



Fire Health Case Study

Context – why was the project set up?

There are currently estimated to be around 17,600 people aged 65 and over in Lancashire with Dementia, and these numbers are expected to rise to more than 25,600 by 2025. This increase is linked to the predicted rise in the number of people who will be aged over 85. There are also at least 317 people aged 64 and under who have dementia. Numbers in the 'under 65' age group are only predicted to increase by a very small amount. However there may be many more people affected, who simply remain un-diagnosed. The County is split into 14 districts, 12 are managed by Lancashire County Council with 2 additional unitary authorities – Blackpool and Blackburn with Darwen

The Concept of Guardian Angels

The Good Deeds Trust Charity was an idea that evolved from Councillors Mark and Karen Aldred following their work engaging with residents whilst they were the Mayor and Mayoress of Wigan Borough and was initially aimed at residents of Wigan however this has now expanded to cover a much wider footprint. Councillor Mark Aldred experienced living with dementia first hand as his father developed the condition and started to wander off or forget where he was. This put stress on the family as they were constantly worried about him so Mark decided to do something about it and developed the Guardian Angel devices.

The Good Deeds Trust were hosting a number of Dementia Cafes in partnership with Lancashire County Council and carried out detailed consultation with their service users and carers to confirm fears and concerns about living with dementia. Feedback included:-

“Our biggest fear is our loved ones forgetting where they live or where they are, we need something so they can be found if they get lost”

"I don't want my partner worrying about me when I go out, as I worry about them then. I asked for something to help me as I still want my freedom to go out on my own."

Taking into account all the feedback received and his own personal experience Mark went on to develop the Guardian Angel devices which have now been signed up to by LFRS, GMFRs and also Lancashire Police.

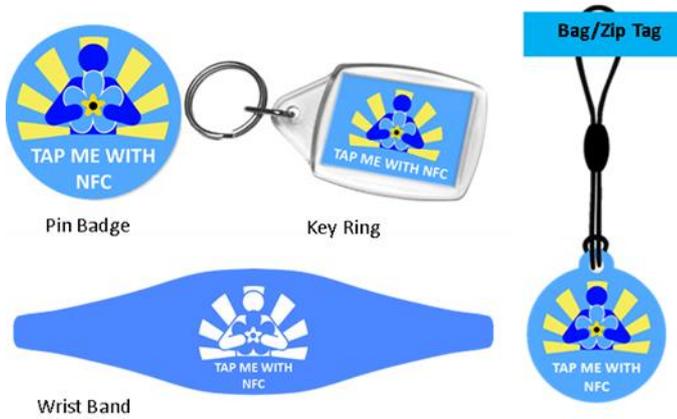
What are Guardian Angels

Guardian Angels cut down the stress & anxiety of the carer as well as the person living with Dementia and make them feel safe. The Good Deeds Trust have developed 4 devices which the person living with dementia has on their person, clothing etc. The devices cost £5 each and LFRS provide one device for free as part of our HFSC Service and also signpost the family/carers onto the Good Deeds Trust website to purchase further devices if required.

The devices use Near Field Communication (NFC) which is a system of picking up data from one specially encoded device to another. Most Smartphones already use NFC technology although Iphones 5 and 6 are not compatible due to restrictions applied by Apple however these have been lifted for iPhone 7s onwards.

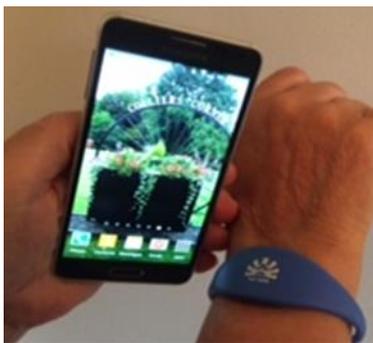
Should the person wearing the device go out wandering or forget where they are the devices can be scanned using Android phones and a generic message asking for help is displayed along with the contact number for their assigned contact. It is then easy to ring this contact (or the Police) and advise

where the person has been found and provide assurance that they are safe. The devices come in the form of a wristband, zip-tag, badge and keyring.

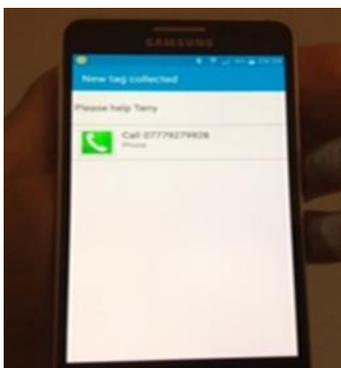


How are they used?

