PRINTABLE PACK

CARING AT A DISTANCE: EMERGENCY PACK

For a parent, relative or friend who lives on their own somewhere else. Fill it in together, print two copies: one stays by their phone, one stays with you.

Caring at a distance: emergency pack · Never Caught Out · Independent guide, not a government service

> **IN AN EMERGENCY**
>
> If someone is in immediate danger, call **999**. This pack is for planning ahead; it does not replace advice from emergency services, a GP, a pharmacist or NHS 111.

HOW TO USE IT

- Fill it in with the person, not for them, and agree who keeps a copy.
- Keep it on paper. Be Ready suggests writing down who you would need to contact in an emergency, including anyone who might need checking on.
- Be Ready suggests a reminder every six months to check an emergency kit; that is a good time to check this pack too, or sooner if medicines or contacts change.

1. PEOPLE TO CONTACT

Family, friends and carers to call first

Name	Relationship	Phone	Has a key?

2. HEALTH

GP surgery and pharmacy

GP surgery and phone	
Pharmacy and phone	
Pharmacy opening hours	
Any carer or care agency	

Regular medicines (copy from the prescription label or repeat slip)

Medicine	Dose and when	Repeat ordered by

- Be Ready advises leaving time to request repeat prescriptions: ask for them up to 5 working days before they are needed.
- For any question about medicines, such as keeping them cool in a power cut or what to do if a dose is missed, ask the pharmacist or GP. For urgent medical help that is not an emergency, use NHS 111 in England, NHS inform in Scotland or NHS 111 Wales.

- Note any medical equipment that needs electricity, and keep its instructions with this pack.

Medical equipment

Equipment that needs electricity	
Battery lasts about (from the manual)	
Supplier phone	

3. PRIORITY SERVICES REGISTER

The Priority Services Register is free in England, Scotland and Wales. Reasons for joining include being of pensionable age, a health condition, reduced mobility, or depending on medical equipment. You register once with the local electricity network operator, which can share it with the gas supplier, gas network and water company. In Northern Ireland the equivalent is the Customer Care Registers.

Register status

Registered? (date)	
Reference number	
Nominated contact (can be you)	
Password set with the companies	

Check or join at thepsr.co.uk.

4. POWER

Electricity

Network operator (from thepsr.co.uk or the Energy Networks Association)	
Power cut number: 105 (free, England, Scotland and Wales)	
Energy supplier (on the bill)	
Fuse box or consumer unit is	

- Use a torch, not candles: Be Ready says torches are safer.

- Never use a generator, barbecue, camping stove or outdoor heater indoors. They give off carbon monoxide, which you cannot see or smell. Fit a carbon monoxide alarm, and know the symptoms of carbon monoxide poisoning (NHS).

5. WATER AND GAS

Water and gas

Water company (on the bill) and incident number	
Stopcock is	
Gas meter and shut-off is	
Gas emergency: 0800 111 999	

Be Ready suggests knowing how to turn off gas, electricity and water, as you may need to if you have to leave home because of flooding.

6. FLOODING

Flood warnings

Signed up for flood warnings? (who gets them)	
Where to go if told to leave	

Sign up by phone on Floodline, **0345 988 1188** (England, Scotland and Wales, 24 hours), or online: England, Scotland, Wales. Floodline cannot warn about surface water (flash) flooding.

7. NEIGHBOUR CHECK-IN

Be Ready suggests agreeing a backup plan with anyone who might need extra support, particularly if they live alone: if an outage happens and you cannot call, you or another trusted person they know will visit. It also suggests talking to neighbours and swapping contact details.

Neighbours who have agreed to check in

Name	Address	Phone	Checks when

8. IF WE CANNOT REACH EACH OTHER

Meeting and backup plan

If the phones are down, who visits, and when	
Meeting place if they cannot stay at home	
Second meeting place (somewhere easy to find and open to the public)	
Radio station and frequency for local news	

OFFICIAL SOURCES WE USED

1. Be ready for emergencies (UK Government, Be Ready)
2. The Priority Services Register (thepsr.co.uk; also the source of the gas emergency number)
3. When to use NHS 111 (NHS)
4. Carbon monoxide poisoning (NHS)
5. Get flood warnings by text, phone or email (Floodline) (GOV.UK / Environment Agency)
6. Power Cut 105 (Energy Networks Association)

Checked on 1 November 2026. If an official source now says something different, follow it. Contains public sector information licensed under the Open Government Licence v3.0.