

Any information which is held will be treated in the strictest confidence. Disclosure of personal information will only be allowed with the individual Carer's consent.

### **Keeping the Emergency Plan Up-to-date**

Each year Carers will be asked to check over the information held on their emergency plan and make alterations that are necessary. You can contact us at any time to inform the scheme of any changes to your details.

### **Registering and what happens next**

- 1.** Complete an emergency plan form online and submit it to Crossroads Care Essex or telephone them.
- 2.** A confirmation letter together with a welcome pack will be sent to you.
- 3.** Call the Emergency number in an emergency.
- 4.** Carers should bear in mind that getting help in an emergency from the Crossroads Care Scheme does not mean you will automatically get any follow-up support. If you think you need more support or care services contact the Adult Social Care Access Team to arrange a Carers Assessment 01702 215008.



**Crossroads Care Essex**  
Telephone: 01268 660860  
[www.crossroadsessex.org.uk](http://www.crossroadsessex.org.uk)

**Southend-on-Sea  
Borough Council**  
Telephone: 01702 215000  
[www.southend.gov.uk](http://www.southend.gov.uk)

# **Carers Emergency Respite Scheme (CERS)**



**CROSS  
ROADS  
CARE**  
Essex

**NHS**  
South East Essex

**southend  
onsea**  
BOROUGH COUNCIL

# Carers Emergency Respite Scheme (CERS)

Southend-on-Sea Borough Council's Carers Emergency Respite Scheme has been set up to help Carers plan for situations when a sudden, unexpected, emergency stops them from being able to carry out their caring role. This is a free service.

## Who can use the scheme?

Anyone who provides care on a regular basis to an adult or older person can use CERS. The person you care for will receive support to manage at home safely over a period of 48 hours if you incurred a sudden, unexpected event.

## Who is a Carer?

A 'Carer' is someone who has caring responsibilities for a spouse, relative, friend or neighbour, who due to disability, frailty, illness and/or vulnerability cannot manage alone in the community. Carers care without pay and can be of any age.

## Joining CERS

Membership of the Southend Carers Emergency Respite scheme is free of charge, CERS can offer up to 48 hours (72 Hours on a Bank Holiday) of substitute care free. It is open to all Carers who live in Southend.

## How does it work?

To access this service a Carer should pre-register by completing an emergency plan form, available on Southend-on-Sea Borough Council website and the Crossroads Care Essex website. This form can help Carers identify what help they need in an emergency including what family and friends can offer.

Where family and friends are not able to help, Southend-on-Sea Borough Council has commissioned Crossroads Care Essex to provide a 'short notice back up' service for Carers to call on if they need to. The service offers different kinds of support, ranging from practical, hands-on care to telephone support and advice, and drop-in visits.

## What kinds of emergencies are covered?

We will use our judgement to decide what is, or isn't an emergency, bearing in mind that everyone's circumstances are different. As a guide, here are some examples of the sort of emergency situations the CERS can help with:

- If a Carer is involved in an accident or suddenly ill and is taken to hospital, or is unable to immediately resume their caring role.
- If another family member suddenly has an accident or sudden serious illness, and the carer needs to travel to this other family member.
- If the Carer is out and is unavoidably detained, for example accident, car breakdown, traffic congestion, and the person they look after would be at risk of being left unattended for this time.

## What information will be kept when you join CERS

There is a form which Carers will need to complete should they wish to join the scheme. Copies of the form are available online on Southend-on-Sea Borough Council's website [www.southend.gov.uk](http://www.southend.gov.uk) or from Crossroads Care Essex website [www.crossroadsessex.org.uk](http://www.crossroadsessex.org.uk) or telephone **01268 660860** or email [care@crossroadsessex.org.uk](mailto:care@crossroadsessex.org.uk)

Once you become a member, you will receive a welcome pack containing:

- a welcome letter
- an emergency card
- details of what to do in an emergency
- a copy of your records (so you know what information is held)