

Outcomes Achieved: Older People Using Personal Alarms

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Overview

- Personal Alarm Services
- Previous Research
- Objectives
- Methods
- Results
- Implications

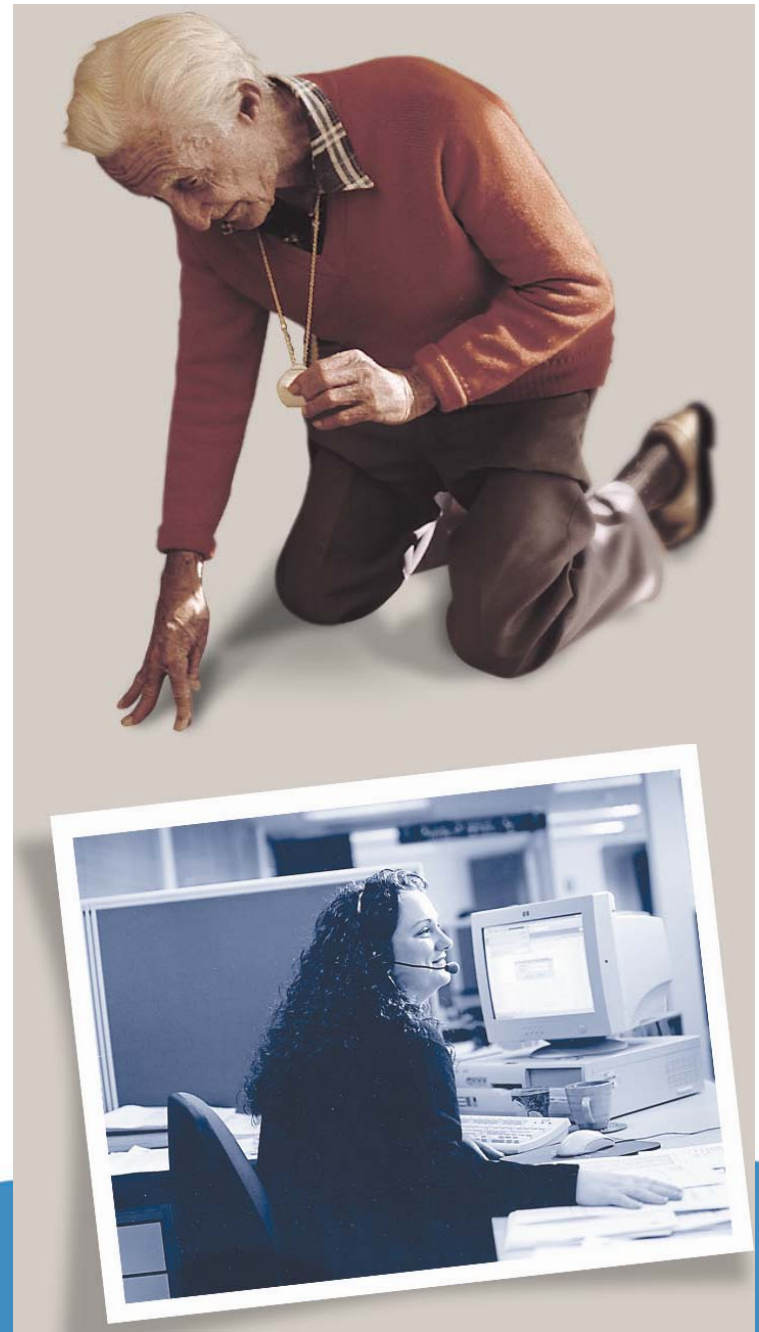


Personal Alarm Services

- Comprises a monitor and pendant
- Generally worn around the neck
- Monitored by 24 hour call centre

Silver Chain CareLink

- No referral required
- User pays service



Previous Research

- Lack of methodologically sound research
- Strong focus on cost effectiveness of alarms
- Little research into the benefits and impact the alarm can have for the individual user and their family





Objectives

- Identify the key factors that influence the decision to purchase a personal alarm
- Determine how often the alarm is used and in what types of situations
- Investigate the expectations and outcomes sought when commencing the service and whether these have been achieved



Methods

Qualitative Study

- 22 face to face, in-depth interviews with current CareLink users
- 11 telephone interviews with relatives identified by clients
- 10 telephone interviews with non-users of the CareLink service

Quantitative Study

- Mail out survey to 2,630 current CareLink clients
- Mail out survey to 466 relatives/friends identified by clients

Respondents

Clients

- 1,476 returned (57%)
- 85% female
- 75% aged 80 or above
- 84% living alone
- 68% receiving Home Help

Family

- 299 returned (65%)
- 59% Daughters





Factors Influencing the Decision

“I had a stroke you see, and cause I was in the house by myself it was 3 days before they found me, so my son insisted I got this.”

