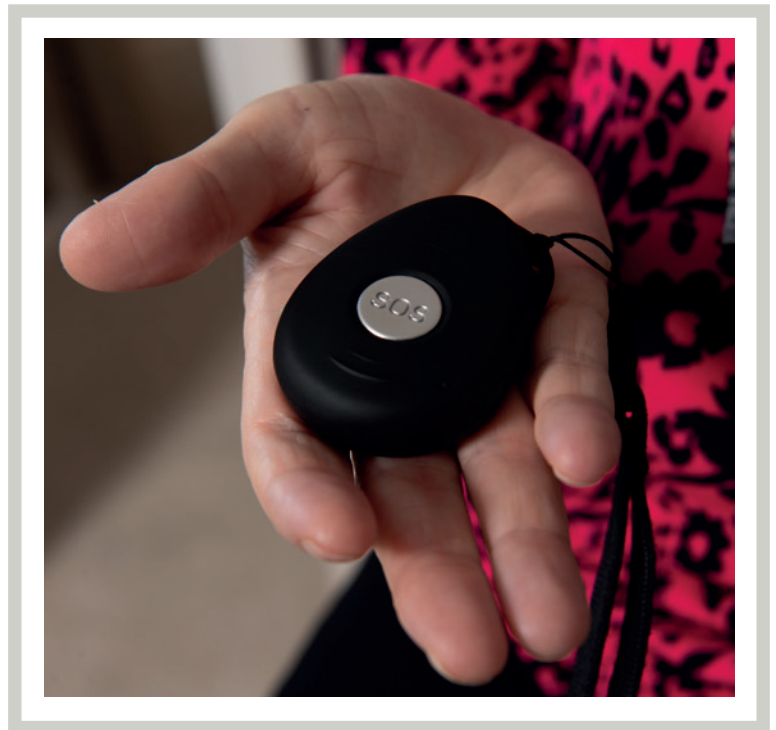




Help is close at hand

Progress Lifeline

Safeguarding case study



Progress Lifeline work with local councils and government housing schemes providing services for those who are referred for a telecare installation following a social worker's home assessment.

One of our installers was sent to carry out an installation at Linda's* house due to Linda having complex mental health and heart issues, as well as severe hoarding.

Upon entering Linda's property, our installer felt that Linda's home was unsafe for someone with health issues and could see immediately the Linda was extremely vulnerable and at risk of falling in her own home. Linda acknowledged her hoarding problem and stated that she had a social worker in place who was supporting her.

As part of a Progress Lifeline installation, customers are asked if they have any family or friends who support them and could be listed as their emergency contacts in the event of a fall. In Linda's case, she has no one who would be able to help her should we need to alert them of an emergency activation.

Following the visit, our installer raised a safeguarding referral due to the concerns

of Linda's unsafe living conditions, lack of a support network and that Linda had mentioned multiple falls both at home and whilst out. Our installer wanted to be sure that Social Services were aware of the Linda's situation in case they were not already supporting her, or if the severity of Linda's hoarding had worsened and another assessment was needed.

At the time of the visit, Linda had no landline installed and there was no digital equipment available so the installation was unsuccessful. We went out to visit Linda again and provided her with a GPS Alarm and Falls Detector. This is a standalone device worn as a pendant which connects directly to our Alarm Response Centre and does not need connecting via a landline. The Footprint also has a GPS tracker so if Linda were to fall whilst out of her home, we can find her location and send appropriate help.

With the support of Progress Lifeline and the Footprint device, Linda can now feel reassured that help is close at hand should she need it whilst at home, or out and about.

** Names have been changed due to customer confidentiality*

For more information, get in touch:

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