CIVILIAN SURVIVAL HANDBOOK · UK FIELD GUIDE

If You Look After Someone

A fill-in plan for households where someone needs extra support — medicines, carers who may not arrive, medical devices that need power, and the free Priority Services Register. Official sources only; this is not clinical advice and not a substitute for the person’s own care plan or device instructions.

CARE AND SUPPORT EMERGENCY PLAN · £4.99 · A LARGE-PRINT GIFT EDITION IS ALSO AVAILABLE
PREPARED, NOT PANICKED. · IN AN EMERGENCY CALL 999
EMPORIFY GLOBAL LTD · CIVILIAN SURVIVAL HANDBOOK

01 · WHO THIS IS FOR

Extra support, in this household

Use this file if you look after someone, if someone looks after you, or if you want a written plan for a person who may need more help in a power cut, a flood, or a wider emergency. It sits alongside *If Something Hits Tonight*, not instead of it.

It does not diagnose, prescribe, or tell you how to operate a medical device. For any named device, follow the paper instructions and the clinic or service that supports it. In an emergency call 999.

THE PERSON THIS PLAN IS MAINLY FOR (NAME OR INITIALS, AND WHAT “EXTRA SUPPORT” MEANS IN OUR OWN WORDS)

WHO USUALLY PROVIDES THAT SUPPORT (FAMILY, FRIEND, PAID CARER, AGENCY) AND HOW WE REACH THEM

GP, PHARMACY, CLINIC OR SPECIALIST SERVICE, AND THE NUMBER ON THE PERSON’S CARE RECORD IF THEY HAVE ONE

02 · OFFICIAL EXTRA HELP

The Priority Services Register, and Care Registers in Northern Ireland

The Priority Services Register (PSR) is a free service across England, Scotland and Wales that gives extra support to customers who may need it, including help if electricity, gas or water is interrupted. If you live in Northern Ireland, official PSR wording is to sign up to the Care Registers. (thepsr.co.uk, read 19 November 2026.)

You can register through your local electricity network operator. Official PSR wording is that your details can then be shared with participating utility companies — your energy supplier, local gas network and water company — so you do not need to register with each organisation. If you are connected to an independent network, you will need to contact them to join their PSR. (thepsr.co.uk, 19 November 2026.)

Ofgem's page on joining your supplier's PSR (read 19 November 2026) says you can ask to join if you: have reached state pension age; are pregnant, or have young children; struggle with speaking or reading English; or are living with a disability or a long-term medical condition, including mental health conditions, conditions affecting sight, hearing or sense of smell, or conditions that mean you need to use medical equipment that requires a power supply. Help is also described as available if your circumstances have recently changed, for example if you are recovering from an injury, need support after a stay in hospital, or have been bereaved. You can also need support only for a short period.

Help on offer can differ slightly by utility. Official examples (thepsr.co.uk and Ofgem, 19 November 2026) include things such as: support if you use medical equipment at home that relies on electricity; alternative heating and cooking facilities during a gas outage; bottled water during a water supply interruption; priority or dedicated contact about outages; information in large print, audio, Braille or other accessible formats; a priority phone line; advance notice of planned work; a nominated contact (a friend, family member or carer) who can help manage bills or talk to the company; password schemes and identity checks; help with meter readings or moving a prepayment meter if you cannot safely get to it; assistance reconnecting a gas supply. These are examples of the kind of help that may be available, not a promise that every item will be provided in every interruption. Ask your supplier what you will actually receive, and keep their confirmation with this plan.

WE ARE ON THE PSR / CARE REGISTER / WE WILL APPLY (DATE, SUPPLIER OR NETWORK, REFERENCE IF WE HAVE ONE)

NOMINATED CONTACT THE COMPANY MAY SPEAK TO, AND ANY DOOR PASSWORD OR IDENTITY SCHEME WE HAVE AGREED