returned to:

Dewis Sir Gâr
c/o Ty Elwyn
Llanelli
Carmarthenshire
SA15 3AP

Dewis Sir Gâr (previously called Careline) will process this information and send you a card with your unique registration number.

All information will be treated in confidence and in compliance with the Data Protection Act 1998. Information will only be shared with other agencies with your consent, the consent of the person being cared for and the nominated person(s).

However, there are occasions when Carmarthenshire County Council are legally required to disclose information without your consent, for example:

- To the police or court in serious legal or criminal matters.
- To avoid serious harm to yourself or other people.

What if my circumstances change?

Carmarthenshire County Council will send out an annual review form to ask you if there is any change in your circumstances or, you can contact Dewis Sir Gâr direct to update your details.

For further information

Dewis Sir Gâr (previously called Careline)

Request a registration form or to update your details.

0300 333 2222

Dewis Sir Gâr, c/o Ty Elwyn, Llanelli, Carmarthenshire. SA15 3AP

dewissirgar@carmarthenshire.gov.uk

www.carmarthenshire.gov.wales

Carers Information Service

Free and confidential information, advice and support for carers, including an outreach service.

0300 333 2222

The Palms, Unit 3, 96 Queen Victoria Road, Llanelli. SA15 2TH

info@carmarthenshirecarers.org.uk

www.carmarthenshirecarers.org.uk

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Carmarthenshire Carers Information Service

The Carers Information Service provides free and confidential information, advice and support to Carers.

We produce and distribute information for carers and organise regular events in partnership with other organisations.

The service is joint funded by Carmarthenshire County Council and Hywel Dda University Health Board.

Contact details

Carmarthenshire Carers Information Service
The Palms, Unit 3, 96 Queen Victoria Road, Llanelli, Carmarthenshire. SA15 2TH

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