



Case Study
Maria Preece

AGE CONCERN'S PERSONAL ALARM SERVICE BRINGS PEACE OF MIND TO LOCAL FAMILY

Maria Preece (50), from Newport, is a devoted niece to 80 year old Gladys Phillips. However, living three miles away and having a busy lifestyle herself, she can't always be there for her aunt.

While regular visits are commonplace, Maria felt Gladys needed some extra support around the home in case she had an accident. "My aunt is disabled and lives on her own," Maria said. "I visit as often as I can but I can't be there all the time; that's why Age Concern's Personal alarm Service is a blessing."

Maria arranged for Gladys to have an Age Concern Personal Alarm, fitted earlier this year. "I saw the service advertised in the doctor's surgery and realised that an alarm would make all the difference to keeping Gladys safe at home."

Since having her alarm installed, Gladys has much more confidence around her home. "I'm thankful that Gladys hasn't had to use the alarm yet, but it's the peace of mind for all of us knowing that she can get help at the touch of a button, that makes it very valuable to our family. She has accidentally pressed the pendant's button a couple of times but the operators experience this all the time so were marvellous about it and very kind!"

Gladys is fortunate to have another niece living next door, who also keeps a close eye on her. Along with Maria, these two nieces are Gladys' allocated key holders for the alarm. If Gladys was to press the alarm on the pendant she is connected to the Response Centre where an operator will contact one of the key holders to check she is ok. If for any reason they are unable to contact her family they will call the emergency services.

"Knowing that her Age Concern Alarm is there in case Gladys needs it is so reassuring for both her and us," added Maria. "I would recommend Age Concern's Personal Alarm Service to anyone with an older relative; it really does make a difference and enables her to be independent in her own home."

Age Concern's Personal Alarm Service is designed to offer people like Gladys, as well as those with debilitating illnesses, additional security and comfort to enable them to remain living independently. It provides people with around-the-clock reassurance, so that they can live safely in their own home, while offering peace of mind for both families and the individual.