



Case Study
Gordon Kay

**“AGE CONCERN’S PERSONAL ALARM SERVICE 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 Age Concern Personal Alarm 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 personal alarm 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 the response team 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 the Age Concern Personal Alarm System. 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 personal alarm system he could have died alone in his home without any of us knowing so my family is very appreciative of the service.”