



Community Eyes and Ears



What support is available?

Nick Ball

East Cambs District Council



Case Study – managing multiple vulnerabilities

- 91 Years Old
- Modest savings
- Isolated / Lonely
- Living at Home – District Council property
- Housebound
- Very restricted mobility
- Continence issues



The Logistics

- 2 hour drive from the Fens to Suffolk
- No near immediate relative – daughter moved to Scotland
- 3 Children family and busy schedule
- Remote management and support
- Friends and Neighbours mostly elderly and unable to offer level of support
- No plans to move



Working together to address the concerns Rallying support

- Family support – immediate family
- Neighbour support
- Adult Social Care County Council
- GP's
- Police
- District Council Housing Services and Contractors
- Care agencies – Social services and Private



Concerns

- Trip hazards in the home – plinths between rooms (HEALTH)
- Ability to go shopping (HEALTH)
- Ability to pay bills (ALL)
- Poor and restricted diet / lack of food in fridge or pantry (HEALTH)
- Faulty cooker and wiring – fire risk (FIRE)
- Gas fire in front room faulty (FIRE)
- Faulty plumbing and upstairs toilet (HEALTH)
- Fall risk from stairs (HEALTH AND SAFETY)
- No security measures – back door and patio door left unlocked (CRIME)
- Bogus phone calls requesting visits to the property (CRIME)
- Security issues around sharing of installed key safe code (CRIME)
- Large amounts of cash kept at property (handbag/purse/sofa)- (CRIME)

Highest

Non
Crime

Lowest

Highest

Crime

Lowest

The Risks

Falls in
the Home

Fire in
the Home

Burglary

Distraction
Burglary

Diet and
Nutrition

Emotional
and Social
Needs

• Scams

Rogue
Traders

Personal alarms



Website:

www.ageuk.org.uk/products/mobility-and-independence-at-home/personal-alarms/

Type:

National Organisation

Age range:

60 - 99+

Description

The Age UK Personal Alarm Service allows you to get help at the push of a button. Depending on the help you need the service can get in touch with your named contacts or the emergency services. The service is available 24 hours a day, 7 days a week and the alarm can be worn as a pendant or wristband and works in the home and garden, providing a lifeline in an emergency.

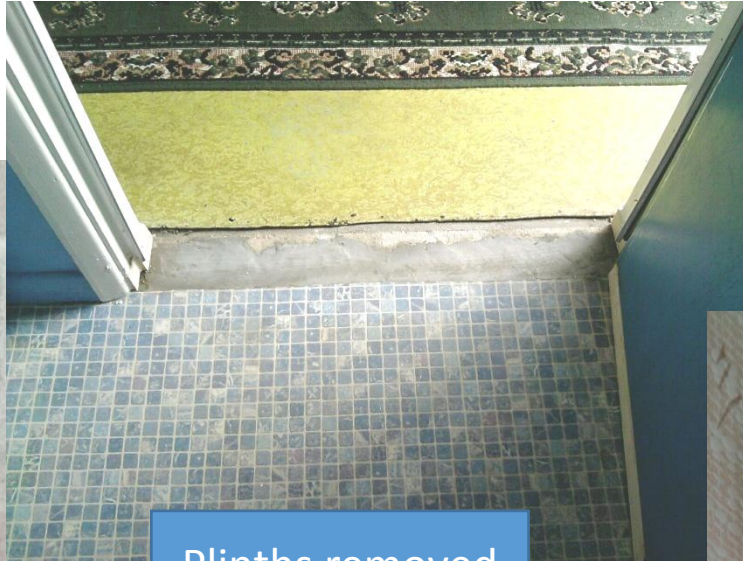
Costs

Costs are available on the Age UK website.

Some Solutions



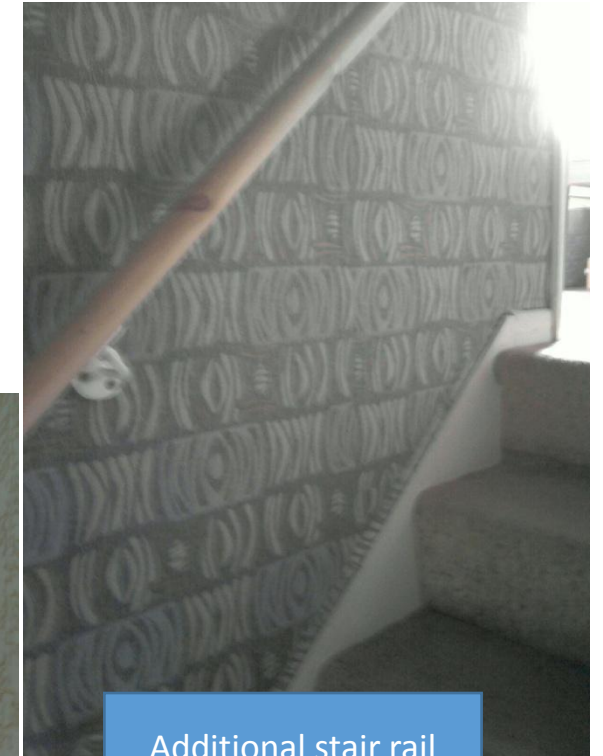
Key safe



Plinths removed



Carbon monoxide
detector



Additional stair rail

Who does what and Outcomes?

Agency	What	Outcomes	RISK
Care line Social Services	Alarm pendant and system installed	= rapid response to falls and other emergency concerns	HEALTH AND WELLBEING 😊
(District Council and Contractors)	Grab rails/Stair Rails installed	= enhanced mobility and reduced risk of falls	HEALTH AND WELLBEING 😊
Adult social care agency with Constabulary	Key safe installed / Patio and back door shut by carers	= Security enhancement	CRIME ↓
Neighbour	Home cooked food provided via a friend / Shopping bought and delivered	= improved nutrition and sustenance	HEALTH AND WELLBEING 😊
Care agency (Adult social care County Council)	Key safe installed	= all carers and visitors have to access key via security number to enter the property	CRIME ↓
Family	Care package assessed and evaluated	= complete support to the maximum limit being provided through statutory support	HEALTH AND WELLBEING 😊
Fire and Rescue	Gas fire deactivation and smoke alarm fitting	= faulty appliance deactivated and fire risk averted	FIRE ↓
District Council Contractors	Room divider plinths	= removal of plinths means reduced trip hazards	HEALTH AND WELLBEING 😊
Care agency	Patio doors locked in evening by final care visit of the day	= secure living room environment	CRIME ↓
Private care agency	Home cooked food delivery/shopping service	= nutrition and sociability	HEALTH AND WELLBEING 😊

Summing Up

- Multiple difficulties and Multiple Agencies required
- Multi Level and Multi Agency Support engaged
- Systems in Place
- Requires ongoing input and support (Family and Friends)
- Requires ongoing monitoring and assessment
- Large resource input (Financial / Time / Logistics)