

Case study: Invicta Housing
2008

April

INVICTA USES GE KEYSAFE FROM SUPRA TO AVOID COSTLY BREAK-INS

Invicta Telecare is the largest independent provider of telecare services in the UK, serving 80,000 people. Invicta helps people to remain living independently in their own homes through the work of 160 experienced staff who deliver telecare services 24 hours a day, every day of the year. These services include community alarm monitoring, home security/personal safety, housing support, out of hours service, mobile response service and lone worker support.

The majority of Invicta's clients are elderly, disabled or vulnerable - the sections of the community who would be most likely to call them in the event of a medical emergency. Invicta's response is carried out through voice contact only and therefore the severity of the situation is not always clear. Under these circumstances, it is often necessary to request the attendance of a relative, friend or the emergency services. This is where valuable time can be lost in organising access to the client's property.

Clients do not always feel comfortable giving keys to friends for security reasons, so in the absence of a key, the attending emergency services would have no option but to force entry into the property, causing considerable damage. The client is left responsible for repairing or replacing their front door at significant cost.

Supra offered a very simple, discrete way of providing property access without compromising security. The GE KeySafe™ comes in different sizes to accommodate large or multiple keys. "We found it easy to install and operate, with straightforward changes to the access code, which would in turn appeal to our clients", said Vicky Cleaves from Invicta.

"Our staff benefit from the knowledge that there is a fast way of allowing respondents access to the property of a client who is potentially in a life or death situation. Our clients also feel reassured that through GE KeySafe™, they can be medically assisted without delay or an increase in their vulnerability."

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Photos to support the Invicta Case Study

Debbie Cribben - Senior Telecare Officer seen here installing and operating a GE KeySafe™





For further information please contact:
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