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17<sup>th</sup> October 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220937.

You requested the following information, please also see our response below:

**Could the Trust please provide information on how many emergency calls were triggered by personal telecare alarms which were set off accidentally, including SOS alerts and falls alarms.**

**If information on what caused the false call out is not available, could they provide details of how many ambulances were dispatched to an address where no incident had taken place and the resident had not requested an ambulance.**

Year	total Calls	Incidents with a response on scene
2020	198	96
2021	160	55
2022	152	43

- Data is from 01 Jan 2020 - 30 Sep 2022 using calls received from Careline and call notes freetext search "false alarm"

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

**Freedom of Information Coordinator**  
**South East Coast Ambulance Service NHS Foundation Trust**

