



Assistive Technology Partnership Board

Report

Title: Falls Response
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Summary

First of all, apologies for not being able to attend the meeting, it was unavoidable on this occasion.

I just want to give you an overview of how the Falls response service has been operating since our last meeting.

To give you an idea, we have attended the following amount of calls instigated by Invicta Telecare

December – 8 calls
January – 9 calls
February (to date) – 14

I would like to say thank you to David for showing myself and some of my volunteers around the I flat in Downley. It certainly opened our eyes with regards to the equipment that is readily available to clients to assist with the independence. It has given the volunteers a lot of information that they are able to consider when attending Falls calls.

Since then, we were called by Invicta to a hyperthermia alarm call that they had received. The volunteers duly attended and were unable to gain access into the property as the keyholder was not available (this has been addressed). Due to the concern on not being able to get any response or not being able to gain access into the property, the volunteers contacted the Police who immediately attended and forced entry. The property (fortunately), was empty. After further investigations it appeared that that the occupier was staying with family as she was having trouble with her heating. A happy ending with regards to welfare and it proves how the service is progressing. Invicta could not get anyone to attend the property so they used their initiative and contacted the Red Cross.

I am compiling a list of "minor emergencies" to be ratified by the Red Cross and Bucks County Council that the volunteers would be able to attend.

These would include, minor flooding, providing emotional support, assisting with the Buddi scheme to name but a couple of possible scenarios where the service could be expanded.

We have a very good working relationship with Invicta Telecare and if they are stuck in any way, they are asking if there is anyway that we could assist.

To enhance this relationship, I will be attending Invicta Telecare in Kent to meet with them and see how they receive the calls so that we can obtain an overview of the service that they provide to the end users and how we can be utilised. I will be taking a team of volunteers with me.

Once we have made the visit, I will have a comprehensive list of the additional emergencies that we can be utilised for.

As you can see, our response for February so far has been an increase of the previous couple of months.

During the snow conditions, I ensured that we had a landrover fully kitted ready to make a response and indeed it was utilised for Falls Response.

I am arranging for further refresher training with the Falls response team and hoping to arrange some information awareness training with some other organisations so that we can broaden our horizons.

Look forward to seeing you all at the next board meeting.

Regards

Makyla