

# Emergency planning for unpaid carers



**When you are an unpaid carer, knowing that if an emergency happens, you already have a plan for how you will manage the situation can help to provide peace of mind and remove one of the many sources of stress.**

## **What if something happens to you which means you are unable to look after the person you care for?**

An emergency can count as any unplanned event, such as:

- Sudden illness
- Unplanned admission to hospital
- Family emergency (e.g. close relative taken ill)
- Risk to employment
- Had an accident or car has broken down
- Some other emergencies that prevent you providing care for the person you look after.

If the person you care for lives in Cambridgeshire or Peterborough you can register a 'What If? Plan' with us. The What If? service phone line is then available for you to call 24-hours a day if you need to activate your plan.

It can provide urgent support to the person you care for, in the event of you being unable to care.

You can register this online, or call one of our specialist advisors on 01480 499090 who will be able to register you over the telephone.

This is a free service funded by the local authority, to look after adults with care needs during an emergency involving their unpaid carer.

This is done by getting in touch with your nominated contacts for you, with back-up support available, if needed.

If there are any children under 13 or any pets living with you, you will need to nominate people who will be responsible for them in an emergency.

If you do not register a What if? Plan you may want to create your own emergency plan, keeping information accessible in one place.

Things you may want to consider in your plan:

- Who you would want to contact in an emergency?
- What support the person you care for will need in your absence.
- Details of medication that the person you care for needs to take.
- Note of any allergies, likes or dislikes the cared for person may have.
- GP contact details or any other professionals involved in their care.
- Mobility needs – is any equipment needed?
- Access arrangements – is there a key safe, or key holder?

Tell the person you care for you have a plan, and talk to the people you would want to contact in an emergency so they are aware of the plan and know where you have it stored.

## Other emergencies you might need to think about

For all emergencies where there is a risk to life always dial 999 for an emergency response.

If there is a fire in the property, have you thought about an evacuation plan? Make a plan and share it with the person you care for.

### Power cuts

You can receive extra support during a power cut if you register on the UK Power Networks' Priority Services Register.

UK Power Networks

Tel: 0800 316 3105

[ukpowernetworks.co.uk/power-cut/priority-services-register](https://ukpowernetworks.co.uk/power-cut/priority-services-register)

You can receive extra support if:

- You rely on medical equipment
- You have refrigerated medicines
- You have a serious or chronic illness
- You have a disability
- You or someone you care for is living with dementia
- You are of pensionable age
- You have children under five in your household
- You need extra support for a short time period (e.g. if you are recovering from medical treatment).

If you have torches, make sure you know where they are, they have batteries and can be easily accessed.

## Water supply

You can register for Anglian Water or Cambridge Water's priority services so you are notified of any supply interruptions, you can receive help with meter readings and protection against scams and bogus callers.

Tel: Anglian Water 0800 232 1951  
[anglianwater.co.uk/priority](https://anglianwater.co.uk/priority)

Tel: Cambridge Water 01223 706050  
[cambridge-water.co.uk/register-for-extra-help](https://cambridge-water.co.uk/register-for-extra-help)

## Equipment breakdown

If you have equipment provided from the hospital, social care, occupational therapist or you have bought privately from NRS Healthcare, there is a 24/7 team of technicians and engineers who can respond if your equipment breaks down.

Tel: 0330 100 0098  
[nrshealthcare.com](https://nrshealthcare.com)

## Who would look after your pet in an emergency?

Do you have family, friends or neighbours who would support you?

If there is no one else to care for your pet you can contact Cinnamon Trust.

Tel: 01736 757900  
[cinnamon.org.uk](https://cinnamon.org.uk)

Cinnamon Trust has a national network of over 17,000 community services volunteers who provide practical help when any aspect of day-to-day care poses a problem.

For more information please contact us  
0345 241 0954  
[hello@caringtogether.org](mailto:hello@caringtogether.org)  
[caringtogether.org](https://caringtogether.org)