



## Carers in Crisis

### **What is Carers in Crisis?**

Carers in Crisis is a scheme for unpaid carers who care for someone living in Poole. The scheme can provide support in an emergency or if you are unable to provide your normal level of care. You will be given a call centre number which can be contacted 24 hours a day, 7 days a week. When contacted, staff will take action previously agreed by you; this might mean contacting a relative or arranging support from home care staff. The scheme is free to join.

### **How can I take part?**

Contact our Help Desk if you care for someone living in Poole and are interested in joining. We will then meet with you to explain more about the scheme and the information we require. If you join, we provide a card and key fob for you to carry. These show the call centre number and your own unique reference number. No personal details are shown on the card or fob.

### **What happens in an emergency?**

If something unexpected happens to you, the card and fob will show you are a carer. Someone can contact the call centre on your behalf. They will not be given any of your personal details by call centre staff.

There will be no charge for our help in an emergency, such as getting in touch with your contacts. Support is free for up to the first 48 hours, although the person you care for may have to contribute towards the cost of longer-term care.

### **How can we help?**

We provide a range of services and support to help carers and encourage you to take advantage of services and events that may be helpful. For some services, you will need to have a carers assessment.

To ask for a carers assessment, if you care for someone who lives in Poole, phone our Help Desk (telephone number overleaf).

### Other factsheets that may be relevant

- Carers support
- Carers assessment

### Contact details

If you would like to find out more about this service please telephone the Help Desk on 01202 633902 or email [sshelpdesk@bcpcouncil.gov.uk](mailto:sshelpdesk@bcpcouncil.gov.uk). For more information about services please go to [www.mylifemycare.com](http://www.mylifemycare.com).

#### To request or download a copy of this factsheet:

Tel. 01202 633902 / email [sshelpdesk@bcpcouncil.gov.uk](mailto:sshelpdesk@bcpcouncil.gov.uk)  
or download at [www.poole.gov.uk/adultsocialcarefactsheets](http://www.poole.gov.uk/adultsocialcarefactsheets)



We can give you help to read or understand this information:



01202 633902



18001 01202 633902