

12. EMERGENCY SITUATIONS

What happens if the person you care for is taken ill?

Through your doctor's surgery and dentist, you can access a 24-hour 'on-call' service every day of the year. This 'on call' service provides advice, or if necessary makes a home visit. It is unlikely that your own GP will visit. The Primary Care Trusts are responsible for this out-of-hours service. Your dentist should have arrangements for advice or, if appropriate, treatment until 10.00pm. There is also a *Dental Emergency Information* 24-hour line.

You can call the *NHS Direct* free 24-hour help line. This offers confidential advice from qualified staff. You can also visit the *NHS Direct* website, www.nhsdirect.nhs.uk

If you cannot contact your doctor, but need urgent medical advice, contact your nearest hospital ***Accident and Emergency Unit at Worcestershire Royal Hospital*** on **01905 763333**, or the ***Alexandra Hospital, Redditch*** on **01527 503030**. There are Minor Injury Units at ***Kidderminster Hospital*** (24 hours) on **01562 823424** and at ***Bromsgrove Princess of Wales Community Hospital*** (Mon-Fri 9am - 5pm) on **01527 488058**.

If you write the numbers for your doctor, dentist and local hospitals on the front inside page NOW, you will have them in an emergency. For those living outside towns make a note of your Ordnance Survey 6-figure Grid Reference number. This will help the emergency services locate homes, particularly in rural areas.

If there is a medical emergency and you need immediate help, call an ambulance. Even if the ambulance crew only need to give First Aid, you will not be charged.

Emergency SMS service This service is available to anyone who cannot use a voice telephone to call for help in emergency situations. If you want details of how to use this service please contact *Deaf Direct* or your local police station.

Adult & Community Services have an out-of office hours ***Emergency Duty Team***. They can provide emergency adult care assessments, night sitters and, in situations where a carer is incapacitated, can offer residential care or in-house sitters through the Back Me Up scheme. They can offer emergency Mental Health Assessments (following a GP referral) and can carry out child or adult abuse investigations.

The Samaritans offer a free confidential service. They are available 24 hours a day, every day, and no concern is too small or too great to talk through. If you are concerned about someone else, you can still talk to them.

Services to help avoid emergencies

Don't forget about the ***Community Care Alarm schemes***, the ***Carers Emergency Card*** and the ***Carer G.P. Registration Card***. These are available from either your GP surgery or from the *Worcestershire Association of Carers*. Also think about what you would like to happen if you were unable to care for a period and develop a contingency plan with your social worker or WAC.

ICE

Enter an emergency contact telephone number on your mobile phone contacts list under ICE (In Case of Emergency).