“I just had to crawl, crawl around there to my neighbour and call out round the side and it was very, very scary and I don't think I've ever gotten over that.”

- 75% fear of falling
- 74% family member pressure
- Older person living alone
- Ongoing medical condition
- For security/intruders





Decision and Use

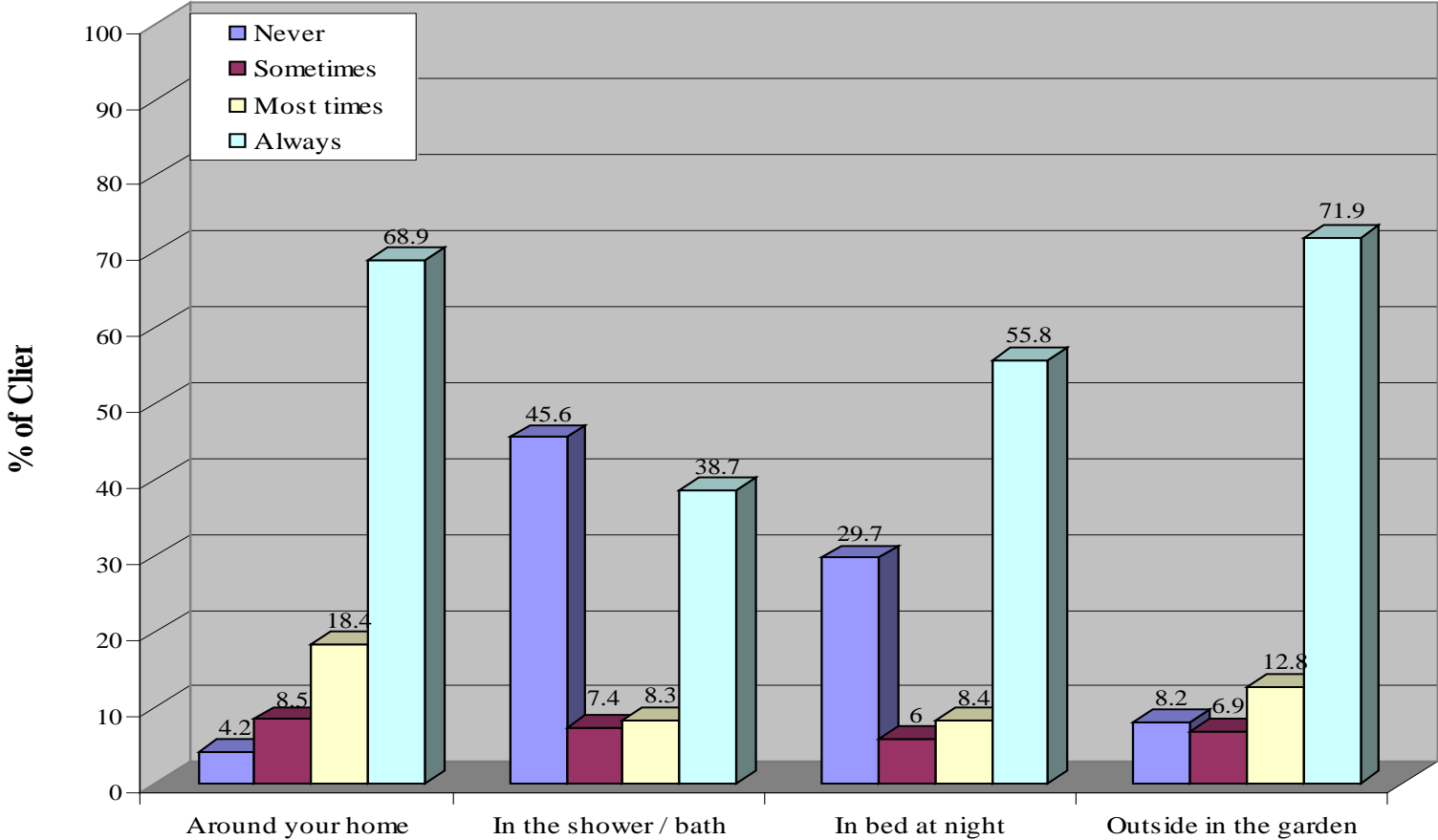
Decision To Get The Alarm

- 75% of clients had assistance from relatives/friends and 35% of these clients were not involved in the decision at all

