

Derbyshire Constabulary

# Care Card Service

## Care Card

Need help? please call

**0345 164 1234**

You are registered with us and we are aware of your needs.

◆ Card number: \_\_\_\_\_

Derbyshire Constabulary has a telephone number that can be used when you need the police, and it is not an emergency.

This local rate number is especially for people who have a disability or illness that affects their telephone use, or who may become confused or agitated during prolonged or stressful circumstances.

For example, if you want to ask a question, get some information or want to report a crime such as reporting a Hate Crime, lost property or criminal damage.



## ***Who can register***

Any person can register by telling us about their needs, and by giving us the contact details of people who could help them in times of difficulty.

A person can register for this service if:

- They have a disability or illness that affects their ability to hold a telephone for long periods of time, such as arthritis.
- They have a condition that affects their behaviour or memory, such as Alzheimer's disease.
- They become easily confused or agitated due to their illness, which sometimes can be aggravated by stressful or pro-longed situations, such as Parkinson's disease or Autism.
- Their ability to communicate effectively is hindered by the symptoms of a medical condition or as a result of an injury, such as a stroke or brain injury.

We promote this service directly to potential users, their carers and through other recognised groups that provide support to people with a disability. For example, this might be through a care related agency, a medical professional who feels you may benefit from the service or a police officer. A carer may apply on behalf of the person in their care.

## ***How to register for a card***

Complete the application form on the next page telling us about you and your individual needs.

Send it back to us. We will keep this important information safe.

We will send you back a small card with a unique reference number on it, along with the special telephone number for you to use if you need to contact us. You should expect to receive your Care Card within two weeks from returning your application to us.

## ***When you have the card***

On your Care Card you'll find the telephone number that will connect you straight away to someone from the police who can help you. This should help to reduce any pain or discomfort you may have holding a telephone or reduce any confusion you have.

When someone answers the phone, let them know your Care Card reference number and they will be able to help you.

The card is designed to be small so you can carry it about with you all the time. If you need help, show someone you trust the card, they can contact us on your behalf.

## ***Always phone 999 in an emergency***

Even though you will have your card and the special telephone number, always phone 999 in an emergency.

For example, an emergency could be:

- when you or someone you are with is in danger
- if you or someone you are with has a serious accident
- if you see a crime happening
- when someone has been injured or is being threatened

All registrations are approved at the discretion of the Derbyshire Constabulary. We reserve the right to refuse access to this service to existing or known persistent or abusive callers.

## Derbyshire Constabulary Care Card Application Form

If you would like to know more about this service before you apply, would like help to complete the application, or need this information in an alternative format, please contact us on **0345 164 1234**

SMS text number – **07800 002414**

Minicom Number – **08456 049010**

### About you

Surname:			
First name:			
Address:			
Post code:		Date of birth:	
Tel. number:		Mobile number:	
Email:			

### People who help you

Who is your next of kin?		
<b>Trusted person or contact 1</b>	<b>Trusted person or contact 2</b>	
Name:	Name:	
Address:	Address:	
Tel. number:	Tel. number:	
Mobile number:	Mobile number:	

We have Care Cards in 3 different colours. Which colour would you prefer to have?

Yellow

Green

Pink

You will receive a card to keep in your wallet or purse.

If you would like a plastic wallet so you can wear your card around your neck

 Please tick


## About your needs

If you ever need to contact us, we'll know the best way to help you if you tell us about your needs. This information is totally confidential. Please phone us, or ask someone you trust to tell us if any of your details change. If you forget, don't worry, we'll contact you each year to make sure that this is all still up-to-date.

How would you describe your disability, impairment or illness?

How does this affect your day-to-day life?

How can we help you when you phone us?

Please send your completed application form back to us using the envelope in this pack. You do not need a stamp, the postage has already been paid.

If you do not have a pre paid envelope please send it to **Care Card Service**  
Community Safety  
Derbyshire Constabulary Headquarters  
Butterley Hall, Ripley  
Derbyshire  
DE5 32N

Alternatively hand it into your local police station.

Restricted when completed