



28 April 2026

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 47590-26
Subject: Clients living with long term conditions
Date Received: 21/04/2026

Thank you for your request for information received on 21st April 2026 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below.

FOI QUESTION(S)	ANSWER(S)
I would welcome if you could kindly, please clarify if a client lives with a long term condition and they are unable to speak via phone to any emergency service (Northern Ireland Ambulance Service, Northern Ireland Fire and Rescue Service or Police Service of Northern Ireland) and can only utilise email or text how can the call handling team be aware of their specific needs and place relevant interagency safety system alerts on to same and also be made aware of key code access details. Is there a specific governance form that needs completed for same? For example: A client who is at risk of infection, becomes unwell, hasn't the ability to verbally communicate, doesn't have the energy to type an email or text and presses the "call bell" how is this interlinked so that any emergency service is aware client needs help (however equally at the same time owing to disability the client can't actually communicate that need in writing or verbally) and client lives alone in community.	If a client with speech impediments requires an ambulance there would be various options available. Firstly, we would recommend a warning flag to be placed against the address with details of the patient and their condition along with details of door codes and/or key safe codes for the address to enable our crew to gain access when they arrive. This can be done by the patients GP, for example, contacting us and providing the information required. We would also suggest that the patient registers their mobile number with Relay UK, it is BT's text service to assist deaf, hard of hearing and speech impaired. Details of about the service and how to register can be found here - www.relayuk.bt.com . There is also the Silent Solution option which is when you dial 999 you would listen to the operators questions then cough or dial 55 to let the operator know it is not a miss dial, they will then connect you to the police.



	It would also be beneficial for anyone with a speech problem to sign up to a personal alarm service, like Radius Connect 24, TakingCare or one of the many other such options available. They can record all details about the patient's medical history and access details for the property. Once set up they can be accessed by simply pressing a button on an alarm pendent or similar device. The alarm company would then contact us on behalf of the patient and ensure we have all relevant details.
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I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

If you require an internal review to be undertaken, please request this via the email address: information.governance@nias.hscni.net

Or submit via

Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Email: ni@ico.org.uk
Website: [ICO Website](http://ico.org.uk)
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team

This response has been prepared for disclosure log publication. Only minor editorial or redaction amendments have been made for clarity and compliance with data protection legislation. The substantive content is identical to that provided to the requestor and the original issued version remains the authoritative record.