What If? Plan: Guidance Notes

Please read through these guidance notes carefully before beginning to fill out the form. This will help ensure completeness and accuracy of information and help us provide a better service to you.

What is a What If? Plan?

This is a free service funded by Cambridgeshire County Council to look after adults with care needs during an emergency involving their family carer. If the person you look after lives in Cambridgeshire you can register your What If? Plan with us and apply for an Emergency Card.

Why have a What If? Plan?

The What If? Plan provides emergency support to the person you care for, in the event of you being unable to care because of a sudden illness, accident or other unplanned event. This is done by contacting your nominated contacts for you, with essential back-up support available, if required.

Rewards available for registering your plan with us (in addition to the peace of mind it brings) include free prize draws. Carers Trust Cambridgeshire is also seeking to set up rewards with local organisations, such as discounts for carers. Further details will be communicated once this scheme is up and running. We will also provide you with details of CarerSmart, a new club from Carers Trust, the UKs largest carers charity. If you become a member, you can benefit from a wide range of offers and savings.

When can you use your What If? Plan?

The service operates 24 hours a day, 7 days a week, every day of the year. It can provide emergency support to the person you care for, in the event of you being unable to care because of a sudden illness, accident or other unplanned event.

Who can register a What If? Plan?

You can register for a What If? Plan if:

- the person you look after lives in Cambridge, Huntingdonshire, Fenland, East Cambridgeshire or South Cambridgeshire and
- the person you look after is aged over 18 and
- you are aged over 16
How to register a What If? Plan?

- To register your What If? Plan, please complete the form and return it to:
  - Carers Trust Cambridgeshire, 4 Meadow Park, Meadow Lane, St Ives, Cambridgeshire, PE27 4LG
  - or via email to changes@carerstrustcambridgeshire.org
- Before returning the form, if you have key safe numbers/alarm codes/details of any other security arrangements that you would like to make us aware of, please phone Carers Trust Cambridgeshire on 01480 499090, who will record the information separately. Please do not record these details anywhere on this form.
- On receipt of your What If? Plan, we will register you and send you:
  - an Emergency Card with your unique card number and contact details to use in an emergency
  - a copy of your plan for your records
  - copies of your plan to share with your nominated contacts.

- You must let us know if any information given to us changes. You can do this by either:
  - calling the number 01480 499090 or
  - emailing changes@carerstrustcambridgeshire.org
- You must let us know if your key safe numbers/alarm codes/details of any other security arrangements that you have given us change by calling us on 01480 499090.

- If you care for more than one person you should complete a separate What If? Plan for each person that you care for. This is because each loved one you care for will have different needs and could be in a different location and the care you offer to each individual is unique and specific to the individual.
- If the person you look after lives in Peterborough and you give them regular and substantial care, you can register for a separate emergency scheme, run by Peterborough City Council – call 01733 747474 and ask for the Emergency Support for Carers Service.

Help available in filling out the form:

- The Guidance Notes have information that will help you fill out this form.
- If you are already in contact with our partner organisations - Alzheimer’s Society, Cam Sight, Cambridge Housing Society, Care Network, Centre 33, Headway Cambridgeshire, Hunts Forum, Making Space – you can ask for their support in completing this form.
- However, please do not hesitate to contact Carers Trust Cambridgeshire on 01480 499090 for further assistance in filling out this form.
- If you would like to receive a copy of this form by email, in large print, audio, Braille or any other language please contact Carers Trust Cambridgeshire on 01480 499090.
What to do in an Emergency?

In the case of an emergency, call our Emergency Number 0300 666 0213. We will first call your nominated contacts; usually this would be better for the person you care for than bringing in someone who is unfamiliar. If they are unable to help, or there is nobody you feel you can ask, our emergency call-out team can step in to help during the first 24 hours. This is a free service funded by Cambridgeshire County Council available 24 hours a day, 7 days a week.

If you require the support of our emergency care team our specially trained care workers will contact you or the person that you care for and/or your nominated contacts to gather information about the support needed and the best way to deliver this. Carers Trust Cambridgeshire would be required to risk assess any care needs and the environment to ensure the safety of the client and Carers Support Worker.

There may be times when we need to contact social care or health professionals such as the District Nurses or GP to ensure that the needs of the person that you care for are met. If the person that you care for needs help to transfer or move around our care workers are trained to assess the safest way to do this. Medication can only be administered from the original packaging with the consent of the cared for person.

After that initial period, if help is still needed and friends and family are not available, Carers Trust Cambridgeshire can provide professional care or you are entitled to choose another provider (e.g. a home care agency) to provide this service, if you wish. You would have to pay for this support. We will try to link you with a volunteer to help with one off and short term tasks.

We may need to refer you to Cambridgeshire County Council’s Adult Social Care Service to ensure that care is provided for the person you look after whilst you are unavailable. If the person you look after is eligible for adult social care support, the County Council will carry out a financial assessment, after which they will be able to tell you how much the Council can contribute to the cost of you care and how much your contribution will be. Full details of their fairer contributions policy can be found on their web site. www.cambridgeshire.gov.uk/residents/adults-&-older-people/care-and-support/paying-for-care/

If you think you might want to purchase care and support from Carers Trust Cambridgeshire when you have an emergency, our Fees and Terms & Conditions of providing care as at 1 June 2017 are as below:

<table>
<thead>
<tr>
<th>Emergency care:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekdays 9am to 8pm</td>
<td>Weeknights 8pm to 9am</td>
</tr>
<tr>
<td>£19.16 per hour</td>
<td>£22.87 per hour</td>
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</tbody>
</table>

We can provide overnight care (10pm-8am, i.e. for 10 hrs), depending on staff availability, at the rates below. A sleeping night is one where the staff member does not have to get up more than once in the night; the rate is lower as the staff member is able to work the next day.

