

If you are looking after a friend or family member and you need some extra support, we are here to help

When a carer first contacts us, we take them through a registration process to make sure we provide the most appropriate support that may make their caring role more manageable.

Once a carer is registered with Swindon Carers Centre, we can then process their Emergency Card Scheme application.



For more information about Swindon Carers Centre and the range of services we provide: [www.swindoncarers.org.uk](http://www.swindoncarers.org.uk)

Swindon Carers Centre provides information and support to carers of all ages in Swindon.

Please contact us to begin the Emergency Card application process.

Our opening hours are:  
Monday to Thursday  
9.30am to 4.30pm  
Fridays 9.30am - 4pm



Swindon Carers Centre  
Sanford House, Sanford Street  
Swindon, SN1 1HE

Telephone: 01793 531133  
[carers@swindoncarers.org.uk](mailto:carers@swindoncarers.org.uk)  
[www.swindoncarers.org.uk](http://www.swindoncarers.org.uk)



Charity No. 1061116  
Company No. 3305621

# Carers Emergency Card Scheme

Do you worry about what would happen to the adult or child you look after if you were taken ill or had an accident?

If so, the Emergency Card Scheme can offer you peace of mind



We are here to help

## What is the Emergency Card Scheme?

**The scheme offers you peace of mind, that if an emergency should occur, plans can be put into place quickly to support the adult / child you care for.**

You develop your own emergency plan, with help from staff at Swindon Carers Centre. The plan will detail information about you and the adult or child you care for and what you would want to happen if an emergency prevented you from carrying on with your caring responsibilities.



You will be issued with a card similar to a credit card. The card has a unique number linking to your emergency plan and two emergency telephone numbers covering 24-hours.

In an emergency, anyone finding the card can call the appropriate number on the card and quote your unique number. Staff who take the call will then ensure your plan is put in place.

## How do I join the Emergency Card Scheme?

You must be registered with Swindon Carers Centre in order to join the scheme. Once registered, you will need to complete an Emergency Card Scheme application form. The staff at Swindon Carers Centre will review your form and contact you if any further information is required.

If you have an existing emergency plan in place, we will ensure this is linked in to the scheme.

If the adult or child you care for has complex care needs, our staff can help you to develop an emergency plan to accommodate this. If you cannot nominate alternative contacts to take over some or all of your caring role, for the short term Swindon Borough Council Social Services will make arrangements in an emergency situation.

**To request an Emergency Card Scheme application form, please contact Swindon Carers Centre either by telephone or email and we will arrange a form to be sent to you.**



**01793 531133**  
**carers@swindoncarers.org.uk**

## Our Mission:

*To improve the wellbeing of people with caring responsibilities in and around Swindon, creating a community where carers are recognised, valued and supported*

Your details and emergency plan will be administered by Swindon Carers Centre and then sent to Swindon Borough Council Live Well Hub.

Please note, the scheme is for emergency situations such as hospital admission, being confined to bed by a medical professional etc. and is not for use if you are feeling unwell with a cold or wish to have a break from your caring role for example.



Please note that due to the high demand for our services, there is occasionally a waiting time of a few weeks before we can help