

Planning for emergencies:

If you are relying on family and friends to help out in an emergency, discuss with them in advance what's involved eg. things you do for the person you support, their likes, dislikes, diet and medication. Make sure they know where you keep your factsheet and other important information.

Make your home safer and have a fire action plan - Lothian and Borders Fire Rescue Service offer a free home safety check and fit free smoke detectors if required. To arrange a visit call 0800 169 0320 (freephone)

Find out about your local community alarm scheme and technology such as monitors and sensors for unlit gas, heat, smoke or floods, fall detectors, epilepsy and wander alarms. Contact 0131 529 7099/7661 (Edinburgh), 01875 613921 (East Lothian), 01506 771770 (West Lothian) and 0131 271 3900 (Midlothian) for more information.

SAFELINK is a scheme in which a bottle storing important medical details needed by the Emergency Services in a crisis is placed in the fridge. The scheme is free, contact your GP or pharmacy or VOCAL on 0131 622 6666.

Contacting NHS 24:

NHS 24 can be contacted for medical advice at any time and should be called when your GP surgery is closed. A call handler will ask your name, address, phone number and why you are calling.

You will then speak to a Nurse Adviser who will assess your symptoms and provide you with advice or, if required, arrange for you to be seen by a health care professional in the local out-of-hours medical service. In Lothian this service is called the Lothian Unscheduled Care Service. These are not walk in centres. You must phone NHS 24 on 08454 24 24 24 where the nurse adviser, if necessary, will arrange an appointment for you.

NHS 24: 08454 24 24 24

Text phone users: 18001 08454 24 24 24

If English is not your first language

If you need the assistance of a translator tell the person answering the call the language you speak and you will be linked to a translation service.

Contacting the police:

Calls to the police are prioritised according to the level of perceived danger and urgency. It is vital that you pass essential information to the police, and try to be as accurate as possible about the danger to the people involved. Staff will 'grade' your call depending on the information you give them - details on the grading system are available from Lothian and Borders website: www.lbp.police.uk/contact/callgrading/index.asp. If there is immediate danger then call 999, for non-emergencies call 0131 311 3133 (Lothian and Borders Communication Centre).

For carers of someone with a mental health problem, copies of the factsheet '*Guidelines for carers contacting the police*' are available from Edinburgh Carers Council on 0131 554 5153.

Accident and Emergency Departments (A&Es):

Aged 13 and over:

Emergency Department
Royal Infirmary of Edinburgh
51 Little France Crescent
Old Dalkeith Road
Edinburgh
EH16 4SA
T: 0131 536 1000

Under 13 years:

A&E Department
Royal Hospital
for Sick Children
9 Sciennes Road
Edinburgh
EH9 1LF
T: 0131 536 0000

All ages:

A&E Department,
St John's Hospital
Howden Road West
Howden, Livingston
West Lothian
EH54 6PP
T: 01506 532000

Your Emergency Care Summary

This is basic information about your health which is stored electronically by the NHS. The information might be important if you need urgent medical care when your GP surgery is closed or if you go to A&E departments. NHS staff directly involved in your care can look at your Emergency Care Summary but they must first ask if you agree to this. If you would like to see your Emergency Care Summary then ask your GP to print it out for you.

To order more Carer Emergency Packs or a Carer Information Pack please contact VOCAL:

VOCAL - Voice of Carers Across Lothian
8 - 13 Johnston Terrace
Edinburgh EH1 2PW
t: 0131 622 6666
e: centre@vocal.org.uk

