



Carers in Crisis

What is Carers in Crisis?

Carers in Crisis is a scheme for unpaid carers who care for someone living in Bournemouth, Christchurch or Poole. The scheme can provide support in an emergency which means you are unable to provide your normal level of care. You will be given a call centre number which can be contacted 24 hours a day, 7 days a week. When contacted, staff will take action as previously agreed by you; this might mean contacting a relative or arranging support from home care staff (subject to availability). The scheme is free to join.

How can I take part?

Please get in touch with our Adult Social Care Contact Centre if you are interested in joining. We will then contact you to explain more about your options in the scheme and the information we require. If you join, we provide a card and key fob for you to carry. These show the call centre number and your own unique reference number. No personal details are shown on the card or fob.

What happens in an emergency?

If something unexpected happens to you, the card and fob will show others that you are a carer. Once someone realises you provide unpaid care, they can contact the call centre on your behalf. They will not be given any of your personal details by call centre staff.

There will be no charge for our help in an emergency, such as getting in touch with your contacts. Subject to availability, support is free for up to the first 48 hours. The person you care for may have to contribute towards the cost of any longer-term care that becomes necessary.

How can we help?

We provide a range of services and support to help carers and encourage you to take advantage of services and events that may be helpful. For some services, you will first need to have a carers assessment. Other support can be accessed without a carers assessment.

To ask for a carers assessment please contact the Adult Social Care Contact Centre on the details below.

Other factsheets that may be relevant

- Carers support
- Carers assessment

Contact details

If you would like to find out more about this please contact us on the details below.

For more information about services and to download factsheets please go to:
www.bcpccouncil.gov.uk/adult-social-care-and-health

Contact Us



Complete our [online contact form](#)



Tel: 01202 123654



If you are deaf, have hearing loss or are speech impaired, you can use the [RelayUK service](#) to contact us. If you are a textphone (minicom) user, please dial 18001 before 01202 123654.



BSL (British Sign Language) support - for BSL support we use SignVideo.

- [Download SignVideo Apps](#)
- [Connect to SignVideo](#) to make a call from the browser.

To use SignVideo apps: select SignVideo Directory Services and scroll down to select BCP Council Adult Social Care.