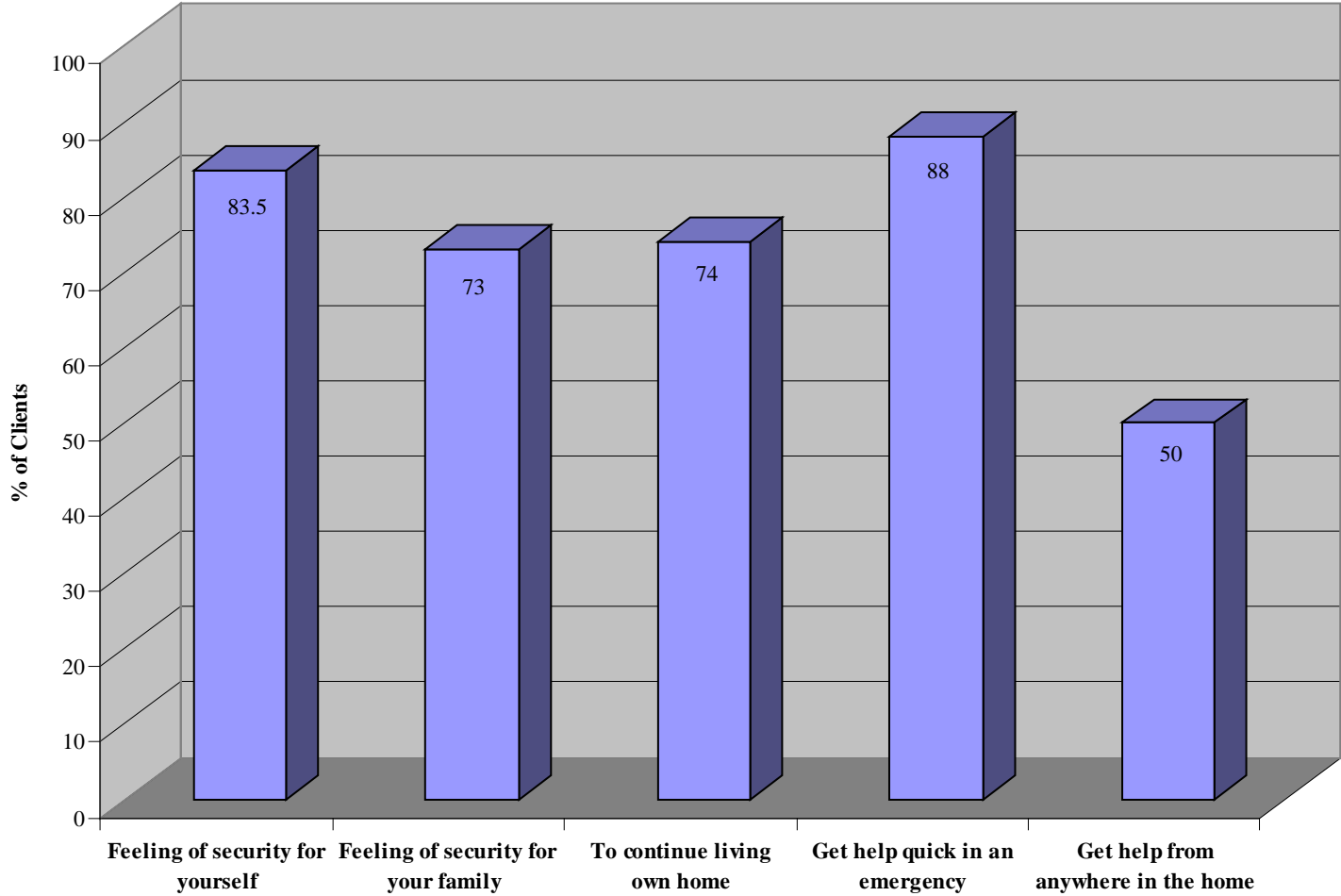
Use In Emergencies

- 32% of clients had used the alarm (Falls 55%)
- 18.5% had hesitated to press the alarm
- 75% hesitated because they did not want to bother anyone

