

Being Prepared for an Emergency



Checklist for Carers

- **Help the emergency services find you easily**
Make sure your house number is clear for the emergency services to find you
- **Have a spare key handy**
Do you have a neighbour who you can trust or would a key safe be good idea?
- **Be prepared if you tend to have falls**
If you, yourself, are vulnerable to falls, consider a Careline pendant for you to have at home, particularly if the person you care for could not call for help.
- **Avoid your own health problems if you can**
If you have any health needs that might flair up, talk to your doctor to see if there is anything they can do to help prevent this. Tell your GP you are a carer.
- **Be ready to leave the house at short notice**
What would you need to take? Prepare a bag ready in case this ever happens.
- **Charge your mobile phone regularly**
- **Have a list of contact numbers handy**
Keep a list by the phone or if possible programme them into your landline or mobile - putting ICE (In Case of Emergency) before their name.
- **Ask others to help get word out**
If you need to contact several people, is there someone who could do this for you?
- **Set up a "group" on email and/or your mobile**
This could make life easier to get a message out.
- **Prepare others who may come and take your place**
Speak to friends and relatives who might be able to step in at short notice to look after the person you care for:
 - Check they are OK with a call at any time, day or night, in an emergency;
 - Ask if they are happy for you to share their contact details with other people who might step in;
 - Make sure they know what the person you look after needs and where to find medication, incontinence pads, hearing aid, and anything else they might need (maybe write out a task list and include routines, likes and dislikes);
- **Think through and plan for other responsibilities you have**
Do you have anything else you need to prepare for such as contacting work, making child care arrangements / other dependents, pets, etc.
- **Register on the Carers' Emergency Alert Card Scheme**
The needs of the person you care for can be registered with a 24 hour call centre so if you are involved in an accident away from home, the alarm would be raised to the fact that there is someone who will need help.

My useful names **Telephone number/s** (use a dry wipe marker)

If the emergency involves the person you care for

- **Try to stay calm**
- **Call for help**

Is there anyone in the house/nearby?

- **If you need an Ambulance ring 999 or 112**

The operator will ask you which service you require. Tell them "Ambulance".

They will need to find out more and will ask you questions like, "where do you need the ambulance?", "what happened", "is the person breathing and conscious?".

As soon as they have worked out how urgently the ambulance is needed, they will dispatch a vehicle and, if need be, will stay on the phone to give you advice about what to do.

You may not need an ambulance. Can you or someone else get the person to hospital? NB: if you are worried about their condition, please call an ambulance

- **Keep a list of medication handy** to take with them to the hospital. (If there is one, you could use the repeat prescription form)

Remember - do not lift someone off the floor.

You may injure yourself or make any damage they have worse—dial 999.

In any emergency concentrate on what is essential. If things can wait, let them

Advice, Information and Services

For information about Community Care Services including key safes, Telecare, Careline, Carers' Emergency Alert Card and much more, speak to your care manager or contact Customer Services on **020 8547 6008** or visit **www.kingston.gov.uk/communitycareservices**

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