



# Responder Service





# What is the Responder Service?

Our Responder team provides a 24-hour service for unplanned and urgent care needs. The service is available 365 days a year working across Aberdeen City. We aim to help people who are at risk through various health problems and disabilities to stay in their own homes. The service gives the security of knowing that service users can call for help in an emergency or crisis.

## Who can receive support from the Responder Service?

- Tenants in sheltered housing complexes between 6pm and 8am when their day staff are off duty or when day staff need extra support in an emergency
- Individuals who are part of the Community Alarm Scheme living in their own homes.
- Other people who receive support from social care organisations during the day but may need help during the night.



## How does the service work?

An alarm unit is fitted within a person's home. The alarm unit comes with a pendant, which is worn around the neck. A service user can summon help by pressing the pendant or the button on the alarm unit. Adaptations to the service are available to those who have hearing or sight problems or mobility problems.

When the alarm is activated the call goes through to the Control Centre. Operators at the centre will answer the call and talk to the person to establish what help is required. If necessary, the call centre staff will contact the Responder Service.

The Responder team will go the person's address to help the person in crisis. Support workers usually work in pairs and will gain access to a residence through a key safe system. They are trained and well equipped to deal with an emergency including the use of modern lifting equipment to help with falls.

In some situations, we may need to contact other services and we have close working relationships working out of daytime hours with Ambulance Service, NHS 24, District Nurses, Police and Social Work.

## More than a Response Service

We aim to prevent further incidents occurring and ensure protection for the individual. Following a response to a fall or any accident or incident that causes concern, we will follow up the action by contacting the main support agency for the person or call back to reassess a person's safety. If required, we will refer to services such as NHS Falls Prevention team or Adult Support and Protection.





## Contact details

Find out more information or make a referral:

### **Bon Accord Care**

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Equipment Service,  
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