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
• 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)
Personal alarms

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.

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

Type:
National Organisation

Age range:
60 - 99+

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Some Solutions

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