I'm a carer, is this service for me?
This service is for all carers, whether you look after a family member, friend or neighbour who can’t manage on their own due to an illness, disability or vulnerability.

What do we mean by emergency?
An emergency is any situation which takes the carer away from whoever they care for or delays their return to them, either unexpectedly or at very short notice. This can include family illness, emergency medical treatment, accidents, a family death or transport delays.

What is a carers’ emergency plan?
It is a carer’s own personal plan of what should happen if they are unable to look after the person they care for in the event of an emergency, including who will help ensure that this person is safe and well. Carers are then issued with an emergency card, identifying them as a carer in the event of an emergency. Gateshead Care Call will help you put your care plan together.

Who should be named in the plan?
Anyone who is willing to help in an emergency can be named in the plan, whether they are a friend, relative or neighbour. If no one is available, then Gateshead Care Call will liaise with local providers to ensure support is available. Depending on the individual’s circumstances, we may also contact other services or organisations.

Is there a charge for the service?
No, there is no charge for support from Gateshead Care Call to prepare your plan or for up to 48 hours of emergency care, along with bank holiday arrangements.

Confidentiality guaranteed
We will treat all information regarding yourself and the person you care for in the strictest of confidence in accordance with data protection rules. The emergency card will not contain any personal details.

How does this service benefit carers?
- This service is free of charge.
- Carers have peace of mind knowing that the person they care for will be looked after in the event of an emergency.
- The service is accessible 24 hours a day, seven days a week.

As a carer, you understandably want to do your best for the person you look after – but what happens if you are unexpectedly unable to care for them? And what if no one else knows that this person depends on you?

This is where the Emergency Support Service can help. The service enables carers to plan for emergencies and, should one happen, will provide up to 48 hours emergency support, which can be extended over a bank holiday. The support staff will assess the situation and contact other relevant services if care is required for a longer period.

For further information please contact
Gateshead Care Call
Gateshead Council
Regent Street
Gateshead NE8 1HH
Tel: 0191 478 7666

How the emergency plan works
The carer prepares their emergency plan with a Gateshead Care Call worker and is issued with an emergency card, identifying them as a carer.

If an emergency situation occurs, the 24 hour telephone number on the card is called to activate the emergency plan.

Your named contact will be alerted.

Gateshead Care Call will respond to the activation of your individual emergency plan by sending a carer.

Gateshead Care Call workers will assess the situation and contact other relevant services if care will be required for longer than 48 hours.