

TSA Member case study

Lifeline24 personal alarms, supporting Peter Johnson

Overview

We frequently hear stories about how our personal alarms have given reassurance in the home, helped someone in a time of need, and most importantly saved a life. This case study takes a look at Mr Peter Johnson from Norfolk. The 69-year-old lives alone and suffers from Muscular Dystrophy and other medical issues.

Solution

Mr Johnson's Muscular Dystrophy (a medical condition which is genetic, progressive) weakens muscles and commonly begins by affecting a certain group of muscles in the body before eventually spreading to others.

This can make mobility very difficult for people like Mr Johnson which is why he and his carers, his son and his best friend, suggested a personal alarm in his home.

Mr Johnson contacted TSA member, [Lifeline24](#) and purchased an alarm.

Outcome

Mr Johnson says: "I just feel that I don't have to worry as much anymore. With me, I have a greater risk of falling with my legs giving way, and if I do then there is just no way of getting back up off the floor. The knowledge that the personal alarm is there, and if something bad does happen that it is there, means that there is no need to worry so much."

Although he hasn't had to press his pendant in a medical emergency, Mr Johnson found out just how helpful and quick the Care Team are earlier this year when he accidentally pressed his button whilst he was sleeping.

He explained: "I must have slept differently to usual and accidentally pressed the button on my pendant. The first thing I knew about it was when the police and emergency services were forcing their way into my home – as I had left my key in the door by mistake.

The Care Team were brilliant and very helpful. They immediately called my neighbour, who often comes over to check on me, but when she was unable to get into my home the team phoned for the police and paramedics. They also called for my son in Kings Lynn and my friend over in Manchester – they had everything covered."

His experience that night has led to Mr Johnson, who wears his MyAmie Pendant around his neck, being full of praise for Lifeline24, our personal alarm systems and our 24/7 Care Team.

My Johnson added: "It's a great boost to your self-confidence, and I feel much safer. It's like having somebody there in your home and even though you can't see them you just know that they are there waiting to help – it is brilliant.

The staff at Lifeline have been excellent when I have spoken to them. They are very friendly and have been very helpful with any questions I have had. They were very kind and understanding when I pressed the button by mistake and were happy to speak to me – you cannot fault that."

About TSA

TSA is the industry body for technology enabled care (TEC) services, representing organisations including telecare and telehealth service providers and suppliers, commissioners, digital health businesses, housing associations, emergency services, academics, charities and government bodies.

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