

## British Red Cross – Update – December 2012

Dear all

Firstly, I would like to apologise for not coming along to the meeting. My household has been plagued with the sickness bug and I wouldn't want to pass this on to anyone at any time but especially so close to the festive period, so I have decided to stay away from you all.

Falls and minor emergency response has continued to be busy and we have found that with our intervention and observations, we have been able to prevent so many of our regular fallers from continuing to fall. Just by slightly moving things in the home to make access easier has made a difference to the beneficiaries.

We have been able to make sure that homes are as safe as they can possibly be.

We were called to a minor emergency after Invicta received an alert from a client indicating that there was a fault with the equipment and they were unable to get a response. The volunteers attended and soon established that there was a general power outage in the area. They reported this to EDF who were unaware of the issue and the engineers attended.

In the meantime, as there were several properties in the area that were affected and all with vulnerable adults, the volunteers made a decision to collect the Fire and Emergency Support Vehicle and return to the area so that they were able to provide warm drinks and food and they were able to hand out telephones that could be plugged direct into the phone line and did not need power to operate as well as torches. They stayed for some hours until they knew that all was well. This is just an example where the services of the Red Cross can cross over to provide additional support.

We have been able to engage with our colleagues at BCC and forward them details of clients where a possible re-assessment may be required due to a change in circumstances.

So far, well to the end of November, we are almost at 200 calls that we have attended this year. On one day recently we went out 6 times!

My volunteers are as passionate about the falls service now as ever they have been.

I am looking to recruit even more dedicated volunteers in the New Year so that we can maximise our resilience and the plan would be to have 3 teams available 24/7, one above the 2 we currently have now.

I am looking to hold a training day in the New Year and use it as an opportunity to invite representatives from other organisations so that they can talk to the volunteers about different medical conditions, e.g. Multiple sclerosis, Huntingdon's and Parkinson's to name but a few. If anyone would like to be included in this and be given an opportunity to pass on what could be vital information for the benefit of attending volunteers then please let me know.

As always, it is a privilege to be part of the Assistive Technology Partnership board and to work in partnership with some amazing organisations.

Best wishes to you all for Christmas and 2013 and I look forward to meeting up with you all soon.

Regards

Makyla