

Dodd Group (Midlands) are delighted to acknowledge the fast thinking care and concern shown by one of their Engineers towards an elderly tenant.

Steven Mann, who has only recently qualified as a Gas Engineer, was working at a property for our Stockport Homes contract, when he noticed one of the elderly tenants was unwell. Steve was worried about the gentleman and being unsure what to do, Steve rang our client and was put through to the 'care call' team and them aware of his concerns.

An ambulance was called to the property and the tenant was taken directly to hospital, where he was later treated for a potentially life threatening 'pulmonary aneurism'.

The Ambulance service and the 'Care Call Team' at Stockport both praised Steve for his quick thinking, confirming that if he had not raised the alarm, their tenant would not have been so lucky.

The Senior Management have acknowledged Steve's actions and prompt thinking, and Steve was awarded a 'Local Hero' certificate by the team.

'Due to Steve's action in reporting a resident where he was working was 'in a bad way' the resident received medical help and was admitted to hospital. It is believed that Steve's actions may have saved the residents life.'

We actively champion the 'Don't Walk By' procedure and this is a positive outcome of that process'.

