

Transcript – Care Connect

Animation appears on screen of a younger lady waving through a window to an elderly lady inside the house

Music plays over the animation (continues throughout video)

Animation zooms in to focus on elderly lady looking sad

Animation switches to a living room showing younger lady holding a mobile phone sitting next to elderly lady on a sofa.

Text appears on screen in a speech bubble, “What do you think about a personal alarm?”

Text appears on screen in a speech bubble, “Yes I think that would provide us both with peace of mind...”

Animation zooms in to younger lady and elderly lady still sitting on sofa

Text appears in a speech bubble, “And make me feel safer.”

Animation switches to a close up of a hand holding up a mobile phone showing a search bar

Animation shows the phrase Personal Alarm being keyed into the search bar and search results appear showing <https://www.durham.gov.uk/careconnect>, Care Connect, our alarm service Durham County Council.

Animation shows finger clicking on the website link

Animation switches to show Care Connect logo on a white phone screen (yellow and blue colours)

Apply button appears (blue colour) and finger taps this

Animation switches back to living room scene where younger lady is sitting next to elderly lady on sofa. Younger lady is holding a mobile phone that shows the Care Connect logo and Apply button (yellow and blue colours)

Text appears in a speech bubble, “It’s simple Mam, nearly done!”

Animation switches back to a close up of a hand holding a mobile phone showing Care Connect logo on a white phone screen (yellow and blue colours).

A green tick inside a circle appears with the words - Referral Complete

Animation switches back to living room scene where younger lady is sitting next to elderly lady on sofa. Younger lady is holding a mobile phone that shows the Care Connect logo and green tick

Text appears in a speech bubble, “Care Connect will call you to confirm installation.”

Animation switches to show a blue telephone ringing

Animation switches to a split screen showing elderly lady holding the telephone to her ear and Care Connect receptionist at a computer and wearing a headset, a Durham County Council uniform and staff badge.

Text appears as speech bubble, “Hi it’s Daniel from care Connect...”

Text in speech bubble changes to, "I'm calling about the referral your daughter has made."

Text in speech bubble changes to, "Can we install the equipment on Thursday please?"

Text appears in a speech bubble, "Yes, that would be great, thank you!"

Animation switches to show white Care Connect van with DCC logo and Care Connect logo parked outside a house.

A carer appears next to the van wearing PPE, DCC staff badge and DCC uniform.

Animation shows the Carer knocking on the door and the door being opened by younger lady

Animation switches to show blue telephone, vase of flowers and Care Connect equipment. A hand moves in to connect the cable to the Care Connect equipment

Animation switches to show elderly lady and younger lady with a hand handing the Care Connect button over

Text appears in a speech bubble, "Mam, this button can be pressed at any time..."

Text in the speech bubble changes to, "Day or night 24 hours a day and you'll be connected to Care Connect immediately."

Animation zooms out to show carer next to the ladies.

Text appears in a speech bubble, "If you need help, our friendly 24/7 response team can attend and help with whatever you need."

Animation switches to show younger lady outside the house waving through the window to the elderly lady.

Animation zooms in to show the elderly lady is wearing the Care Connect wrist button and is smiling

Care Connect logo appears over the top of the animation (blue and yellow colours) with the words – 24/7 support at the press of a button, then the background fades to white.

Screen switches to show the words – A Durham County Council Service, above the Durham County Council logo