

Case Study: Telecare

“It has made me feel much safer in my home.”

–Miss H, resident



Miss H was referred to Sanctuary 365 Telecare by her local authority’s Visual Impairment team following a stroke and explains here how much of a difference the service has made to her life.

What prompted you to consider telecare?

I am a Sanctuary resident and was referred to the wellbeing service when I called into the repairs line.

I had recently had a stroke and I am partially blind; the visual impairment team have asked me to seek this service as I am prone to falls.

What services were provided?

A lady from Sanctuary365 came to my home and we discussed my needs and what the best thing for me would be. She demonstrated the alarm and how it works and did test calls so I could hear how it sounded and talk to the staff that answer the calls.

I decided that an alarm I can press and a key safe was what I needed. This allowed me to go in the garden as well as with my dogs. The alarm was installed on the day and all my details were confirmed and checked.

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What were your reasons for signing up for Telecare?

Peace of mind as I have had some falls before and needed help to get up. I was concerned that I might fall again and not be able to get help.

Have you had the support you wanted?

Yes, the staff are excellent, always very helpful and reassuring. They always stay on the line with me until someone arrives. If I have fallen, they always call an ambulance as they know my contacts are unable to lift me.

They also call my contacts and let them know I have fallen so they can come and sit with me and wait for an ambulance to arrive. I feel much safer knowing the ambulance can get to me using the key safe on the wall.

Would you recommend wellbeing calls to anyone you might know in a similar situation?

Yes, it has made me feel much safer in my home and given me the confidence to do things I wouldn't have done if I didn't have the alarm. I was always fearful of falling and now I know I have help at hand if I do.

