

## case study



**Sector:** Telecare Supporting Independent Living

**Client:** East Riding of Yorkshire Council

**Application:** Care and Support in the Community

### the background

Mr & Mrs A live in Bridlington, East Yorkshire. Mrs A is 63 and has Multiple Sclerosis, Angina and Cervical Spondylitis but despite her health problems, remains an extremely cheery character who loves holidaying and spending time on her computer. Mr A had been her sole carer for many years however 18 months ago he was diagnosed with Multi System Atrophy, a very rare disease that causes the mind and body to completely shut down.



### the dilemma

Prior to Mr A's diagnosis, Mrs A needed a way to call for help if her husband was out. Mr A would only get a break from caring when a friend or neighbour could sit with Mrs A to make sure she was ok.

As Mr A's condition worsened, Mrs A began to smell gas regularly but her husband didn't notice it. It transpired that Mr A had lost his sense of smell and taste and was accidentally leaving the gas on after using the cooker. Mr A was also suffering from dizzy spells and had fallen on several occasions.



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## the solution

Mrs A first had telecare installed in 1989 so she could press her pendant and call for help when her husband was out. Mr A now also has a pendant of his own, "I had a few falls in the back garden, so they issued me with a pendant which gives my details on the screen at the control centre as well as my wife's, so that it is known whose pendant is pressed." Mr A also has a fall detector to allow him to go into his greenhouse alone.

After it was discovered that Mr A had lost his sense of smell, East Riding of Yorkshire Lifeline installed a gas detector which added an additional important safety check, as it would alert the Lifeline operators on detection of gas in the kitchen.

The equipment installed mean that Mr and Mrs A can now care for each other with the help of telecare solutions from East Riding of Yorkshire Lifeline.

## the outcome

Mrs A, when commenting on the Lifeline service said "It makes a big difference mentally. We have used the service when we had a flood in the hall very late at night and when the hot water boiler burst and flooded the kitchen. Each time, the operator got help for us very quickly which we wouldn't have been able to do ourselves.

Also we have used it to get a doctor and ambulances very quickly for both myself and my husband who is now terminally ill. It is on their system at the control centre, that if we need help for him, then it is even more of an emergency and they are always so helpful."

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