

Emergency CARE AWARE® process



Problem



Urgent call to provider
(e.g. Housing Trust, emergency provider etc)

Emergency bundle 1

Provider

1. Are they aware of a person with dementia?*
2. Has the identified carer or third party been contacted?
3. Have arrangements been made for another person to be at the house when trades person arrives?
4. Has an agreed time been made to visit?

Problem cannot be resolved at time of visit

Problem solved
Provide reassurance, explanation and reinforce the message to call again if any problems

Emergency bundle 2

Think!

1. Does the person or carer understand the problem and situation?
2. Are you leaving the person in safe circumstances?
3. Is the person at risk of harm? (e.g. no heating)
4. Has the provider been notified of the problem?
5. Has a written note of the 'next steps' been given to the person?

** Note – in an ideal situation the provider would have a database with the name of a person with dementia however, that would require consent. The provider could also ask if there is someone at the property with dementia or memory problems .

Emergency CARE AWARE® process

Emergency bundle 1

You need the answer "YES" to all of the questions in the first emergency bundle

If you have successfully solved the emergency problem

1. Provide reassurance that everything is working okay/problem solved
2. Provide a simple explanation of what happened (especially to the carer)
3. Reinforce the message to call again if any problems – provide contact details – write it down if necessary

Emergency bundle 2

You need the answer "YES" to all of the questions in the second emergency bundle EXCEPT QUESTION NUMBER 3

This is to ensure you leave the person in safe circumstances and avoid creating a problem or harm.

THINK SAFEGUARDING