

Peace of Mind 4 Carers

Do you look after a family member, partner, neighbour or friend who is ill, disabled, frail or has substance misuse or mental health issues?

What if... You had an accident and you could no longer provide that care?

Our Peace of Mind 4 Carers service will take away the 'what if' and replace it with the reassurance and confidence that the person you care for will be cared for when an emergency occurs.

Many carers worry about who will look after the people they care for if something unexpectedly happened to them. This constant worry can cause stress and prevent carers from having a life of their own alongside their caring role.

How does Peace of Mind 4 Carers work?

Carers Lancashire will arrange to meet with you and the person you care for (in most cases) and work with you to put a plan together. The plan will be kept on a confidential database ready to be put into action 365 days per year 24 hours per day.

What goes in the plan?

The plan will include information about you and the person needing a carer. We know some people have friends and relatives who are willing to help in an emergency but understand some people don't. If you choose, within the hour of an emergency arising, we will provide FREE replacement care provided by a home care agency (domiciliary care) in the cared for persons own home for up to 72 hours.

What is an emergency?

There are many types of emergency you may find yourself in, for example:

- being stuck in traffic
- being rushed into hospital
- serious illness.

What happens in an emergency?

If, for some unexpected reason, you can no longer care, then you can call the emergency number. The person answering the call will have immediate access to your plan and be able to put your plan into action. They will call family and friends you have identified on your plan to see if they are available. If you chose to have the free replacement care, they arrange that for you making sure that the care is in the persons' home within an hour.

What happens after the 72 hours of free replacement care (should you choose it)?

If it appears that you will not be able to return to your caring role after the 72 hour period, at the earliest opportunity, the replacement care organisation will contact the appropriate social work team. The social work team will, if appropriate, put support in place for the person after the 72 hours has ended.

How will people know in an emergency that I am a carer?

You will be given a carer identification card and a key fob. The card will have your identification number and the emergency telephone number on.

How much will the service cost me?

The service is totally free of charge, is open to all carers and is not means tested.

What happens if the person I care for does not want a plan?

We cannot offer you the free replacement care but we can still offer you as a carer support in an emergency.

Who can use this service?

Anyone who has caring responsibilities for a friend, partner or relative, this includes young carers under the age of 18 and parent carers.

Where can I find out more?

If you think you are a carer and would like to access support, please get in touch by telephoning Carers Lancashire on 0345 688 7113 or email carers.feedback@lancashire.gov.uk.

For more information about our services visit: www.lancashire.gov.uk/carers

To request information in other formats contact: **01772 534285**.