

In an Emergency or Crisis

In an emergency call: **Police/Fire/Ambulance 999 or 112**

HEALTH

NHS 111 Wales is a health advice and information service available 24 hours a day, every day. You can call them on **111** if you, or the person for whom you care, are feeling ill and you are unsure what to do. You can also 'phone them for health information on a wide range of conditions, treatments, and local health services. There is also a NHS 111 Wales website

<https://111.wales.nhs.uk>

If you need to contact your GP outside of surgery hours, 'phone **111**.

SOCIAL SERVICES

If there is an emergency out of normal office hours, you can contact the Out of Hours Team on **01248 353551**.

Please 'phone if

- a child or young person is in urgent need of protection from harm
- a parent, unpaid carer, foster carer or child needs emergency help, advice or support
- an unpaid carer or vulnerable adult (those with mental health problems, physical or learning disabilities or older people) is in urgent need

They cannot help if

- The situation can wait until the next working day, without risk of harm
- It is a working day - you will need to contact your local Community Resources Team (Llŷn area **01758 704099**; Caernarfon area **01286 679099**; Bangor area **01248 363240**; Eifionydd-North Meirionnydd **01766 510300**; South Meirionnydd **01341 424499**) or by phoning the Referrals Team (Children) on **01758 704455**
- It is a medical emergency (you must 'phone your GP or an ambulance)

Joint Stores

If a piece of equipment (e.g. hoist) has broken/doesn't work, Joint Stores have an out of hours number **01978 758111**

In an Emergency or Crisis

If the person for whom you care becomes seriously ill or has an accident or a fall:

DO NOT MOVE THEM

DO NOT GIVE THEM FOOD OR DRINK

1. Dial **999** (or **112**)
2. Ask for an ambulance and give the address for the ambulance to come to.
3. The operator may ask what has happened and whether or not the person is conscious - keep your answers short and simple. They may give you some advice. If you don't understand this fully, ask the operator to explain again.
4. You will be asked for your 'phone number in case they need to contact you.
5. Constantly reassure the person who is hurt or ill until the ambulance arrives.
6. If there is someone else with you, ask them to go out and meet the ambulance.
7. In the event of the person being taken to hospital, it is a good idea to ask the driver to which hospital they are being taken.

NB These are guidelines only

Samaritans

The Samaritans provide confidential non-judgemental emotional support 24 hours a day for people who are experiencing feelings of despair, including those which could lead to suicide. Telephone **116 123**

Welsh Language Line **0808 164 0123** (every day 7pm – 11pm)

Power Cut

If there is a power cut, 'phone SP Energy Networks on **105**

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Preparing for an emergency

Information about how to prepare an emergency plan / pack and how to protect yourself in the event of a major incident or accident is available on the Gwynedd Council website

www.gwynedd.llyw.cymru/en/Residents/Emergencies/Planning-for-an-emergency.aspx

Gwynedd Carers Emergency Card

If the emergency services or hospital staff see that you are carrying the card, they will know that there is someone who is totally dependent on you for care is in a difficult situation because of your absence. The 24 hour Social Services numbers are on the card, and they can be informed that something has happened to you. The Social Services staff will then implement your emergency care plan/back up plan and ensure that the person for whom you care is safe.

The scheme is free, and you will receive a small card the size of a credit card to carry in your purse or wallet. You can get more information, and register, by contacting the Carers Information and Engagement Officer on **01286 679742** or Gofalwyr@gwynedd.llyw.cymru