

## South Tyneside Keys in to Easier Access

With 4,500 clients to serve, the South Tyneside Telecare, Community Alarms and Falls Lifting Service frequently requires urgent access to properties in the event of emergency situations. In order to deal with stricken clients, the Service has traditionally forced entry with help from the Police which causes unnecessary damage and delays in attending to its clients' needs.

The typical profile of the Service's client base is elderly, often with carer access issues. This means that there are a number of external support providers also looking to gain entry to the clients' homes. Steve Taylor from South Tyneside council recognised the need to give authorised persons straightforward access in order for clients to get the maximum benefit from all services available to them. He began to research the options and heard about the GE KeySafe™ from a local care provider who was trialling it with PCT funding.

Steve contacted Supra to arrange a trial of the GE KeySafe™ and was impressed with the robust nature of the small, external metal vault as well as its Police and Insurance sector endorsements. It was an easy decision to routinely install the GE KeySafe™ for everyone receiving the 24/7 Telecare service.

Steve said, "For us, the most tangible benefit of the GE KeySafe™ is the immediate access this product allows whilst avoiding unnecessary damage to property. It is widely acknowledged that there has been a significant drop in the number of properties to which we have had to force entry which in turn has reduced our dependency on the Police."

**-Ends-**

For further information please contact:  
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Or visit [www.keysafe.co.uk](http://www.keysafe.co.uk)