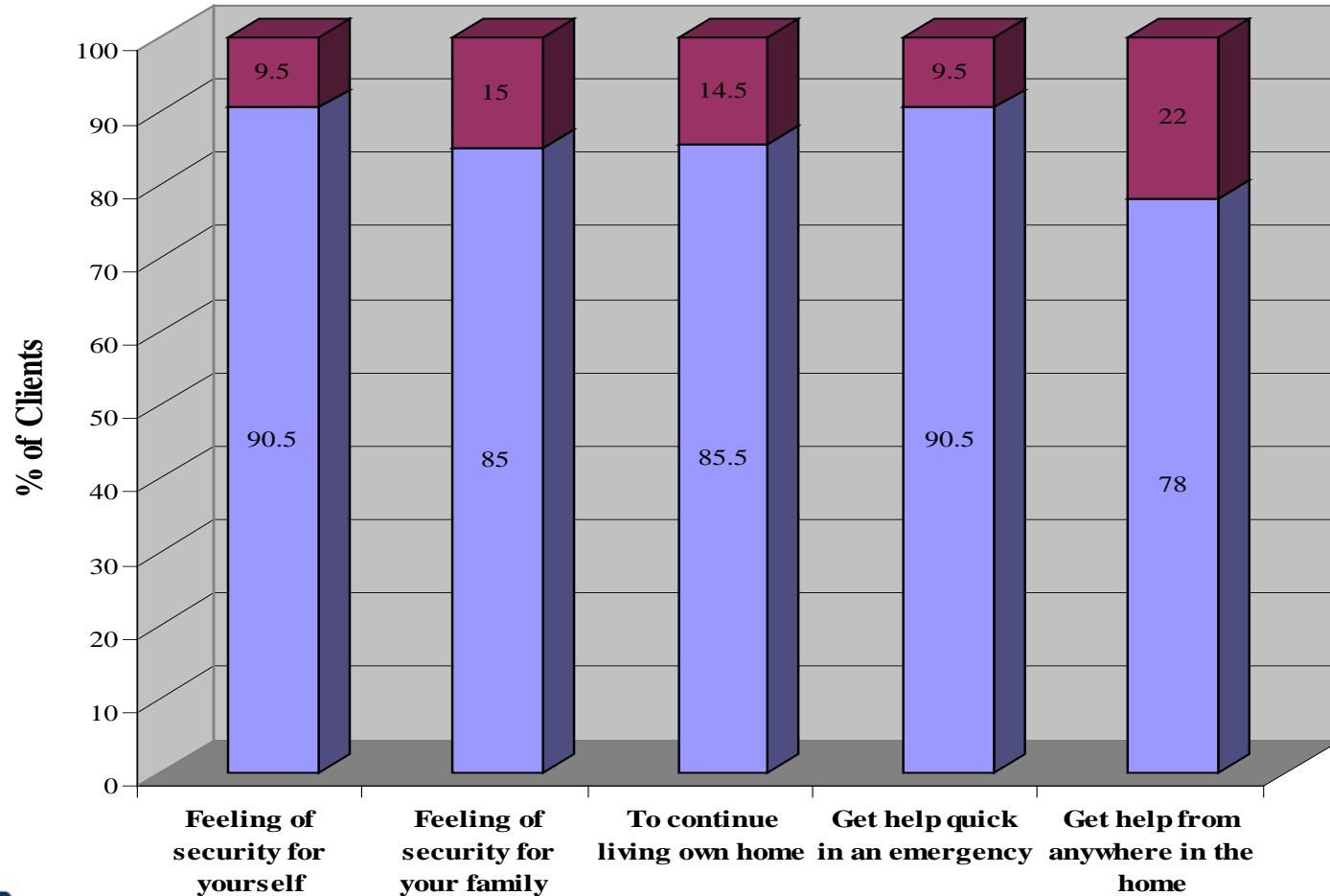
Wearing the Alarm



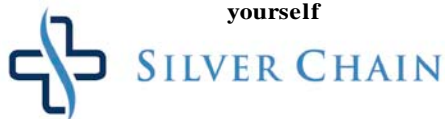
