

## **How to Contact us**

If you think Emergency Planning will be of benefit to you and the person you care for, or you require further information, please contact the Carers' Centre:

The West Lancashire Carers' Centre  
Certacs House, 10/12 Westgate, Skelmersdale, Lancashire,  
WN8 8AZ

Tel: 01695 711243

Email: [enquiries@prtwlcarers.org.uk](mailto:enquiries@prtwlcarers.org.uk)

This information leaflet can be made available in large print, Braille and audio tape by contacting the Carers Centre.

## **Data Protection**

All information given is treated in the strictest confidence, and is covered by the Data Protection Act.

## **Complaints Procedure**

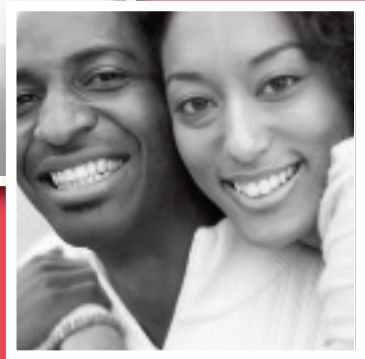
We actively encourage anyone who is not satisfied with the service to contact us immediately on 01695 711243.

All complaints will be fully investigated.



The West Lancashire Carers' Centre

# Peace of Mind 4 Carers



**Free Emergency Care Planning for all  
Carers in West Lancashire**



**Do you look after a family member, partner, neighbour or friend who is ill, disabled, frail or has substance misuse or mental health issues?**

**What if you had an accident and you could no longer provide that care?**

The Peace of Mind 4 Carers service will take away the '**what if**' and replace it with the reassurance and confidence that the person you care for will be cared for when you can't.

**How does Peace of Mind 4 Carers work?**

Someone from the Carers Centre will meet with you and the person you care for (in most cases) and **put together a plan**. The plan will be kept on a **confidential** database ready to be put into action 365 days per year 24 hours per day.

**What will go into the plan?**

The plan will include information about you and the person needing a carer. We know that some people will have friends and relatives who will be willing to help in an emergency but we also recognise that some people will not. If you choose, in an emergency, we will provide **FREE replacement care** provided by a domiciliary agency. This will be delivered in the cared for persons own home for up to 72 hours. In the event of an emergency, this replacement care will be in the cared for persons home within an hour.

**What is an emergency?**

There are many types of emergency that a carer may find themselves in, for example, being **stuck in traffic**, being rushed into hospital or **serious illness**.



**Call us now to make an ap**

### **What happens in an emergency?**

If, for some unexpected reason, you can no longer care, then the **emergency number** can be called. The person answering the call will have immediate access to your plan and be able to put the plan into action. They will call the **family and friends** you have identified on your plan to see if they are available. If you chose to have the free replacement care, they will arrange that for you making sure that the **care** is in the person's home **within an hour**.

### **What happens after the 72 hours of free replacement care (should you choose it)?**

The **replacement care** organisation will assess the emergency situation. If it appears that you will not be able to return to your caring role after the 72 hour period, at the **earliest opportunity**, the replacement care organisation will contact the appropriate social work team. The social work team will then put **support in place** for the person after the 72 hours has ended, if appropriate.

### **How will people know in an emergency that I am a carer?**

You will be given a carer identification card and a key fob. The card will have your identification number and the emergency telephone number on.

### **How much will the service cost me?**

The service is totally **free of charge**, is open to all carers and is not means tested.

### **What happens if the person I care for does not want a plan?**

We cannot offer you the free replacement care but we can still offer you as a **carer support** in an emergency.

### **Who can use this service?**

**Anyone who has caring responsibilities** for a friend, partner or relative, this includes young carers under the age of 18 and parent carers.

**pointment on 01695 711243**