

## Transcript – Care Connect

Music plays over white background (continues throughout video)

Care Connect logo appears on screen (yellow and blue colours)

Animation appears on screen with a hand holding a spoon with a cereal bowl and two biscuits

Animation then switches to a living room with a TV and an armchair, then animation of an elderly man appears on screen holding a cup of coffee/tea.

Animation of man slips on rug and spills his coffee/tea

Animation of man pressing his emergency tag around his neck

Animation of Care connect receptionist appears on screen with headphones on and a desktop screen with care connect logo on it and a mobile phone with a message, **ALERT- Someone has had a fall**

The mobile phone shakes as the message appears on screen

The screen switches then to an animation of Durham County Council offices with a car that has the care connect logo on it, it starts to drive away from the offices

As it drives away air wind turbines and hills appear on screen with outline of Durham Cathedral in the background

Animation appears on screen of car arriving at the house of the man that has fallen over, the carer then appears on screen with a mask and PPE on

Cares enters the house via a code and key

Animation appears of carer standing over the elderly man that has fallen

Text appears on screen in a speech bubble, "Hello, It's Helen from Care Connect."

Text appears on screen in a speech bubble, "I'm over here"

Animation appears on screen of carer and elderly man standing together

Text appears on screen in a speech bubble "Thank You"

Carer now wiping up the spilt coffee/tea

Animation appears on screen of elderly man waving sitting down having recovered and carer offering him a cup of coffee/tea

Text appears on screen in a speech bubble "Would you like us to contact your family or call your GP"

Animation of carer placing house back in the key code safe

Animation of carer sanitising her hands in her car having now left elderly man's house

Animation of car driving away from the house and arriving back at the Durham County Council Offices

Animation of carer putting dirty items in a bin

Care Connect logo appears on screen

Text appears on screen "24/7 support at the press of a button

Website details appears on screen – [www.durham.gov.uk/careconnect](http://www.durham.gov.uk/careconnect) alongside text - A Durham County Council Service

Durham County Council logo appears on screen

**--Ends--**