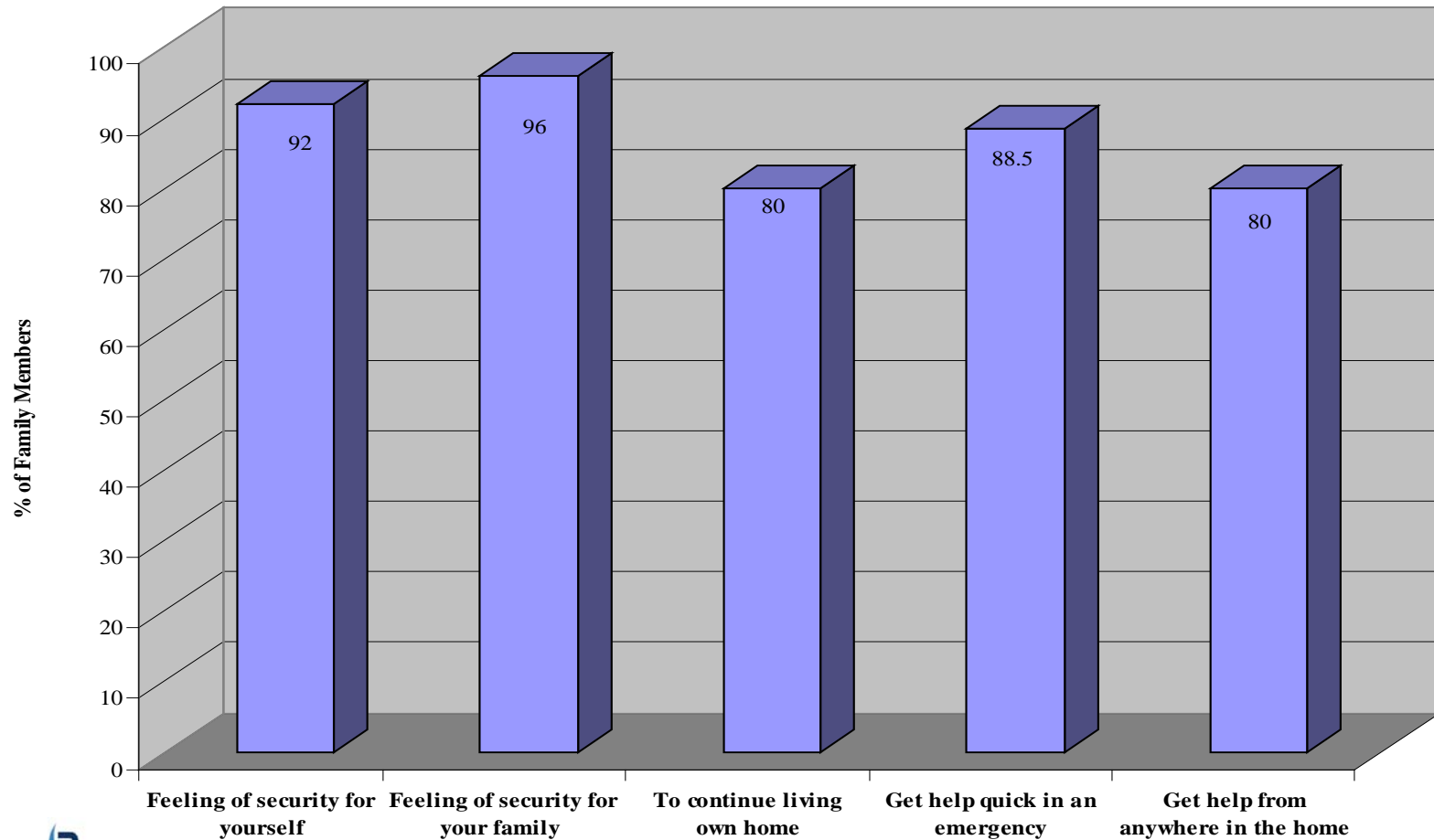
Clients' Expectations



