

Westbank  
Farm House Rise, Exminster  
Devon, EX6 8AT  
**03456 434 435**  
[www.devoncarers.org.uk](http://www.devoncarers.org.uk)  
[info@devoncarers.org.uk](mailto:info@devoncarers.org.uk)



## Alert Card Information Sheet (V3.5)

**Only one Alert Card can be issued.  
It is non transferrable and must only be used by the Carer named on the Card.**

Welcome to the Devon Carers Alert Card scheme. Please take a moment to read through these explanatory notes to enable you to get the most out of the scheme.

Please keep your Alert Card in a safe but accessible place – your purse or wallet is ideal. If you are incapacitated the emergency services, or any other person with you, can phone the number on the front of the Alert Card and activate the service.



FRONT

**CARDHOLDER**  
Please notify any change of circumstances or contingency plan details to:  
**Devon Carers 03456 434 435**

**FINDER**  
If this card is found, please return to:  
Westbank (Devon Carers), FREEPOST  
RRYT-SASA-HZXZ, Exminster, Exeter, EX6 8AT



BACK

**If you misplace your Alert Card or need to change your details, including designated contacts, please contact Devon Carers on the number at the top of this letter. (This number is also on the back of the Alert Card). Please do not call the number on the front of the Alert Card as they will not be able to change your details.**

### Contingency plans

We recommend that you have a contingency plan in place to ensure that if something happens to you (the carer), the person you care for will receive the support they need. Make sure that your designated contacts (ie the people you have listed to be called in the event that you are incapacitated) know where your contingency plan is stored. You may want to store this in a "Message in A Bottle."

### What is Message in a Bottle?

The Message in a Bottle scheme is a simple idea designed to encourage people to keep vital life-saving information in a common place, the fridge, where it can easily be found in the event of an emergency. Two labels, one on the inside of the front door and the other on the fridge, alert the emergency services that this information is available.



Bottles, which are free of charge, can usually be obtained from your local GP surgery, Pharmacy or Lions. You may also find that you can obtain one through your nearest Neighbourhood Watch group, Age UK/Age Concern Exmouth, Council Offices, Housing Associations and many other places including Police stations.

If you are unable to find a bottle, please contact:  
The Lions Club Message in a Bottle (MiaB) Coordinator for Devon  
(David Lyon, telephone 01392 439926)

### **Additional Benefits of the Alert Card – when attending hospital appointments with or visiting the person you are caring for**

**NB Devon carers cannot be held responsible if any of these benefits are withdrawn by the organisations. The hospitals update their policies from time to time and the below information is correct at time of print. It is your responsibility to check with the hospitals that they recognise the Devon Carers Alert Card for listed exemptions and/or discounts before using their services.**

#### **1) Free Hospital Parking and Discounts**

- Royal Devon & Exeter (RD&E) BUT not applicable for Wonford House:
  - **Please note change in process:** take your alert card with you and speak to the reception desk in the ward/department you are visiting or have an appointment when accompanied by the person you are caring for. Ask them to phone the parking department and give them your car registration number to arrange a Vehicle Clearance Form to receive free pay and display parking
  - to benefit from a 20% discount on non-branded food and drink in the restaurant and cafes you need to show your alert card to the restaurant and café staff
- Torbay Hospital
  - Car Parks with Barriers – press the button to obtain your ticket to enter the barriered car park. Take the ticket with you into the hospital. At the end of your visit/appointment provide your parking ticket and Alert Card at one of the voiding points across the hospital (ward/main reception) and a member of staff will validate the ticket so you can exit the car park with that ticket - free of charge
  - Pay and Display Car Parks – Free car parking does NOT apply to the Pay and Display Car Parks. You must park behind barriers (as above) to benefit from the free car parking
- Newton Abbot Hospital – place your Alert Card face up on your dashboard
- Totnes Hospital – place your Alert Card face up on your dashboard
- Derriford Hospital – free parking offered OVERNIGHT ONLY – take your Alert Card to the parking desk
- North Devon District Hospital
  - from 01/10/2020 during office hours 8.30am – 4.30 pm, Monday to Friday inclusive, take your Alert Card to the information desk on Level 2 in the main entrance. They will provide you with a free ticket to exit at the barrier. Out of hours, take your Alert Card to the porter's lodge inside the main entrance, who will provide a free ticket to exit the car park. The NDDH information desk will request to see your Alert Card, and you will be asked to provide your vehicle registration details, the name of the cared-for person and ward they are on.
  - NDDH are able to provide a hot meal to carers who are supporting a patient during their inpatient stay. Speak to the hospital directly for more information.

#### **2) Discounted Hospital Parking**

- Derriford Hospital – reduced rate of £3 per day. Take your Alert Card to the parking desk to obtain the discount

#### **3) Attractions across Devon**

- Many attractions across Devon offer discounts for carers when they visit with their cared-for person, and recognise the Alert Card as proof of being a carer. Check with the venues to see if they offer discounts, before arriving.