

## **Carer Emergency Response FAQ sheet**

**1. Carers Trust 4all (now known as Crossroads Together) are no longer providing the Carer Emergency Response Service (CERS) in Shropshire so who will be providing this service?**

The Carers Emergency Response Service (CERS) delivered by Crossroads Together (previously CT4A) has ceased from 1<sup>st</sup> January 2020. Carers in an emergency situation that affects their caring responsibilities are advised to contact Shropshire Council's First Point of Contact – 03456 789044 during office hours and the Emergency Duty Team - 03456 789040 for emergencies out of office hours.

We will use the resources we already have in place to offer appropriate support, doing everything we can to ensure people can stay safe and well at home. Crossroads Together will continue to deliver carer support services.

**2. The CER's card lets people know I'm a carer and there is someone at home who has support needs. If I had an accident and was unconscious how would emergency services know about the person I care for in order to phone FPOC or EDT?**

In the short term, the card is still valid and carers can keep using it. Crossroads Together will ensure that any phone calls received in this situation will be redirected to the Council so that the correct support can be put in place. In the longer term, the Council will explore an updated emergency response service card system as part of the recommissioning of the Carer Support service.

**3. CrossroadsTogether (previously CT4A) currently hold details of our circumstances which would help to respond in an emergency situation. Who will gather these details now and where will the details be held in the future?**

All the details will be held on the Adult Social Care system. Any carer receiving a Carer assessment will be on the system and other agencies will be able to complete a referral and consent form and send to the Council in order for the details to be held on the ASC system.

People can proactively ask for their details to be logged by contacting Margarete Davies on ☎01743 255776 ✉ [Margarete.Davies@shrophire.gov.uk](mailto:Margarete.Davies@shrophire.gov.uk)

**4. How can I get involved in shaping carer support services in Shropshire?**

We want to talk with as many carers as possible to help us to shape our carer support services. The Council is currently reviewing carer support in Shropshire and updating the All Age Carer Strategy Action Plan. In the coming year we will be talking with as many carers as we can to help us to recommission our carer support services and we welcome feedback and suggestions from carers to assist us with recommissioning.

If you would like to find out more and get involved please contact: Margarete Davies on ☎01743 255776 ✉ [Margarete.Davies@shrophire.gov.uk](mailto:Margarete.Davies@shrophire.gov.uk)