



## Our Services

We are one of the UK's largest telecare organisations, providing products and services to many thousands of customers. Our state-of-the-art alarm receiving centre, using the call handling digital platform UMO, is interoperable with hundreds of devices. Our thriving client base includes local authorities, housing associations, support organisations and private customers.

We offer the full range of telecare support services from mobile response, to out of hours, to installation from our highly skilled technicians. With our size and experience comes an efficient, cost-effective, person-centred and innovative service. With our years of knowledge, we're able to provide incredible customer service for you and your clients.

We promise caring hearts and smart solutions to help the everyday lives of our users. And at Careium we keep our promises.

## About Us

For over 45 years we have provided telecare and technology-enabled care services that have enabled safe and independent living for elderly and vulnerable people across Europe. We are the market leader in technology-enabled care in the UK, Sweden, Norway and in the Netherlands.

With technology enabled care, we can, whilst making it easier for society, provide our users with a safer, active and more meaningful everyday life.

## OUR VISION AND VALUES

We're committed to helping the vulnerable live an independent life

Our motivating force is a genuine care for our users – we always put their needs at the centre of our operations. From this starting point, we are constantly looking for better ways in which to help.



## THE CREDENTIALS TO REASSURE

We are proud to hold the industry's primary accreditations and credentials, reflecting our commitment to quality and customer service. We work tirelessly to ensure we uphold the highest standards of service. The Telecare Services Association is the industry's largest specific membership network across local government, health and the private sector and our Quality Standards Framework (QSF) status shows that quality is embedded in our organisation.

ISO are globally recognised standards that demonstrate our ability to consistently provide products and services that meet the needs of our customers and other relevant stakeholders. We are proud to hold ISO 9001 (quality), 14001 (environmental) and 27001 (information security).





The operators in our centre are highly trained to deal with a wide variety of issues and scenarios and can provide you with the confidence that whenever an alarm is activated, no matter what the circumstance, the call will be dealt with in a friendly, caring and effective manner. This ensures that no matter what situation arises, you can feel assured that the appropriate aid will soon be on its way.

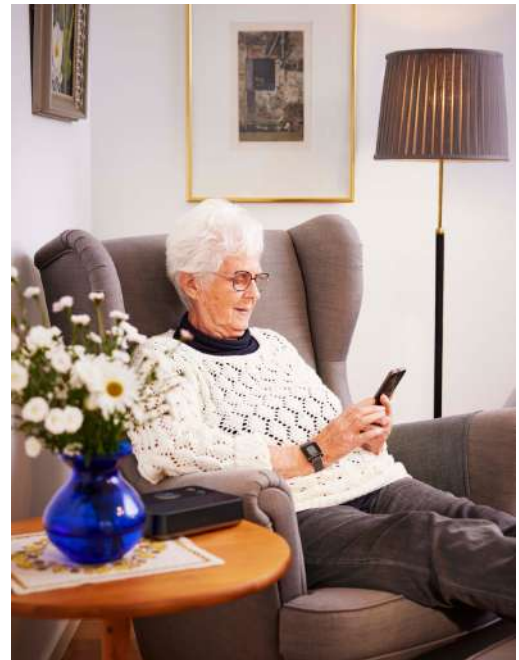
With a head office in Blackburn, Lancashire, we provide monitoring services to thousands of clients right across the country and have a dedicated team available 24 hours a day, 7 days a week, 365 days a year to help our customers when they need it most. We firmly recognise that it is important to provide high quality personalised services to all our users. Although the technology itself is key to providing a reliable and effective monitoring service, we strongly believe that the personal and heart felt personal service that we provide behind the technology is what makes us unique.

We have been running monitoring centres for over 30 years and we pride ourselves on giving the best possible service to our users. We are highly accredited to all the codes of practice set by our service industry board, the Telecare Services Association, and aim to provide the highest quality of service and reassurance to our users at all times.

## AUTOMATED WELLBEING CALLS

Our automated telephone calling service means you can scale up your level of proactive support and keep as many of your clients safe as possible, especially critical during the winter months.

Working in partnership with Yokeru, we can now offer limitless proactive calls, making many calls at the same time. It supports residents' independence as they can receive calls on the landline or mobile, at a time suitable to them. Auto-prompt equipment tests can be carried out and we are able to have bespoke scripts which are suitable for different types of calls such as wellbeing, alarm tests, medication or weather issues. We can also offer calls for emergency notifications and automated customer surveys.



Tenants in schemes can also be reminded about upcoming events, promoting a sense of community and fighting against loneliness & isolation. For users unable to interact with the service (e.g. dementia, sensory difficulties) we can continue operator calls to them.

