



**Birmingham and Solihull
Mental Health**
NHS Foundation Trust

Carers, family and friends emergency planning booklet



Birmingham and Solihull
Mental Health NHS
Foundation Trust Charity

Date completed:

Copies sent to:

Name	Job title

Date to be reviewed for changes:

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Emergency planning

Why do I need to make an emergency plan?

Nobody wants to think about a situation where they may not be able to care for the person they support either in the short or the longer term. As part of your planning for the future you might find it useful to think about what plans you have in place should an emergency arise. A plan made in advance will provide you with peace of mind by knowing that care for the person you support has been arranged. An emergency may result in a permanent change in your circumstances so it is important to plan for this also.



If you make these plans now, it ensures that the wishes of both yourself and the person you support are recorded and planned for. It will inform your own nominated family and friends and also identify professional resources for an emergency when informal networks can't be relied on.

An emergency plan sets out the best way of supporting the person you care for in case of an emergency. As with future planning, it is important that you discuss the details of your plan with the person you care for so that their views can be taken into account. You should also involve anyone who may need to be involved should an emergency arise, as an example this could be:

- other relatives or family members
- the mental health care co-ordinator, clinical team or GP
- support workers – these may support you and/or the person you care for
- advocacy services.

NB. If you care for more than one person you may wish to complete a plan separately for each person.

What would be classed as an emergency?

An emergency would be any unexpected or short notice event that would result in you being unable to care for the person you support for either a short or longer term basis. A few examples would be:

- admission to hospital
- family emergencies or bereavement
- delayed from returning home
- transport delays
- any personal incident affecting the carer.

Where do I start?

Think about your plan.

Your emergency care plan should include contact details of the people who have agreed to give emergency support to the person you care for. If it is possible, it might be best for you to find two people who are willing to act as a contact in an emergency. Think about the best people to stand in for your caring responsibilities and ask if they are prepared to act as emergency contacts. You will need to include instructions on the type of care they may need to provide in the plan so it is important that you discuss this with the person you support first. Ideally your emergency contacts should:



- be suggested by or discussed as suitable by the person you care for
- know the person you care for well and have an understanding of their mental health issues
- be available at short notice or able to answer a mobile phone straight away in an emergency
- have access to transport
- be calm and able to pass on information accurately
- live close by. (At least one of your emergency contacts should live near to the person you support.)

It is important that your emergency contacts accept the level of commitment they are taking on and that they understand and are comfortable with the types of tasks they might need to perform. Please ensure that you have discussed in advance and there is an agreement about how much time each person can help you for, i.e. 24 hours/48 hours/ longer term, etc.

What else should I consider?

It is important for you to consider if the person you support:

- has any dependants at home that arrangements need to be made for, i.e. children, are they a carer?
- has any pets that need to be looked after?
- can safely stay at home alone for any period of time?
- can manage alone with limited supervision for a short period?
- has contact information for family/friends? Are they able to contact them if you are not able to?
- has contact information for emergency services, health professionals if needed?



What do I do next?

- Fill in the plan. How much you complete will depend on the level of care you provide. It can include health information about the person you care for, their medications, the care they need, and a list of regular support services they receive.
- Give a copy of your plan to each of your emergency contacts. Go through it with them and make sure they understand what is required and again, check they are comfortable with any arrangements you wish to make with them.
- Keep the original in a safe, but visible place.

Make sure that you update your plan every year or sooner if there are significant changes to your caring situation. Always update your emergency plan if contact details of anyone listed in it change.

Where should the plan be kept?

As a minimum it is recommended to keep a copy of the plan with the following:

- You should have a copy of the emergency plan in your home and the home of the person you support (if different).
- A copy should be provided to the mental health team or care co-ordinator of the person you care for.
- A copy should be shared with any regular carers support organisation that helps you.
- You should share the plan with everyone who is named as an emergency contact in the plan.
- You should share the plan with the GP and if applicable any allocated social worker.
- It is also worth considering sharing the plan with any independent support services, clubs or activities the person you care for attends (again with their permission).

Remember



Please remember to get written consent from all parties involved in your emergency plan before sharing information with anyone.

Agreement

Thank you for agreeing to be an emergency contact for:

..... (service user's name)

Please keep this document in a safe place.

Please let me know if there are any changes in your contact details or circumstances.

If there are any changes to how you are able to support us, please let me know as soon as possible.

I have agreed to the information contained about me to be shared with any of the emergency contacts and support services listed in this document as necessary in order to support me in case of an emergency arising relating to my carer/the person who supports me.

Signed by service user:

Print name:

Date:

Witness (if necessary):

This emergency plan is to be passed to all organisations and people involved in your relative's or friend's care.

About you (the carer)

Name:	
Address:	
Telephone:	Mobile:
Date of birth:	
Your relationship to the person you care for:	
Other information:	

About the person you care for

Name:	
Address:	
Telephone:	Mobile:
Date of birth:	NHS number:

Other professional people involved with the person you care for

Mental health team/ care co-ordinator/ key worker	Name:
	Team:
	Address:
	Telephone:
GP	GP name:
	Surgery/Practice:
	Telephone:
Social worker	Name:
	Company:
	Address:
	Telephone:
Other support worker	Name:
	Team:
	Address:
	Telephone:
Advocate	Name:
	Address:
	Telephone:
Other (e.g. home care agency)	Name:
	Company:
	Address:
	Telephone:

Emergency contact details

Please list up to two contacts, e.g. family, friends, neighbours who have agreed to look after the cared for person in an emergency situation.

Before you complete this section, you MUST ask the person if they agree

- a) to be the emergency carer and
- b) for their details to be given on this form.

Emergency contact 1

Name:	
Address:	
Telephone:	Mobile:
Your relationship to the person you care for:	
Do they have access to keys to the cared for person's home? Yes No	
In what way can they help the person requiring care and support?	

Emergency contact 2

Name:	
Address:	
Telephone:	Mobile:
Your relationship to the person you care for:	
Do they have access to keys to the cared for person's home? Yes No	
In what way can they help the person requiring care and support?	

Regular routines

Include appointments and activities.

Day		Place	Notes
Monday	AM		
	PM		
Tuesday	AM		
	PM		
Wednesday	AM		
	PM		
Thursday	AM		
	PM		
Friday	AM		
	PM		
Saturday	AM		
	PM		
Sunday	AM		
	PM		

Daily living

Who would the cared for person like to be contacted to support them in an emergency situation (friend, other relative or support worker, etc.)?

Where are medications kept and what is the medication routine?

Is there a medication that needs to be monitored, for example, clozapine?

**Does the cared for person have any physical health needs?
If yes, what is in place for them to support them?**

Please give information about any communication difficulties, for example, hearing or sight, and how these should be managed?

What allergies, if any, does the cared for person have? (food or medication)

What dietary requirements, if any, does the cared for person have?

Are there any religious or cultural considerations to be aware of?

Likes and dislikes (e.g. food, interests)

**How should the emergency contact approach certain situations?
Are there things he/she shouldn't say?**

What would cause the least distress to the cared for person?

Are there any behaviour cues that would be helpful to an interim carer to be aware of?

Access to finances. Is the person you care for able to manage their own money and pay bills etc? If not, what is in place?

What arrangements are in place to support the cared for person who has dependants, for example, children, etc.?

Does the cared for person need an interpreter? If yes, what are the arrangements for this?

Other information

Any other information

Notes

A series of horizontal dotted lines for writing notes.



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Main switchboard: 0121 301 0000