



**Case Study**  
**Thelma Davies**

## HOME SAFETY FACILITATED BY AGE CONCERN'S PERSONAL ALARM SERVICE

In today's society there is a lot of emphasis on personal safety at home. Many people use a personal alarm for reassurance in case they have an accident or fall within their own home. Some also value the alarm for the peace of mind it brings by making them feel more confident about living alone. Thelma Davies (77), from Newport, is one such example.

Before passing away, Thelma's husband had been very ill. Initially they used a local authority personal alarm service for his safety and Thelma's peace of mind. Now that she is living on her own, Thelma has taken ownership of the alarm. However, as the cost of the service kept increasing, Thelma set about researching a cheaper option.

In July 2009, Thelma purchased an Age Concern Personal Alarm. "The price of the original service kept rising and it seemed rather expensive. I found Age Concern's Personal Alarm Service on the internet at a lower cost so I arranged to switch over," Thelma said.

With most of her family living abroad, Thelma wanted the security of the 24/7 service so she can summon help in an emergency. She allocated two of her neighbours as her keyholders as she knows that she can rely on them to assist her. "It is wonderful that Age Concern's Personal Alarm Service is there for me. I have great neighbours but they can't look in on me all the time so that fact that I can call Age Concern for help at a touch of a button is fantastic."

"Luckily I haven't had any cause to press the button on my pendant yet but I have to test the alarm once a month so I regularly speak to the operators. Everyone at Age Concern has been extremely helpful to date, even when I had a query over my payment options they were fast to react."

Thelma wears her pendant all day long and throughout the night too. She only takes it off when she leaves the house but keeps it on a shelf inside the front door so she is reminded to put it back on as soon as she returns.

Additionally, the service has already helped Thelma feel safer at home. Just recently she was presented with a situation whereby a salesman turned up at her house. He claimed she had rung him and asked for a quote. Thelma felt intimidated so she produced her pendant from under her clothing and he quickly left. "There is a glass panel in my front door so I can usually tell by the silhouette if it's someone I know calling round. If I don't know them I make sure my pendant is visible – that usually scares them off!"