



Caerphilly Carers Emergency Card Scheme



Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.
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Caerphilly Carers Emergency Card Scheme

If you look after someone who needs care, help or support because they have an illness, disability or are elderly and frail, then a carer's emergency card will help to give you peace of mind. The carer's emergency card will enable people to quickly identify you as a carer in an emergency.

How the card works

You should carry the card with you at all times. If you have an accident or emergency, then the card will alert the emergency services that there is someone at home who can't manage without help or assistance. They will then contact the number on the back of the card so that someone can help the person you care for.

Nominated person

You should put someone's name and contact details on the reverse of the card who can be contacted in case of an emergency e.g. a family member or friend. If this is not possible, then you can still use the service by utilising the phone numbers on the card. Each nominated person should know the person you care for and how much help and support they need. They will also need to know what to do for the person you care for in an emergency situation. You must make sure that the named person has agreed to be nominated.

What are the other numbers on the card?

0808 100 2500 – This is the telephone number for the Adult Services Duty Information Team (ASDIT). You can telephone this number between 8.30am – 5.00pm Monday – Friday (4.30pm on Fridays). Due to high volume of calls there may be an answering machine service, leave your name and contact details and your call will be returned.

0800 3284432 – This is the Emergency Duty Team Out of Hours Service (EDT) number and should only be used if the situation cannot wait until the next working day. Use this number between the hours of 5.00pm – 8.30am Monday to Thursday and Friday 4.30pm – 8.30am on the following Monday. Bank holidays and weekends – 24 hours.

What is a SWIFT number?

The SWIFT number is a personal identification number that is unique to the individual and can be used to access the Social Services database. This stores personal information about the individual, including their care needs, which is vital in an emergency situation.

For more information please contact 01443 864604 or 01443 866951.