



Escalation Plan

Carer copy for you to keep

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Use as much or as little of this document as you want

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Fact sheet 121: Escalation plan

Why do I need an escalation plan?

We all face uncertainty in our day to day lives, and if you are a carer, it's even more important to make a plan that is unique to your situation.

You may already have an emergency plan to ensure that your contacts know what to do if you're not available. If you haven't, an emergency plan template is available from our website or on request.

This Escalation Plan is different, it helps you to consider what will happen to your caring role following a change in your personal circumstances or those of the person your care for.



Isn't it all a bit overwhelming?

This aims to give you peace of mind - knowing that you understand what caring looks like today and how it is likely to change over time.

As well as considering the impact of predictable changes, it's equally as important to...

**Concentrate on what is likely to happen,
not on what might happen.**



Take your time, considering all the various changes that are foreseeable but spend most of your time and effort looking at what practical steps are needed to address those that are most likely.

You will probably find actions that address one issue will also be similar to those needed for another.

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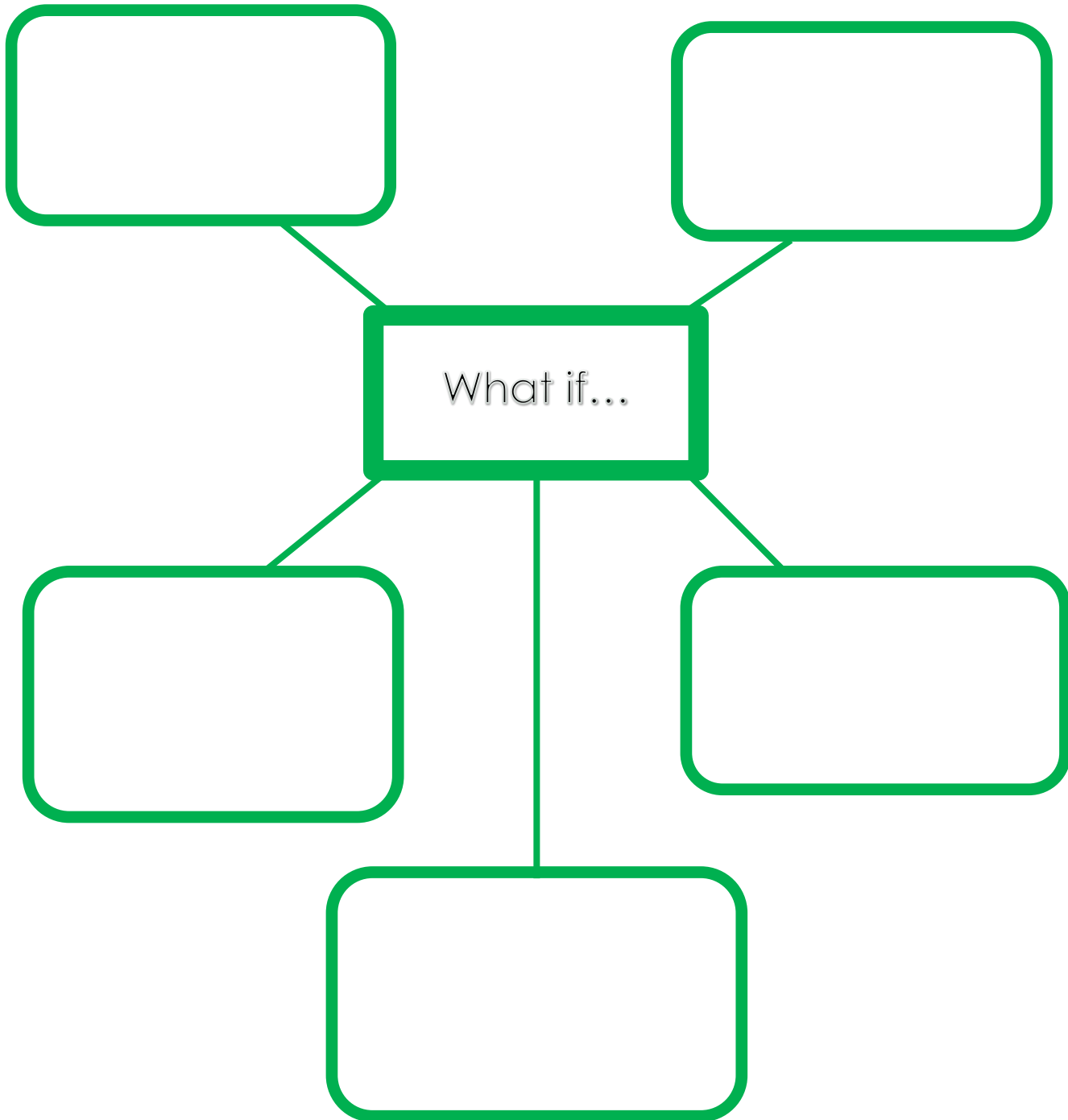


What should I consider?

Your situation is unique, you decide what is relevant!

Think about each area and record those that might need further consideration.

This simple spider diagram can enable you to look at your whole caring situation or to focus on one situation. Look at all the people who might be impacted or involved, whatever helps you! Often just saying the words 'What if...' can start you thinking.