## MOBILE RESPONSE SERVICES



We can provide an emergency mobile response service across the UK. Our response teams are fully trained to deal with sensitive and emergency situations. If a user presses their alarm, and friends and family are not able to attend, our responders will come and assist, wherever possible usually within 45 minutes of receiving your alert. They will assess the situation, providing necessary support and liaise with our control centre, emergency services and friends and family. They will stay with the customer for as long as necessary to ensure their safety. If the customer has fallen and is not hurt, our responders may be able to help them back on their feet using specialist equipment. Our mobile response team will be easily identifiable as they will be wearing a uniform and also be carrying an identification badge.

## TELECARE ASSESSMENTS

Our telecare assessors are professionals who are involved in choosing the most suitable assistive technology for customers and/or their carers. They assess individuals and establish their requirements, to allow service users to maintain independence. They work to ensure our services are meeting clients needs and are promoting positive outcomes as well as having the experience to correctly assess the equipment that would best suit a client's needs. They are compassionate and respectful in their approach and mindful of the fact that they are working with elderly and vulnerable people.



## HOSPITAL DISCHARGE



When a hospital patient no longer requires in-patient care, it's crucial there is no delay in their discharge, to improve their recovery and minimise the risk of acquiring a hospital-borne infection. Our Urgent Hospital Discharge service prioritises these patients by equipping their homes with necessary assistive technology, ensuring a seamless transition to a home-based care plan while keeping the patient's safety our top priority. Once an order for Urgent Hospital Discharge is placed, it takes precedence over all other jobs, allowing us to liaise promptly with the patient in the hospital and their designated keyholder or contacts. This efficiency ensures we fulfill the order within the contract's specified KPI timeframe.

## MAINTENANCE OF HARD WIRED EQUIPMENT

We work in partnership with multiple nationwide installation and maintenance partners. This gives us complete flexibility in meeting our customers' needs.

These partners have been specifically selected to ensure we are able to provide our customers with the best possible service. Orestone, for example, is an independent installation and maintenance company, specialising in the analogue to digital transformation. They employ industry specialist field engineers in multiple locations with a combined experience of over 65 years.



## TELECARE INSTALLATIONS

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We have a team of highly skilled, professional technicians who install and maintain equipment in customers' homes. Our technicians are enhanced DBS checked and drive branded vehicles and wear a uniform with ID for easy identification when they arrive. We pride ourselves on the friendly, helpful and compassionate nature of our team of technicians. During a professional installation the technician will fit the equipment, test the system thoroughly and show the user how it all works. Detailed information on health conditions, GP and friends and family contacts can be recorded on site and it will be held on our system so we know who to contact in an emergency.



## DATA VISUALISATION

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We offer digital reporting solutions for our customers through the use of interactive data visualisation platforms, making data more accessible and providing powerful insights. A key focus of this digital platform is using insights to drive a more proactive approach to care, using data to identify and highlight potential care needs for service user. Some examples of areas we deliver insight are:

- Vulnerable and at-risk service users
- Service user demographics
- Careium performance
- Alarm call volume analysis
- Emergency services monitoring

Our data analysts are responsible for ensuring we are doing the most with our data by providing in depth analytics & insights and providing modern solutions for this accessed and consumed.

## LONE WORKER SOLUTIONS

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We can offer a host of lone working devices and monitoring of the lone working solutions is delivered via our platform UMO. UMO is a state-of-the-art calls monitoring platform, provided by Enovation. The system enables us to ensure users and their equipment are monitored to the highest possible standards. The platform includes voice recording technology combined with our telephone system. Voice recordings will be held securely and processed in line with data protection law and relevant retention policies. We can securely provide you with electronic copies of calls within 48 hours of request. We will provide reporting information collected directly from the suppliers' databases. With your involvement we can design bespoke reports that fulfil your performance and reporting requirements.

## OUT OF HOURS SERVICES

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We offer a dedicated 24/7 service to keep your organisation responsive and supporting residents & customers, outside of usual office hours, during times of crisis or to assist with planned downtime. Our contact centre delivers friendly, professional out of hours contact services to Local Authorities, Housing Associations, Registered Providers and Charities. Our team is available 24/7 and is trained to resolve a diverse range of issues, from basic housing repairs through to major civil emergencies.

Working with over many county councils and local authorities we offer an out of hours repairs service that diverts to our fully trained personnel when their offices close, and 24/7 at weekends. Answering calls for their residents for emergency repairs and any other emergency. Collaboratively following your processes and agreed manual, to triage, support with telephone assistance to fix, or deploy a contractor if needed.

## Tailored reporting

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A dedicated team will work closely with you on reporting and to ensure all activity is delivered. Our reporting templates ensure that we capture significant feedback that is both qualitative and quantitative, enabling your teams to seamlessly action any follow ups.

