



## TESTIMONIAL

### AN INVALUABLE SERVICE TO ALL CURRENT AND FUTURE SERVICE USERS - LONG MAY IT CONTINUE

"Following a fall at home and spending 5 weeks in hospital, my Mum was discharged in conjunction with the local hospital, the Better at Home Health & Social Care Team and returned home under the care of the Reablement Team, with the help of the Assisted Technology Team. Never having been in this position before, obviously we were worried about Mum returning home due to the fact that she lives alone and we were unsure as to whether she would be able to manage.

From organising discharge, the keysafe and pendant alarm and the very first home visit to the last one, both Mum and myself were put at ease by each and every part of the service. The team leads who explained the reablement service and assessed Mum for equipment she needed at home, to the various members of the team who cared for her throughout, the whole package was exceptional. Everyone showed compassion, professionalism and were very friendly and welcoming. The equipment and advice provided for her safety has been so important to us to keep her mobile but in a safe way. Mum is now under the care of the fantastic community team who are providing physio for her at home.

In this day and age, people are very quick to criticise but not offer praise when praise is due. The whole service of aiming to get people back into their own home and supporting them once they are home, rather than them having to stay in hospital or even go into rehabilitation, is a total breath of fresh air. This service has been fantastic and I am full of praise for the whole set up. Well done to everyone concerned - you have made a massive difference to my Mum's recovery and built up her confidence at returning home after being hospitalised for many weeks."

### ABOUT THE SERVICE

Careium delivers services in partnership with Wigan (as Eldercare since 2007). Providing monitoring and mobile response and personal homecare throughout the evening to 2,000+ service users in sheltered schemes and their own homes.

A range of telecare equipment is provided to users from alarm units and pendants to sensors including falls, bed, chair, door sensors, smoke and CO. The service developed over time with Careium gaining CQC accreditation, now providing people with emergency personal care such as medication assistance, washing clients, moving and handling, repositioning in bed and putting to bed. There is also an innovative night support service to assist service with night-time care.





## INSIGHT INTO THE MOBILE RESPONDER ROLE

I am Beverley and have worked as a mobile responder (MRT) for over 16 years. Working as an MRT in the area where I was born and I grew up is an absolute joy, it brings me much pleasure.

From time to time, I meet people who I have crossed paths with myself and friends I have known over the years. To be able to help provide care, knowledge and determine with each person what the best course of action is to take in an emergency situation, including any concerns about the health of their family members and the vulnerable person's needs.

My job is such an important role and I take such pride that families and service users lean on me for my experience, acknowledge instructions and any advice I am able to give in their time of need. When I am able to calm the environment it allows for the families to take a moment and see with different eyes the health and illnesses of their loved ones. They are then able to move forward plan and hopefully overcome the difficulties with a fresh approach and renewed understanding.



Every day is very different but very rewarding. I couldn't imagine doing anything else, for me it's the best job ever.