



Saturday 10th May 2014

Emergency Control Centre

Parkway Three

Parkway Business Centre

Princess Road

Manchester

M14 7LU

The Manager
Absolute Care and Support (UK) Limited
Stockport area

Tel 0161 866 0661

Fax 0161 209 9426

Dear Sir/Madam

RE KAREN – HOME CARER

I am a specialist paramedic and spoke to one of your carers, Karen who made a 999 call to the Ambulance Service, upon finding one of her service users on the floor. The call was made at 1318 Hours today, however due to an exceptionally high demand for ambulances at that time, an ambulance had not been dispatched and I carried out a telephone triage at 1452 Hours.

I was happy that the lady was not presenting with any obvious sign of injury or illness and as she was actively trying to get up by herself, Karen managed to assist her off the floor. I stayed on the phone whilst she was doing this and I was very impressed with the courteous, patient and professional manner in which she dealt with the lady. It was a pleasure to listen and speak to such a 'caring' carer.

As a result of her actions, an ambulance was not required and a call was made to Mastercall, the GP Out of Hours Service in order that the lady be assessed further. I am privy to the outcome following this call, but Karen said she would stay with the lady until 1630 hours to ensure that she had had her meal and was comfortable.

I just wanted to convey my thanks and appreciation to Karen and to your Organisation for providing such a caring, professional and dignified service.

(The patient's details have been omitted for confidentiality purposes).

Yours faithfully

Shirley Roberts

Shirley Roberts
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