## Out of hours emergency repair service

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Calls are answered by compassionate, competent and efficient operatives. We will work with you to build tailored procedures, with an aim to achieve 'first fix' resolutions – prompt call completion and incident resolution within a single call.

## Daytime office cover (planned and emergency)

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We provide both planned cover (e.g. staff conferences, away days, training sessions), and emergency business continuity cover (in the event of interruptions or failures to normal day-to-day systems and services). Daytime cover is delivered in line with the emergency repairs procedures and protocols, with all non-emergency calls referred back to the main contact at the next available opportunity.

## Customer satisfaction surveys

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We ensure customers have the opportunity to give you feedback, at a time that best suits them. Our team can undertake daytime and evening telephone calls to capture satisfaction levels and identify where improvements can be made.

## Anti-social behaviour services

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Customers can report incidents of anti-social behaviour (ASB), whilst our enhanced service ensures ongoing support to customers experiencing prolonged ASB. Our team record all details of reported issues, generating a unique report reference for the callers reassurance. If at any time the customer fears for their safety or that of another, our team of advisors will escalate the situation accordingly with the emergency services. We can also schedule regular support calls for your most vulnerable customers.

## Reporting of homelessness

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Our out of hours homelessness reporting service is for those who contact us as they have nowhere to live. We work with you to ensure your policies and procedures are adhered to when identifying the requirement to provide temporary accommodation. A number of bespoke questions will be raised to confirm the status of the caller; these feed into the triaging process and ensure that the service is delivered to those callers genuinely in need of temporary accommodation.

## Social media monitoring

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Social media is an essential part of your business marketing strategy. Social platforms help you connect with your customers and increase awareness about your brand. We can monitor your social media on your behalf and respond accordingly to urgent or emergency issues.



## DECOMMISSIONING SERVICES

Are you considering changes to your telecare provision and are unsure how best to keep your residents protected? Do you know the options you have for continuing to offer 24/7 support in your properties, whether your existing telecare is removed or you plan to downgrade your supported scheme to general needs properties? We can help with decommissioning your telecare services.



**1. Remove all telecare alarms.** Whilst we can help you to remove all existing telecare equipment from your properties, we'd hope to work with you to maintain an element of 24/7 protection for your residents. This includes converting your residents to privately paying customers who fund their own telecare. We already monitor over 20,000 individuals across the UK – with us, your residents are in safe hands. Ask about bespoke rates, installation options and information we can provide to assist your residents through the change.

**2. Decommission your properties, leaving communal areas, fire panels and door entry systems.** Using a qualified engineer individual properties can be removed from the main calling point on your scheme. Existing communal area alarms, fire panels and door systems will continue to contact our team with no additional reprogramming. This option may require additional equipment and wiring upgrades due to the digital switch over. A qualified engineer will be required to assess whether the wiring is suitable.

**3. Supply dispersed units to residents and for use in communal areas.** Alarms will be installed into individual residents' homes using existing

telephone lines to connect to our monitoring centre. For residents without a phone line, we can supply a digital unit. For additional support, a monitored smoke detector can also be installed. For communal areas, a dispersed alarm can be installed on the wall with smoke detectors linked to it. It may be possible for your existing door entry system to remain linked to our monitoring centre if it can be separated from the equipment being removed. If this is not the case, a standalone door entry system could be installed, if desired. Speak to us about additional environmental sensors that can work with your residents dispersed alarms.

**4. Upgrade your existing hardwired system.** If you want to keep your scheme hardwired but future proofed, you can upgrade your existing technologies. If you plan to remove properties from your scheme, this will allow you to retain your fire panel, door entry system and communal area alarms. Your existing hardwired system will need to be checked by a qualified engineer to ensure they are digitally enabled. There may need to be a change to the wiring of the building as well as the equipment, depending on how your existing technologies are installed.

## VIRTUAL CARE

Ethel is a comprehensive platform that helps vulnerable people remain independent for longer. It includes a large, touchscreen device that is tailor-made for those with little or no computer experience. It enables any number of family, friends and care teams to instantly connect with an individual.

Ethel is a simple, plug and go solution that supports a person in their own home. It helps reduce social isolation, promotes independent living, increasing connections with family and friends and helps medication management



## TELECARE PRODUCTS

We provide proven, high-quality digital Swedish technology, smartly designed for those who want both safe support and independent everyday lives. We offer everyday safety for those who need it and convenience for those responsible for care. Whether you need a cost-efficient end-to-end digital alarm chain or a customised selection of social alarms, fall sensors or virtual checks, our products are quality assured, cost-effective and made to fit your individual needs. Note: Our monitoring platform is supplier agnostic and can also support other manufacturers' products.

Please contact us for more information about our telecare services or to request a copy of our 2024 product catalogue.

