

The Hertfordshire Telecare Service

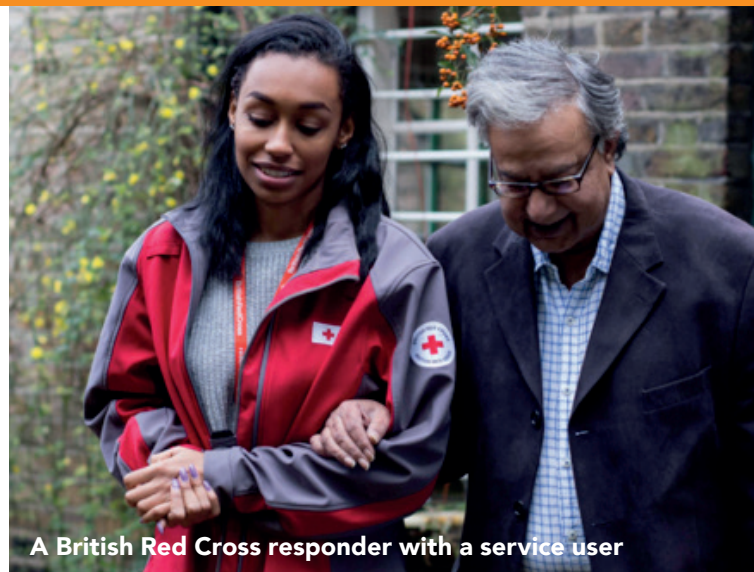
Margaret's story

The Hertfordshire Telecare Service supports almost 4,000 people in Hertfordshire to live more independently in their own homes. Telecare systems use discreet sensors in the home to automatically call for help in the event of an emergency, such as a fall. Users can also press the button on a pendant worn on the wrist or around the neck to call for help. Calls will be answered by friendly, professional operators at a specialist monitoring centre which is open 24 hours a day, every day. They will call a nominated contact, such as a neighbour or family member, or if they cannot be contacted will send a British Red Cross responder or the emergency services, depending on the situation.

Here's an example of how the service helped Margaret*:

An operator at the Hertfordshire Telecare Service received a call at the 24 hour monitoring centre as a result of Margaret pressing the help button on her fall detector. The operator was unable to hear Margaret over the sound from her television, and so tried to call her on her landline which Margaret answered remotely using her pendant, but the operator was still unable to hear her. The operator therefore requested that a British Red Cross responder attend.

The responder gained access to the property using Margaret's keysafe, and found her slumped in her chair next to an uneaten meal. The responder helped Margaret to sit up and contacted her carers to check whether she was usually able to feed herself, and they confirmed that this was the case. The responder also noticed that Margaret's mouth was slanted and her speech was slurred. The responder asked Margaret if she had feeling in her arms and she confirmed she could feel her right arm but not her left. The responder contacted the monitoring



A British Red Cross responder with a service user

centre via the Lifeline home unit and asked the operator to call for an ambulance as it was suspected Margaret had had a stroke. The ambulance arrived within five minutes and paramedics confirmed it was likely Margaret had had a stroke and took her to hospital. The operator called Margaret's family to let them know the situation.

Without the Telecare Service and response from British Red Cross it may have been several hours before Margaret received help, which could have adversely affected her recovery.

*Not her real name

<http://hertfordshiretelecare.co.uk/>



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