If you spot any of the Guardian Angel devices on someone who is lost or confused
Simply tap the back of your mobile phone onto the device



A message will appear on your screen giving the wearer's first name only and an emergency phone number of their assigned contact
Just click on the number and speak to their carer



Aims

The Good Deeds Trust and Lancashire Police were working with LFRS Northern Area and hosting Dementia Cafes from our Fleetwood Fire Station to promote support available to people living with dementia and to also provide a Guardian Angel device to anyone who may benefit from one. Following the success of the devices a decision was made by LFRS to expand the offer across all districts of Lancashire with the aim to raise awareness of the Guardian Angel devices to staff within LFRS, our partner agencies and frontline professionals and also members of the wider community. A process was also put in place through our Dementia Leads for the registration, management and monitoring of the devices.

The aim is to promote the devices throughout Lancashire so that people are not only aware of what the devices are but also how they can scan them and provide help if required.

Solution

LFRS have an identified Dementia Lead in each of our 6 geographical areas and they are the single point of contact for all the devices which enables the service to keep a tighter audit and control on the devices and who they have been registered to. There is also a strategic Dementia Lead for the Service based at our headquarters in Fulwood, Preston.

A partnership and data sharing agreement has been set up with the Good Deeds Trust. They have been given 'preferred partner' status and secure access to the HFSC portal on the LFRS website. This means they are able to make secure referrals via the website and the preferred partner status means that these referrals will be treated as high priority.

Outcomes

The benefits of the devices are evidenced by the LFRS Case Study and our Dementia Leads continue to promote and provide the devices during HFSC and Visits

The long term outcome is for the devices to be instantly recognized so that they can assist people living with dementia and provide a support mechanism to the family.

Lessons learned – what challenges or difficulties have you faced or do you expect to face?

Challenges – Capacity -The good Deeds Trust are a small charity run by family members and a handful of volunteers. Whilst we have a very good rapport with them and they have provided a good service, we feel they may not have the capacity or resources to fulfil orders of large quantities. They prefer to hand deliver the product to save on postage cost and this has caused a delay in receiving the goods at times. They were also the only supplier which meant the service was unable to 'shop around' and negotiate a competitive price for the product

Possible solutions - LFRS are currently working with Lancashire Police and North West Ambulance Service on developing a similar device with the same functionality at a much reduced price (£1.14 each) and we will be trialing this across Blackpool, Wyre and Fylde for a 12 month period with a view to them extending the offer across the whole of Lancashire. These devices will be called 999 ReUnite and will incorporate the 3 Emergency Services colours and the promotion and awareness raising will be increased via our partners, local press and media. We aim to make this sustainable and of no cost to the Emergency Services by charging individuals and businesses £5 per device and will also be carrying out fund raising activities to support the scheme. We are working with The Good Deeds Trust on developing this and including them in our work.

Registration of devices - Initially, the service purchased 1 Samsung phone per LFRS area to register the devices. This led to problems in some of the larger areas where demand was quite high and there was a delay in getting the registered device to the customer.

Promotion - The biggest challenge so far has been raising awareness in the public and professional domain. Although we have carried out extensive promotion on our social media sites, there are still a lot of agencies, frontline professional and members of the public who are not aware of the Guardian Angels. We have tried to resolve this within our own service by delivering dementia friends and guardian angel training to all staff.

We have recently tried to promote our own 'success' story/case study and although this was published in the Blackpool Gazette and Lancashire Evening Post, local TV stations failed to show this. The case study can be found here [SPECIAL REPORT: The £5 wristbands that are making all the difference - Blackpool Gazette](#)

As a service, we didn't want to advertise that we could issue a FREE Guardian Angel to all our partner agencies due to limited stock and the capacity to carry out the increase of HFSC referrals as a result of this. We have also identified a demand for the devices in the care home setting, however we were unable to issue the guardian angels to residents as it did not meet the Service's Prevention objectives. This should be overcome with the development of the 999 ReUnite scheme as publicity will be included in the marketing plan. The Fire Cadets in the Service have also been involved at promoting the Guardian Angel devices by holding dementia cafes as part of their community project.

What comes next?

As previously highlighted LFRS, Lancashire Police and North West Ambulance Service are currently working together to develop a similar device to the Guardian Angels at a reduced cost. The devices will be called 999 ReUnite to identify the buy in from the Emergency Services and will be promoted widely via our partners, meetings/events and various publicity mechanisms including the media and press, social media and websites etc. Lancashire Police will manage the devices and monitoring tools and the information will also be included to assist Missing persons calls. Both the Police and LFRS are including GDPR in this project and will ensure that data exchange will be secure and compliant.

The devices will be trailed in 2 of the LFRS Areas for a 12 month period followed by a comprehensive evaluation and consideration of extending the scheme to all areas across Blackpool. It is envisaged that publicity will increase as the devices are issued and general awareness will be increased by ensuring all our staff are aware of the devices and their uses.

During the trial period LFRS will continue to issue Guardian Angel devices to the remaining Lancashire areas and will continue to work closely with the Good Deeds Trust to maintain the relationship and work to a shared aim.