

# GALW GOFAL CASE STUDIES

4 Case Study Examples

**GALW GOFAL**

**24/7**

**CARE CALL**

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**CARE CALL**

Tynetec 869Mhz Wrist  
Worn Fall Detector



## CASE STUDY 1 – MRS S BARRY

*Name – Mrs S.B*

*Age – 80*

*Service Area – Bridgend*

*Overview – Mrs B's fall detector activated and help was arranged, avoiding what could possibly have been a hospital admission*

## MOBILE RESPONSE TEAM

**GALW GOFAL**

**24/7**

**CARE CALL**

### CASE STUDY 1 – MRS S B

On the afternoon of 11/02/2025 @ 13:57:30 Galw Gofal received a call from Mrs B's fall detector. The fall detector had activated automatically after detecting that Mrs B had fallen. @ 13:57:33 the call was picked up and answered by a Galw Gofal operator who was then able to communicate with Mrs B and ascertain that Mrs B had fallen out of bed and was on the floor. Galw Gofal passed the information over to the Bridgend Mobile Response Team within 7 minutes @ 14:04 who were able to respond and help Mrs B

Upon attendance the Mobile Response Team were able to lift Mrs B to her feet and assist her to bed. If Galw Gofal had not received the call from the fall detector, Mrs B may have been on the floor for a number of hours, which would probably have ended up with a hospital admission. Having the service and the fall detector in place, allowed Mrs B to get the essential assistance she needed in a timely manner and ultimately she was ok and able to remain at home.



## CASE STUDY 2 – MADGE CHAMBERLAIN



**Name – Mrs M C**

**Age – 104**

**Service Area – Conwy Council**

**Overview – Mrs C's Telecare Alarm was activated and the Galw Gofal operator who answered the call was advised by the daughter that Mrs C was not well at all and her breathing was rattling**



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**CARE CALL**

# GALW GOFAL

24/7 CARE CALL

On the morning of the 9<sup>th</sup> February 2025 @ 08:52:50 Galw Gofal received a call through from Mrs C's Telecare alarm. Our operator answered in 3 seconds @ 08:52:53 and spoke with Mrs C's daughter who explained that her mum wasn't feeling well at all and that her breath was rattling and she was pale and clammy. Daughter requested that an Ambulance be called. Our operator called an Ambulance on 999 @ 08:54:58 and passed on the symptoms.

Ambulance attended and we received an update from Ambulance Control @ 11:17 to advise that Mrs C had been conveyed to hospital.





## Case Study 3

Name - Mrs E W

Age – 70

Service Area – Ynys Mon Housing

Overview – Mrs E W smoke alarm activated and placed a call through to Galw Gofal. Upon receiving the call, the Galw Gofal team were unable to make contact and went on to follow the no response procedure which resulted in the Fire Service being called.

**GALW GOFAL**

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**CARE CALL**



# GALW GOFAL

24/7

CARE CALL



Gwasanaeth Tân ac Achub  
Fire and Rescue Service

*On the evening of the 6<sup>th</sup> November 2024 that @ 18:19:00 Galw Gofal received a call from Mrs W' smoke alarm. Our operator answered the call within 3 seconds @ 18:19:03. After being unable to raise a response on the initial call, our operator went on to follow the no response procedure by calling back into Mrs W home once, and upon still not receiving a response, calling the fire service on 999 @ 18:20:20 – meaning Fire Service were called 1 minute and 17 seconds of the call being answered.*

*Fire Service attended and confirmed that there was a fire in the property. The fire had been caused by two rogue sausages that had been left unattended in the frying pan. Although there was smoke damage caused by the incident, Fire Service managed to arrive before any harm was caused to Mrs W, who was found safe and well, and was able to go and stay with her granddaughter for a few days whilst the damage was repaired.*

# Case Study 4 – Buddi Activation



**GALW GOFAL**

**24/7**

**CARE CALL**



Name – Mr T W

Age – 53

Service Area – Gwynedd Buddi

Overview – On the morning of 20<sup>th</sup> July 2022, Mr W suffered an epileptic seizure outside a shop in Porthmadog. He was wearing his Buddi Alarm System at the time which activated and alerted the Galw Gofal team. The Galw Gofal team were then able to use his GPS co-ordinates to arrange help for him at scene

# GALW GOFAL

24/7

CARE CALL



On the morning of 20<sup>th</sup> July 2022 a call was activated from Mr W Buddi GPS alarm system at 11:56:11. The call was answered 11 seconds later @ 11:56:22 by one of Galw Gofal's operators. Although Mr W was quite difficult to understand speaking, our experienced team knew that Mr W was suffering a seizure. By using the Buddi website, our operator was able to pinpoint Mr W location to outside the factory outlet shop in Porthmadog, and was able to promptly arrange an Ambulance to respond by calling them on 999 and passing the details.

In this particular case, Mr W did come round somewhat of his own accord after a bit of time, and was able to make his own way to the hospital to be checked out. However had this not been the case he was reassured that help had been arranged so swiftly, demonstrating the value of the equipment and the call centre operator's role in the incident

