



Case Study
Thelma Lucas

REASSURANCE AT HOME AND AWAY

Mrs Thelma Lucas, aged 80, is a widow with four children and nine grandchildren. She splits her time between her home in Warnham, a village near Horsham in West Sussex, and the beautiful island of Harris in the Outer Hebrides.

“I spend about a third of the year in Harris and the rest of my time in West Sussex. Harris is very peaceful and quite remote, but the people are friendly, it’s a very tight knit community. Warnham village near Horsham is nothing like as remote as Harris, but even so, I don’t have an immediate neighbour on my doorstep,” said Mrs Lucas.

“My children are grown up with children of their own; I have a son and a daughter who live in West Sussex, another daughter in Dorset and my other son lives in the USA. It was him who encouraged me to have the Age Concern Personal Alarm fitted as he was moving to the States and wanted me to have it as an extra reassurance.”

“I had a unit fitted in the house in Warnham and in our family holiday home in Harris, as I spend a lot of time there. It’s an absolute lifeline; I couldn’t live without the assurance and peace of mind it gives me. Fortunately I haven’t had to use it, but it’s comforting for me and my family to know that it’s there in case I need it.”

“My son and daughter are my keyholders for my home in Warnham; they live a few miles away, so they are glad that I have the Age Concern Personal Alarm. When I am in Harris, I have some lovely neighbours who are my keyholders there.”

“Some of my friends think that having an emergency alarm is like admitting you’re old! But I wouldn’t be without it, as it makes me feel safe,” commented Mrs Lucas.

Age Concern’s Personal Alarm Service is designed to offer people like Thelma additional security and comfort to enable them to remain living independently. It provides older 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 older individual.