

# Rhondda Cynon Taf Carers Support Project

## EMERGENCY CARD SUPPORT SERVICE

This service is for carers who look after family, partners and friends in need of help because they are ill, frail or have a disability. The help carers provide is unpaid.



Rhondda Cynon Taf  
Carers Support Project  
in partnership with  
Lifeline (Carelink)

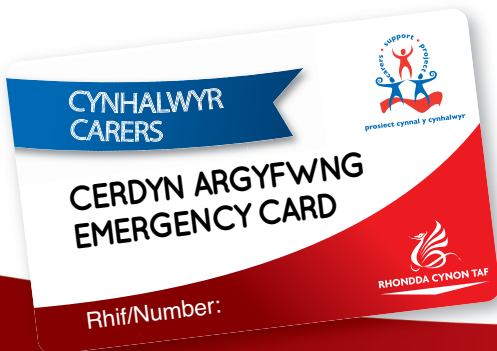
Do you worry about what would happen to the person you look after if you were suddenly taken ill or had an accident?

If the answer is YES then the Rhondda Cynon Taf Carers Emergency Card Support Service may help to ease your concern.

## What is the Carers Emergency Card?

It is a credit card size card that you can carry with you at all times. It is used as an instant source of identification in case of accident or sudden illness.

The Council's Carelink Service will hold your registration number and details where help can be co-ordinated to assist you both, while you are receiving attention. By making a brief phone call help can be summoned for the person you look after. Carelink is staffed 24 hours a day 365 days of the year.



## What is Carelink?

Carelink is a vital lifeline for people who are elderly, frail, disabled, who need reassurance, or are convalescing at home. Carelink offers a lifeline to people, allowing them to maintain their independence living at home. It means peace of mind, knowing that someone is at hand if anything should happen.

## Why was the Emergency Card Support Service developed?

It was requested by local carers who were concerned about what would happen if they were out alone and had an accident or suddenly became ill. They wanted a service that would give them peace of mind and access to 24-hour, seven days a week assistance. They also wanted a service that ensured maximum security for the people they were looking after.

## How does the service operate?

You register with the service by completing an enrolment form and sending it to the Carers Support Project. This form holds information about you, the person you look after and the action that needs to be taken in the event of an emergency. Carelink who are partners in the service, hold this information. You are then issued with the emergency card.




## Is it a safe system?

The system is confidential. No personal details are held on the card, so that all identities are protected. The only means of identification is the number on the card. In an emergency Carelink responds by carrying out the instructions on the enrolment form.

## Does the service work?

Yes, similar schemes are in operation elsewhere in Wales and carers like and use them. It is a simple and easy to use service and has proved successful in ensuring that help is quickly available when needed.

## What are the benefits to Carers?

-  Carers are offered 24 hours a day emergency cover if they have an accident or sudden illness
-  Carers feel less anxious and more free to go out
-  Carers have peace of mind if something happens to stop them getting home.

## How do I join the service?

You can join the service by completing an enrolment form, which can be obtained online

<https://www.rctcbc.gov.uk/EN/Resident/AdultsandOlderPeople/Caringforotherpeople/Supportforcarers/CarersEmergencyCard.aspx>

**Scan here**



or by calling the Carers Support Project to obtain a printed copy of the application form.

## **Carers Support Project (Mon-Fri)**

**01443 281463**

**Email:** [carerssupportproject@rctcbc.gov.uk](mailto:carerssupportproject@rctcbc.gov.uk)

**or by writing to:**

Carers Support Project  
11-12 Gelliwastad Road,  
Pontypridd CF37 2BW

## What next?

Return your completed form to the Carers Support Project. On receipt of your form, the Carers Support Project will issue you with a card. Your form will then be sent to Carelink.

You are then registered with the service.

## How do I use the card?

Always carry the card with you. It is important that this identification is found quickly. It needs to be one of the first things that anyone who comes to your assistance sees or finds. If possible clip it to your coat, wallet or handbag.