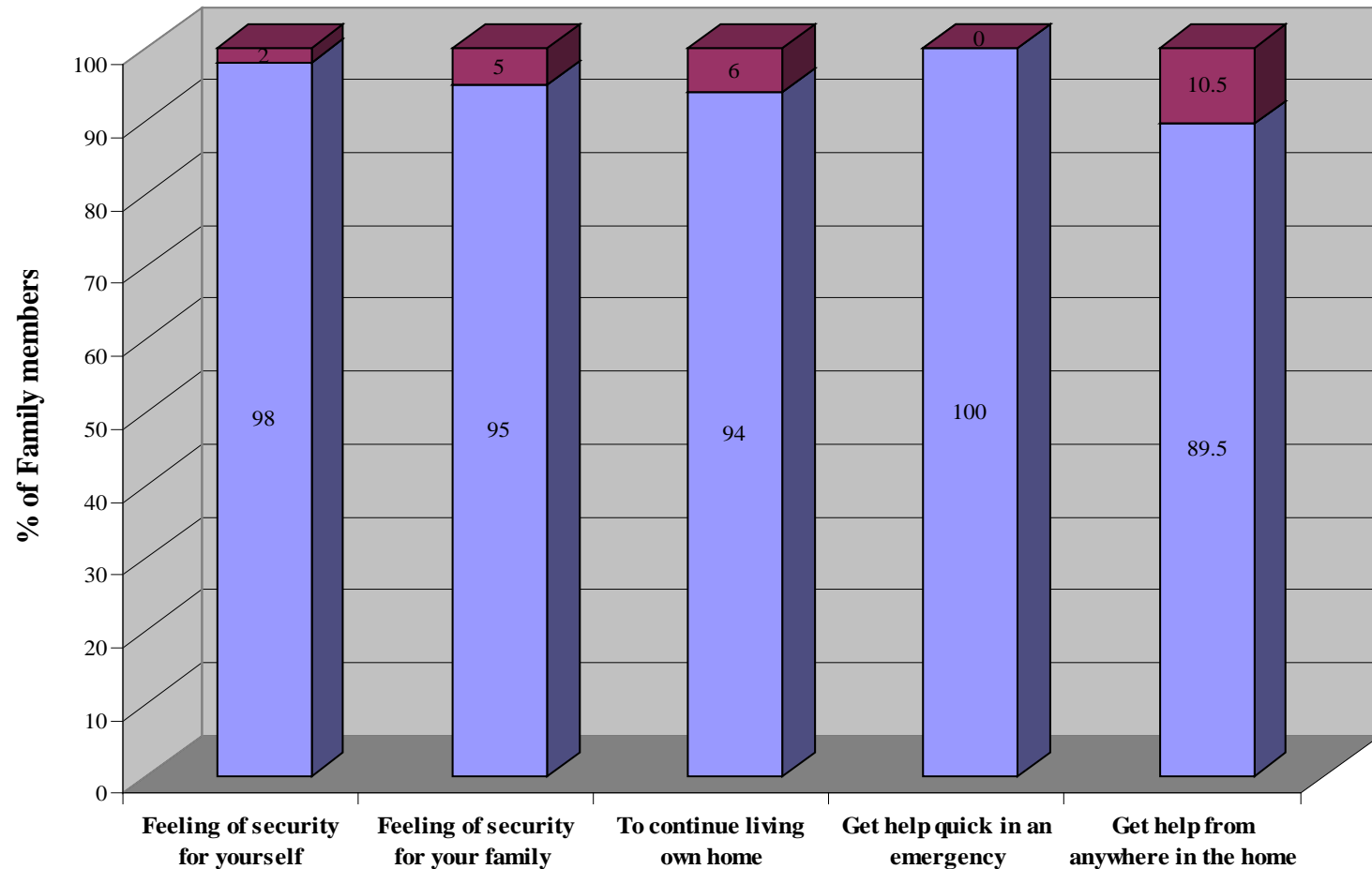
Achievement of Clients' Expectations



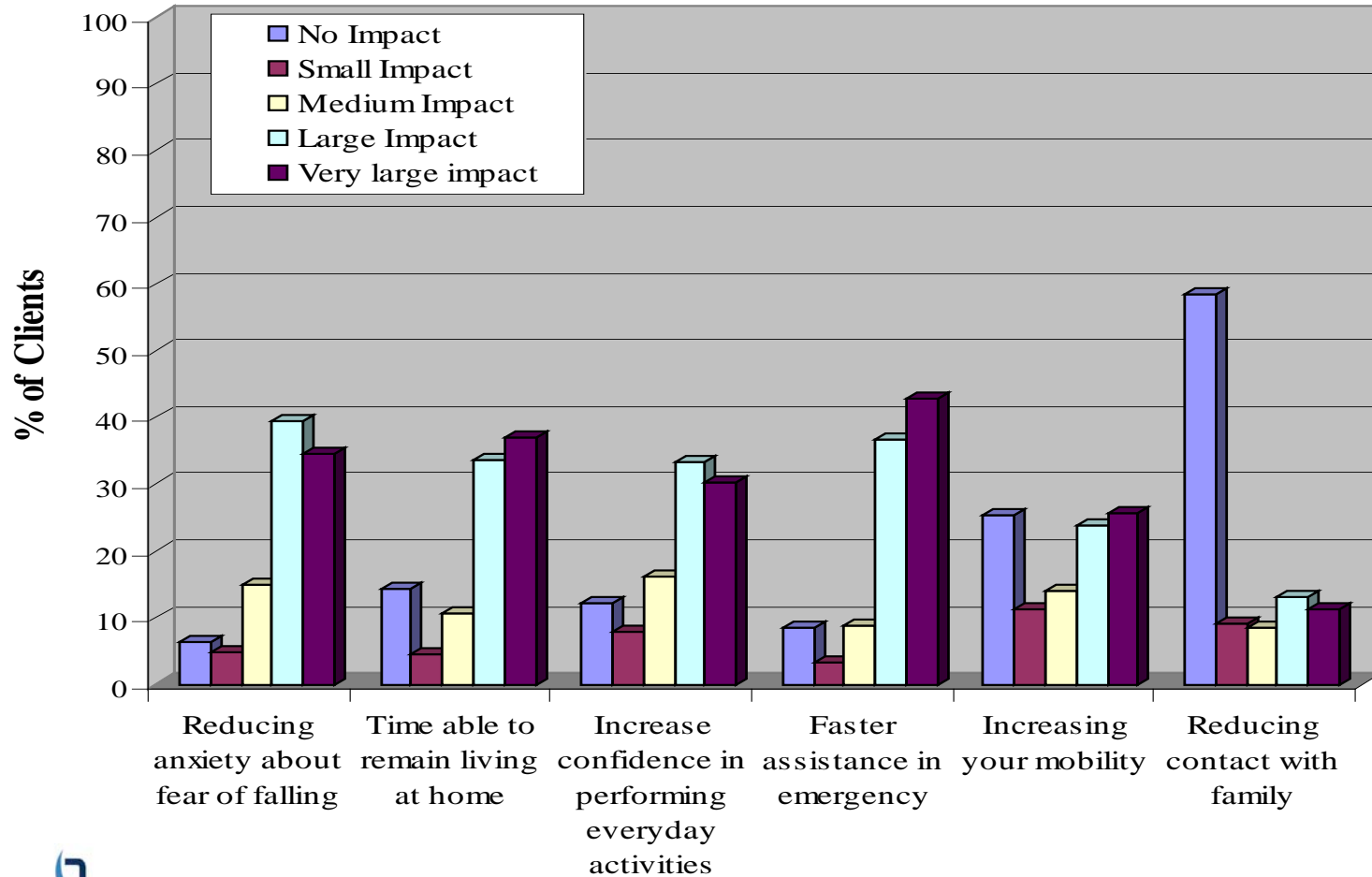
Families' Expectations



Achievement of Families' Expectations



Outcomes for Clients



Implications of Findings

- Targeting of Service
- Need to ensure that use maximizes independence and minimizes risk
- Need for further research





Summary

- Personal alarms can provide many benefits
- Increased sense of security
- Reduced anxiety about falling
- Increased confidence to perform everyday activities
- All play important role in maintaining independence

“I haven’t had to use it in an emergency but still I know what to do and it has given me confidence in myself. It’s wonderful news you know, to feel that when you’re living alone that something can be done if anything went wrong.”

