

TSA Member case study

PPP Taking Care, Joan and Dion Austin

Overview

Joan Austin's recent fall wasn't her first. In fact, it was a fall in 2016 that led to Joan becoming a PPP Taking Care member. After the fall, she had to spend two months in hospital recuperating. The hospital was reluctant to discharge Joan until her son Dion and his sisters put in the right support structure for her at home.

Dion says: "The hospital recommended PPP Taking Care as a vital part of Mum's care at home – to give her a way of seeking support quickly if she needed it,

"We re-organised her house – installing a downstairs toilet, putting in a stairlift, and arranging for care support to visit her over the first few weeks back at home.

"Mum has always valued her independence. An ex-nurse, she's lived alone since my Dad passed away 20 years ago, and has always kept active. Although she's in her 80s, she does the shopping for her neighbours next door because they're slightly older than her."



Solution

PPP Taking Care helps Joan to live an independent life – and proves crucial when she has a fall as her son Dion explains: “Everything about PPP Taking Care’s service has exceeded my expectations,” says Dion Austin, whose mother, Joan, was rescued by the service earlier this year.

“It all started at 6am on a Saturday morning,” explains Dion. “My phone rang, and a calm lady at PPP Taking Care informed me that she had spoken to Mum, who had fallen over and couldn’t get up. She’d already called an ambulance for her.

“It was such a relief that Mum’s alarm had connected her with someone who could help. Without it, I don’t know what she’d have done. But what most impressed me above the speed of the response was that the advisor from PPP Taking Care was genuinely concerned – she actively asked me how long I’d take to get to Mum’s; and to let her know once I’d got there, talking me through how to contact her via Mum’s personal alarm.

Outcome

“What PPP Taking Care gives Mum is the freedom to live her life with the reassurance that she can get help at the touch of a button. It’s also a great comfort to me and my two sisters that she’s able to get care as soon as she needs it.

“Mum’s happy to wear her alarm pendant all the time – she loves it – and is 100% comfortable with what it’s there for. Ultimately, it’s allowing her to live in a home she loves – she’s lived there since I was born – and keep the freedom and independence she so values.”

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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