



Future caring role

Help and support available for you to plan for the future in your caring role



Having an Emergency Plan

Being a carer can be difficult, but it can be extra hard if something unexpected happens, to you or the person you are caring for.

Planning ahead helps you manage these changes by being prepared and knowing what to do and, if necessary, who to ask for help.

Having a plan in place can reduce the worry for you, the person you care for and your family.

Visit Norfolk County Council's website to sign up for an emergency card [norfolk.gov.uk/care-support-and-health/get-help-with-looking-after-someone/prepare-for-emergencies/emergency-carers-card](https://www.norfolk.gov.uk/care-support-and-health/get-help-with-looking-after-someone/prepare-for-emergencies/emergency-carers-card)

Or if you need help to write your Emergency Plan contact our Advice Line on 0800 083 1148.



Norfolk County Council Swift Response Service

Norfolk County Council operates a 24-hour countywide Norfolk Swift Response Service. This service is for people who are over 18, living at home.

This 24-hour service provides help, support and reassurance if someone has an urgent, unplanned need at home but don't need the emergency services. So for example, if a partner or carer is suddenly admitted to hospital, the Swift Response team can assist them with getting up, washing and dressing. Or if someone has a fall but are not seriously injured, the team can bring special lifting equipment to help make moving as safe as possible for the person. This is a free service for people living in Norfolk.

For more information visit www.brochure.norfolklivingwell.org.uk/product/norfolk-swift-response-factsheet



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Planning for other emergencies

Risk to life

For all emergencies where there is a risk to life always dial 999 for an emergency response. If there is a fire in your home, have you thought about an evacuation plan? Make a plan and share it with the person you care for.

Other ways to be prepared

There are other emergencies you might need to think about, for example, power cuts, water supply issues and equipment breakdown.

Register for the UK Power Networks' Priority Services Register by calling 0800 316 3105 or visiting ukpowernetworks.co.uk/power-cut/priority-services-register

You can get extra support for issues with your water supply if you register with Anglian Water's 'Priority Services Register'. Call 0800 232 1951 or visit anglianwater.co.uk/priority

If you have equipment that was supplied by or bought privately from NRS, if it breaks down you can call them on 0330 100 0098 or visit nrshealthcare.com



Being identified as a carer in health settings

People looking after family members or friends often say they want it to be easy for them to be recognised as a carer when they are in healthcare settings. In order to help support carers with a Carers Identity Passport is now available, to help ensure you are recognised, and can get the help and support you need.

The Carers Identity Passport is recognised within East Coast Community Healthcare, James Paget University Hospitals, The Queen Elizabeth Hospital King's Lynn, Norfolk and Norwich University Hospitals, Norfolk and Suffolk Foundation Trust and Norfolk Community Health and Care Trust.

To find out more or request your passport visit the Carers Voice Norfolk and Waveney website at carersvoice.org/carers-identity-passport



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The person you care for being admitted to hospital

If someone you care for is admitted to hospital, it is very helpful to know how to make sure you are recognised as a carer and get the support available to you. You also have a right to be involved in discharge planning.

You can see information about hospitals in Norfolk below:

- Norfolk and Norwich University Hospitals – Carers information
nnuh.nhs.uk/patients-visitors/carers
- Norfolk and Norwich University Hospitals – Patient Advice and Liaison Service
nnuh.nhs.uk/patients-visitors/help-support/pals
- James Paget University Hospital, Great Yarmouth – Carers information
jpaget.nhs.uk/patients-visitors/carers-information
- James Paget University Hospital, Great Yarmouth – Patient Advice and Liaison Service
[jpaget.nhs.uk/patients-visitors/patient-advice-liaison-service-\(pals\)-and-complaints](http://jpaget.nhs.uk/patients-visitors/patient-advice-liaison-service-(pals)-and-complaints)
- The Queen Elizabeth Hospital, Kings Lynn – Patient Advice and Liaison Service at
qehkl.nhs.uk/about-pals.asp?s=advice&ss=pals&p=about.pals
- The Queen Elizabeth Hospital, Kings Lynn – Carers information at
qehkl.nhs.uk/CarersHome.asp?s=information&ss=other.information&p=carers

Carers UK and Age UK have information and advice you may also find useful:

- Coming out of hospital
carersuk.org/help-and-advice/practical-support/coming-out-of-hospital
- Hospital discharge information from Age UK
ageuk.org.uk/globalassets/age-uk/documents/factsheets/fs37_hospital_discharge_fcs.pdf



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Lasting Power of Attorney

A lasting power of attorney (LPA) document is a legal document that lets the person you care for appoint someone or people to help them make decisions or to make decisions on their behalf.

This gives them more control over what happens to them if something happens so they cannot make their own decisions. For this to be done, the person you care for must be 18 or over and have mental capacity (the ability to make their own decisions) when they make their lasting power of attorney.

There are two types of lasting power of attorney which may help you and the person you care for:

- health and welfare
- property and financial affairs.

You can choose to make one type or both.

Health and welfare lasting power of attorney is used to give an attorney the power to make decisions about things like:

- daily routine, for example washing, dressing, eating
- medical care
- moving into a care home
- life-sustaining treatment.

It can only be used when the person is unable to make their own decisions.

Property and financial affairs lasting power of attorney gives the power to make decisions about money and property for you, for example:

- managing a bank or building society account
- paying bills
- collecting benefits or a pension
- selling your home.

It can be used as soon as it's registered, with the person's permission.

Find out more about lasting power of attorney on the Government website at [gov.uk/power-of-attorney](https://www.gov.uk/power-of-attorney)



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Will writing

If you or the person you care for do not have a will, or circumstances have changed since the will was made, this is something you may wish to consider.

Your will lets you decide what happens to your money, property and possessions after your death. If you make a will you can also make sure you do not pay more Inheritance Tax than you need to.

To find out more about making a will and some of the factors you may want to think about, visit the Government website at [gov.uk/make-will](https://www.gov.uk/make-will)

You can write your will yourself, but you should get advice if your will is not straightforward. You need to get your will formally witnessed and signed to make it legally valid.

If you or the person you care for dies without a will, the law decides who gets what.

You can get advice from a professional if your will is not straightforward, for example:

- you share a property with someone who is not your husband, wife or civil partner
- you want to leave money or property to a dependant who cannot care for themselves
- you have several family members who may make a claim on your will, such as a second spouse or children from another marriage.