

## **Your Homes Newcastle provides clients with peace of mind**

With a remit to promote independent living for some of Newcastle's more vulnerable people, the Community Care Alarm Service (CCAS) needs to access the homes of its clients in emergencies. If the client cannot answer the door – for example after a fall - CCAS relies on key holders such as relatives or friends, and on rare occasions forced entry courtesy of the police. This causes delays in valuable assessment and treatment time.

The CCAS team, part of Your Homes Newcastle, recognised that new ways of gaining emergency entry needed to be identified. When choosing a solution, it was essential that spare keys could be readily located at site, reducing the need for additional journeys or specialised equipment. With the security of clients' properties in mind, they selected the GE KeySafe™ because it was small, discreet and could be attached to the outside of the home.

Derek Jackson, Senior Response Officer at CCAS and leader of the project to install KeySafes, said "With GE KeySafes™, the mobile wardens are able to contact the CCAS Response Centre for the access code and gain immediate entry to the home without risking injury or causing any damage to the property. There have been cases where gaining swift access has proved lifesaving or prevented hospitalisation."

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