



# Adult Social Care

# BUDDI



**HARTLEPOOL**  
**BOROUGH COUNCIL**

Review Date: June 2025

Buddi units are extremely useful to help people who are at risk of wandering or getting lost due to memory problems or lack of understanding. If a person who carries a Buddi unit happens to get lost, workers are able to locate the person using global positioning satellite (GPS) and mobile phone technology.

Buddi can:

- Help people feel safe when travelling
- Let the person's carers or the police know if they get lost or need help when alone
- Help people to travel alone safely

Buddi is particularly useful for people with dementia, learning disabilities or a brain injury. Using the Buddi system can mean more freedom and independence for a person who may otherwise be unable to go out of their own.

## Buddi Features

As well as providing GPS location services, Buddi unit offers additional services to help the wearer feel safe, such as:

- **Buddi emergency alerts.** These enable the Buddi wearer to raise an alert if they find themselves in an emergency situation
- **Buddi audio feature.** This automatically records and stores any sounds around the Buddi unit when the wearer presses the emergency alert button.
- **Buddi person-down.** This detects falls and triggers an automatic alert.
- **Speed motion alert.** This sends an alert and emergency response if the wearer has not moved for a set period of time.
- **Buddi Boundary.** This allows for a boundary "fence" or perimeter to be created around a specific area. Buddi raises an alert if the wearer goes out of his area.
- **Buddi tracking.** This allows up to 5 Buddi units to be tracked for up to 7 days.


## Getting a Buddi unit

If you think you are interested in the Buddi system and would like to find out more, please contact the Hartlepool Support Hub at Hartlepool Borough Council.

# HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care](#).

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday.  
8.30am - 4.30pm on a Friday.

 Email [helping@hartlepool.gov.uk](mailto:helping@hartlepool.gov.uk)

*We will connect you to the things that will help you get on with your life.*

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

*You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm*

 **01429 803100**

 [ispa@hartlepool.gov.uk](mailto:ispa@hartlepool.gov.uk)

 **07977709900 (Relay UK)**

## How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**