

Case Study

“AID CALL KEPT MY FATHER INDEPENDENT AT 100”

Gordon Kay was delighted when his father Albert finally agreed to use a personal alarm. Gordon did his utmost to visit him in York as often as he could, but living in Wakefield meant he could only see him once a week, although they spoke frequently on the telephone.

Gordon said: “My father lived on his own, he had for over 15 years, and gradually he became more frail, his sight was deteriorating and his hearing was poor - all of which pointed to the need to have the Aid Call system in his home. The personal alarm was reassuring to the family as we knew that my father could summon help should he have an accident at home.”

Albert had the Aid Call facility at home for just under a year; he chose the neck pendant option and always followed the recommended monthly test. Gordon said: “In the time my father had the pendant he got the hang of how to use it – we had tried to persuade him to take it before (although he didn’t feel he needed it) and when he finally realised the benefit an alarm would be it proved particularly helpful.”

One night, Albert had a fall and was too far from a phone to call anyone. The first thing he did was press the button on his remote pendant and the 24 hour call centre contacted his principal keyholder who was able to get to him in no time at all. In that instance Albert had broken his arm; Gordon was comforted that Aid Call were so quick to respond to his father’s situation and get help to him as soon as he needed it.

Gordon added: “I was so relieved that we had installed Aid Call. That one act proved just how valuable the system was as it really did help him out of a potentially tragic situation. As I don’t live nearby a member of the local church who cleaned his house was his principal keyholder and a neighbour had a key as well, which made the whole process much easier.”

“The way the operators helped him should be commended; the staff came across very well – they were kind, helpful and above all patient, which he needed as he was hard of hearing. They have obviously had great training as they were well accustomed to that sort of situation. Sadly that was the beginning of the end. Unfortunately my father died at the age of 101 following his accident, but if it wasn’t for the Aid Call system he could have died alone in his home without any of us knowing so my family is very appreciative of the service.”

- Ends -

NOTES TO EDITORS

ABOUT AID CALL:

Aid Call is a discreet personal alarm system owned by Age Concern that summons help, at the touch of a button. Over 40,000 people throughout the UK rely on the Aid Call emergency alarm service. Users are not exclusively older people; some have a physical disability, or a chronic condition such as epilepsy or diabetes, some are recovering from illness, while others are more concerned for their security than their health.

All of Aid Call’s profits help to fund the works of Age Concern, both in campaigning and lobbying at a national level, and providing essential services to the older community at a local level.

ABOUT AGE CONCERN:

Age Concern is the leading charity in the UK concerned with ageing and older people, and works to improve the quality of life for all older people. Nationally, it is involved in campaigning, policy guidance, research and information, and through its trading arm, Age Concern Enterprises (ACEnt), offers a range of products and services specifically designed for older people.