

A day in the life of...

Lifeline Response Officer Nicola Mattison

Every day's a busy day for Nicola. As part of Lifeline's emergency response team, which operates 24 hours a day, seven days a week, Nicola works mostly with older people and vulnerable residents who may have learning difficulties or mental health issues.

About 3,000 residents rely on Lifeline support.

8.30am

I start work at the Town Hall, and my first job is to ring our residents in sheltered and extra care schemes to check all is ok. If there's a problem, I'll alert the carer or ring the GP.

9am

An operator in the CCTV control room has taken a call after an elderly resident has pushed the alarm pendant. I'm sent out to check what help is needed. The elderly lady has fallen out of bed and needs help to get back up. Luckily she's not injured, so first aid or emergency services are not needed.

10.30am

Following up a referral from social workers, I carry out a home visit for an elderly man to discuss and demonstrate equipment available to help him to maintain his independence and stay safe at home. This ranges from medication dispensers, fall detectors, bed and chair sensors, movement detectors, bogus caller buttons and various environmental sensors.

11.30am

It's off to one of the council's sheltered and extra care schemes to help with one of its regular coffee mornings and work with the Move More team to help residents stay active with some gentle armchair aerobics, which can be great fun.

Other activities include snooker, darts, bingo, crafts and dementia groups which all help tackle social isolation and boosts health and wellbeing.



2pm

After a quick lunch break, I'm back at the office to check on any referrals that have come in from social workers or health professionals. I book an appointment for the next day, following an urgent request for an assessment for a lady due to be discharged from hospital. The lady will no doubt be glad to get home and it frees up a bed for someone else.

2.30pm

I'm out and about on a series of planned home visits to check equipment is maintained and working properly.



5pm

A lot of my work is out in the community working with those in our sheltered and extra care homes, as well as helping people stay in their own homes. As my working day draws to a close, I brief colleagues about to start the next shift, which always includes two 'on call' to ensure that as darkness falls the Lifeline team can continue to respond to any emergency.

For more information about Lifeline visit
www.darlington.gov.uk/lifelineservices