<table>
<thead>
<tr>
<th></th>
<th>Starting on Mon-Thurs</th>
<th>Starting on Fri-Sun &amp; Bank holiday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sleeping night (up to 1 disturbance)</td>
<td>£91.05</td>
<td>£103.90</td>
</tr>
<tr>
<td>Waking night (2+ disturbances)</td>
<td>£171.86</td>
<td>£205.79</td>
</tr>
</tbody>
</table>

Please note:
1. Cancellations are charged for unless 48hrs notice is given.
2. Invoices will be issued every four weeks, in arrears; payments must be made within 28 days of the invoice date.
3. We reserve the right to charge interest at 2% above Bank of England base rate for invoices outstanding beyond this date.
4. Our Fees include travel costs for the Carer Support Worker to and from your home.
5. For Social trips during their sessions with you, if the Carer Support Worker uses her/his own car, the cost will be 40p per mile. Please pay the Carer Support Worker directly for the mileage incurred and any parking expense; they will then issue you with a receipt that will be marked as “PAID”.
6. Our charges are periodically reviewed. The rates we will charge will be those applicable at the time of the emergency. You will be advised of the current rates at the time.
7. Carers Trust Cambridgeshire cannot be responsible for damage to the property if access is not available and emergency services need to gain access.
8. **Children in the household:** If there are children in the household under the age of 13, a responsible person will need to take care of them. Care staff cannot take responsibility for the care of any children in the household.
9. **Pets at the property of the person you care for:** Care staff are not allowed to look after any pets at the property.
What counts as an Emergency?

An Emergency counts as anything that you have not been able to plan for such as:
- Sudden illness
- Unplanned admission to hospital
- Family emergency (e.g. close relative taken ill)
- Risk to your employment

This plan is to help you:

- **THINK ABOUT** what if something happens to you or in the case of an unplanned event or emergency wherein you are unable to look after the person you care for
- **BE PREPARED** by identifying family, friends or paid carer – someone who can be contacted to take over some of your caring duties
- **HAVE PEACE OF MIND**

Scenarios to think about:

- **What If you were unable to get home for 1 hr?**
  (e.g. stuck in a traffic jam or a meeting overran at work?)
  Will the person be OK if they know?
  Or does someone need to pop in or call?
  If yes, who would you call upon in this situation?

- **What If you were held up for 5 hours?**
  (e.g. car has broken down or family emergency)
  Will the person be OK if they know?
  Or do meals need to be provided, medication given, pets looked after?
  If yes, who would you call upon in this situation?

- **What If you were unable to get home for 24hrs?**
  (e.g. if you had an accident)
  Will the person be OK if they know?
  Or would help be needed to provide meals, ensure medication is taken, pets or children looked after?
  If yes, who would you call upon in this situation?

- **What If you were out of action for a week or more?**
  (e.g. if you broke your leg and can’t drive or get up and down stairs)
  Will the person be OK if they know?
  Or would help be needed with shopping, running the home, looking after the person you care for etc?
  If yes, who would you call upon in this situation?
Guidance notes to Page 3:

Please ensure that the **person you care for consents** to you sharing their information with us.

**Directions/landmarks that would help locate the property:** Please think of directions/landmarks that you would give a first-time visitor who is completely unfamiliar with the location.

Guidance notes to Page 4:

**Why do you look after them – what is their illness or condition?**

Please specify the medical diagnosis or health condition that the person has as a result of which you look after the person.

Guidance notes to Page 5:

**Nominated Contact:** Someone you would want to be contacted on your behalf in the case of an emergency when you are unable to look after the person you care for (e.g. family, friend, paid carer - someone who can take over your caring duties).

Please ensure that you have the **permission of your nominated contacts** to share their contact details with us.

You need to **discuss this What If? Plan with your nominated contacts** to ensure that they are aware of what to do when you are unavailable.

**Care Agency:** If you have a care agency that supports the person you look after, we would suggest that you give us their details so that they can be contacted for information/support if required in the case of an emergency when you are unavailable for the person you care for.

We would also suggest that you discuss this What If? Plan with your care agency to ensure that they are aware of what to do when you are unavailable.

**Contact Number to be used in case of an emergency:** Please check with the nominated contact about which is the best number to use in the event of an emergency, because this is the first number that we would ring when a What If? Plan gets activated.

**Key Safe:** This is a small, secure box usually attached to an outside wall (of the person you care for). You can safely leave a spare set of keys in the key safe. A PIN (personal identification number) code is used to gain access to the keys. If you would like to know more about how to get a key safe, please call the Community Navigator Service on 01954 212100 and they will be able to help. Please note that there will be a charge for this service.

For security reasons, please do not record the key safe number anywhere on this form. Before posting/submitting your form, please phone Carers Trust Cambridgeshire on 01480 499090, who will record the information separately.

Guidance notes to Page 6:

**Additional Key Holder:** Someone else who lives locally and holds a key to the home of the person you look after if none of your nominated contacts are available/contactable. The key-holder is not expected to provide any practical support; they would be called upon to manage access to the property if needed.

Please ensure that you have the **permission of your additional key holder** to share their contact details with us.