Some areas to think about

Changes to my circumstances

Health

- Common cold or flu
- Remission or deterioration of an existing health condition or illness
- Additional complications as a result of an existing illness
- Effectiveness or issue with medication

Wellbeing

- Becoming less able to care as you get older (ex. dexterity, frail, sight or hearing)
- Coping with the stress of caring
- Changing relationship with person you care for
- Feeling 'trapped' in caring role
- Health factors such as smoking, drug or alcohol use

Education or employment

- Starting or returning to education or work
- Increasing or decreasing the number of hours at education or work
- Changing attendance of education or work
- Giving up work or education

Family

- Going through a personal change such as getting married or divorced
- Changes within your family unit such as having a baby or adopting

Housing

- Moving away from home
- Moving to a new home
- Moving in with person you care for
- Making your home more accessible

Financial

- A change in financial circumstances good or bad
- Increase or reduction in access to benefits
- Change in insurance needs
- Taking charge of fin

Transport

- Need to get to and from person you care for home more frequently or at inconvenient times
- Suitability of vehicle

Professional

- Becoming an adult, you or the cared for person and the change in professional services

Weather

- Able to visit if there has been heavy snow or ice
- Access to pick up essential items, food or medicine due to extremes in weather

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Some areas to think about

Changes for the person I care for

Health

- A significant change in the cared for persons health
- Remission or deterioration or an existing health condition or illness
- Additional complications as a result of an existing illness
- New existing health condition or illness
- Effectiveness or issue with medication
- Medicine administration (ex. pills, ointments, injections, or wound/sore dressing)
- Incontinence

Wellbeing

- Communications issues (ex. hearing, sight or cognition)
- Capacity to make own decisions
- Low mood or depression
- Access to services
- Ability to do things they like
- Being treated as a person in their own right

Ability to care for self

- Becoming less able to care for themselves as they get older
- Ability to move independently
- Ability to wash, dress or toilet independently (personal care)
- Other personal care (ex. dentist, optician, haircut, nail cutting or chiropody)
- Issue with independent living aids (ex. broken, unsuitable or ability or willingness to use)
- Safe and happy to live independently

Education or employment

- Starting or returning to work or education
- Finishing work or education

Family

- Going through a personal change such as getting married or divorced
- Changes within your family unit such as having a baby or adopting

Housing

- Moving away from home
- Moving to a new home
- Moving into residential care
- Ability to maintain clean, safe and habitable residence
- Adaptions to existing home, or mobility equipment

Financial

- A change in financial circumstances good or bad
- Putting a Lawful Power of Attorney/ Court of Protection Order in place

Transport

- Need assistance with transport
- Need different method of transport
- Getting to and from medical appointments
- Getting to and from non-essential appointments

Professional

- Becoming an adult
- Change in professional involved in support
- Differing professional opinions
- Delay or cancellation in professional service

Weather

- Many health conditions can be impacted by extremes in weather, hot and cold
- Access can be affected by weather conditions, particularly snow and ice
- Windy conditions can be difficult for people who are unsteady on their feet

End of Life

- There are lots of really good templates already available from organisations such as to help you and the person you care for to prepare for To help with this area. We would strongly suggest you use one of these instead.

Finally, knowing who to call in an emergency can save you a lot of stress and bother, think about:

Household emergency

- Registered with their utility supplier as a vulnerable person, if appropriate?
- Who services the central heating/ hot water boiler?
- What would be the impact of:
 - Loss of electricity – will accessibility equipment stop working, hoists etc? Will telephone still work?
 - Loss of gas – how will the household temperature be maintained?
 - Telephone or broadband line failing - will care alarms etc continue to work?
 - Loss of water
 - Blocked pipe
 - Water leak

If you are struggling to complete your escalation plan, please get in touch with us, and one of our team will help.

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Escalation plan Template – Example 1

What is likely to happen?

My car breaks down

What won't I be able to do?

I will not be visit and so will not be able cook mums' tea and check she is OK before she goes to bed.

What will I need to do or do differently?

- Neighbour has agreed they will pop in and microwave a meal from the freezer.
- Make sure there are always a couple of microwave meals in the freezer
- They will also let me know when onsite and I will call to reassure mum

Key contacts

Name	Number
Neighbour	01392 xxxxxxxx





Escalation plan Template – Example 2

What is likely to happen?

As cancer progresses mum will become confused

What won't I be able to do?

I won't be able to leave mum for long periods of time unsupervised

What will I need to do or do differently?

- I will need to contact Care Direct to ask for advice from an OT
- I can look at the Independent Living Centre website to look at their guides for selecting the most suitable equipment, technology or apps.
- I need to ensure that a legal power of attorney is in place whilst mum still has competence, and I can record her wishes
- I might need to think about getting a paid carer to help with mum in the long term
- I will need to get a benefits review
- I need to speak with my employer about how I might be able to continue in paid work from home as well as caring

Key contacts

Name	Number
Care Direct	0345 1551 007
ILC	01392 380181
Find a care giver	www.pinpointdevon.co.uk
LPA	www.gov.uk/power-of-attorney

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Escalation plan Template – Example 3

What is likely to happen?

The ceiling track hoist breaks down

What won't I be able to do?

I won't be able to get mum in and out of bed.

What will I need to do or do differently?

- I need to check that the reset button/cord hasn't been activated, or that the battery hasn't gone flat because the hoist hasn't been returned to the charging cradle.
- If still faulty I need to contact the mobility equipment supplier for emergency support (details on motor label).
- I could also contact Care Direct if I can't get emergency support from the mobility equipment supplier
- I might need to discuss with Occupational Therapist (OT) to ensure continued suitability of the hoist if I have any concerns

Key contacts

Name	Number
Millbrook Healthcare	01392 xxxxxx
Care Direct	0345 1551 007
OT	0345 1551 007





Form 910: Escalation plan Template

What is likely to happen?

What won't I be able to do?

What will I need to do or do differently?

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Form 910: Escalation plan Template

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