



Do you look after someone?

Have you ever wondered what would happen to the person you look after if you were delayed unexpectedly, suddenly taken ill or taken to hospital?

Providing peace of mind and reassurance to people with caring responsibilities.

For further information phone 07525 617 517
or email HSCNorthEast_Cumbria@redcross.org.uk
Red Cross duty officer phone 07623 912 340
(Available 24hrs a day)

British Red Cross

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The British Red Cross Society, incorporated by Royal Charter 1908



Working in partnership with Newcastle City Council



What is the Carer's Emergency Contact Scheme?

- We offer free emergency support to adults whose carer suddenly becomes unable to return and offer them care in the usual way. This could be because of a personal crisis such as a sudden illness, accident or other emergency which occurs while they are away from home.
- We provide a rapid response in the event of a personal crisis and are available 24 hours a day, 7 days a week, including bank holidays.
- We give carers peace of mind and help reduce their stress and anxiety.
- We offer additional planned support to allow the carer to attend personal appointments by accessing other Red Cross 'support at home' activities including transport services or equipment
- The scheme supports you to draw up an emergency contact plan in case you are suddenly taken ill or unable to care.
- You may already have a plan, for example with a relative or neighbour – this scheme is about making sure that a plan is written down and kept safe.
- We will help to complete the emergency contact plan and discuss any other help that may be available.



Once you register you will be given a contact card – you will need to keep this in your wallet or purse so it can be easily found in case you are unable to tell a Doctor or a member of the Emergency Services that you are a carer.

We are unable to carry out tasks we are not trained to do.

To safeguard our safety and yours, we cannot:

- Administer medication or change dressings.
- Carry out heavy work.
- Witness legal documents.

Practical ways we can help

British Red Cross can:

- Provide wheelchairs to aid mobility.
- Help access transport* for people who cannot get about easily, restoring their independence.
- Support people and their communities after an emergency, such as flooding or severe weather conditions, by delivering food, water or medication.

* please note – charges will apply

