

## Carer's Assessment

### What is a carer's assessment?

It is a process of gathering important information about a carer's needs and how the carer can be supported to fulfill their caring role. It is free of charge for carers who provide, or intend to provide a substantial amount of care on a regular basis. Carers have a right to an assessment even if the cared for person refuses, provided that the cared for person is eligible for community care services.

### Does the carer need an assessment to access the Carer's Emergency Card scheme?

No, but we advise carers to have an assessment so they may receive important information, support and advice that they are entitled to. You can either contact the cared for person's Social Worker, Care Manager or Care Coordinator for more information and to request an assessment. If the person you care for is not currently known to services contact Westminster City Council on 020 7641 1175 to request an assessment or contact Carers Network Westminster on 020 8960 3033 for advice.

If you are not able to read English, this leaflet is available in Arabic, Bengali, Cantonese, Farsi and Portuguese. Call 020 8960 3033 to request a copy. We also provide interpreter services.

إذا لم يكن بمقدورك قراءة النسخة الإنجليزية، فإن هذا المنشور متوفر باللغات العربية، البنغالية، الكانتونية، الفارسية والبرتغالية. برجاء الاتصال على رقم 020 8960 3033 لطلب نسخة. أما يتوفر لدينا خدمات الترجمة.

আপনি যদি ইংরেজী পড়তে সমর্থ না হন তাহলে এই লিফলেট আরবী, বাংলা, ক্যান্টনিজ, ফারসি ও পর্তুগিজ ভাষায় পাওয়া যায়। একটি কপির অনুরোধ করার জন্য 020 8960 3033 এ ফোন করুন। আমরা দোভাষী পরিষেবাও প্রদান করি।

如果您看不明英文，本資料手冊還有阿拉伯語、孟加拉語、粵語、波斯語、葡萄牙語版本。請致電 020 8960 3033 索取您的語言版本。我們還提供口譯服務。

اگر قادر به خواندن زبان انگلیسی نیستید، این بروشور به زبانهای عربی، بنگالی، کانتونی، فارسی و پرتغالی نیز موجود است. لطفاً برای درخواست نسخه خود با شماره 020 8960 3033 تماس بگیرید. ما همچنین می توانیم خدمات ترجمه شفاهی به شما ارائه کنیم.

Se não consegue ler em Inglês, este folheto está disponível em Árabe, Bengali, Cantonês, Persa e Português. Ligue para o 020 8960 3033 para solicitar uma cópia. Também oferecemos serviços de interpretação.

# Carers Emergency Card Scheme



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### What is the Carer's Emergency Card (CEC) scheme?

The CEC scheme allows a carer to make and share a plan of how the person they care for can be supported if an unforeseen emergency prevents them from caring or making alternative arrangements. An emergency is a sudden, unplanned, unforeseen and unavoidable event that includes the carer being ill, having an accident or visiting a sick person. Making a plan gives the carer peace of mind that in an emergency the cared for person will be looked after in the best possible way.

### How does the CEC scheme work?

The carer completes a Registration & Care Plan form providing information about their caring responsibilities with contact details for up to three people who have agreed to provide care on their behalf in an emergency. If eligible for the scheme, the carer is given a credit card size ID card which they should carry at all times. This card provides the contact number for the 24 hour call centre where the form is kept. The information provided will be reviewed annually.

During an emergency when the call centre receives a call, the named contacts will be alerted that the cared for person needs their support. The carer needs to discuss the Care Plan with the person they care for and the named contacts. Carers can still register even if they cannot provide named contacts.

### Who can register for the CEC scheme?

Carers of Westminster residents providing substantial and regular unpaid care to support a relative, friend or neighbour who needs their support because of disability, illness or frailty and would be at risk without support. This includes parent carers caring for disabled children and young carers (under 18 years old).

### What happens if named contacts are not available to provide care?

If named contacts are not available to provide care, the call centre will contact the relevant Social Services team to arrange provision of suitable emergency services. This may include assigning a paid care worker to look after the cared for person.

### How much does the CEC scheme cost when named contacts are not available?

Emergency services are provided for the first 48 hours (or 72 hours during weekends) free of charge. Services required beyond 48 hours (or 72 hours) need a Social Services assessment and there may be a charge for services depending on the financial circumstances of the cared for person.

### How can carers register for the CEC scheme?

Carers can register for the CEC scheme by completing the Registration & Care Plan form. Contact Carers Network Westminster for more information or for help with the form on: **Telephone** 020 8960 3033 or **Email** [info@carers-network.co.uk](mailto:info@carers-network.co.uk) or **Write to:** Carers Network Westminster, Office 8, Beethoven Centre, Third Avenue, London W10 4JL. To download the form, visit: **[www.carers-network.co.uk](http://www.carers-network.co.uk)**

Forms are also available from other services including Social Care Teams, Injury Prevention Service, Westminster Carers Service, Rainbow Family Centre and Admiral Nursing Services.