



ANNUAL REVIEW 2018

# Dedicated to helping people live independently



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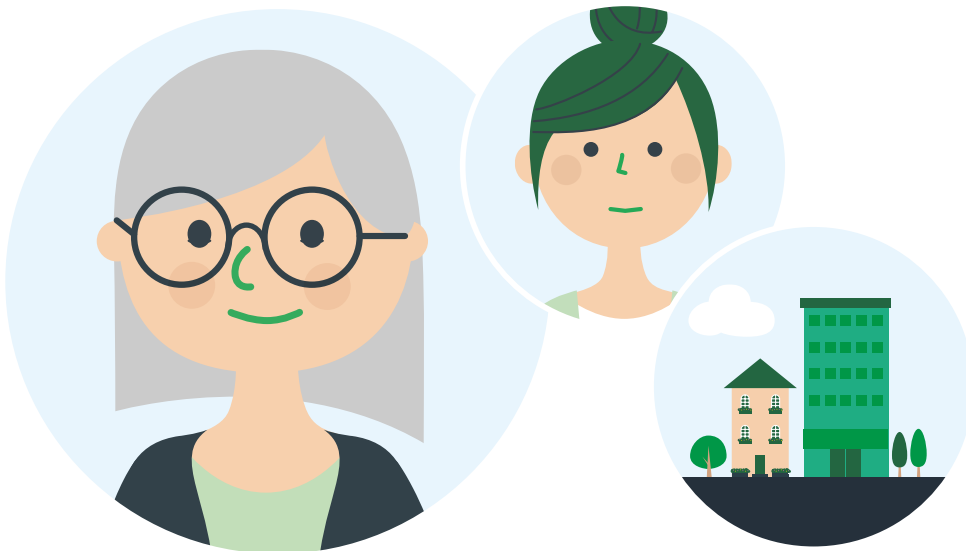
# Message from the UK Country Director

As the new Country Director for Doro Care UK I am delighted to be introducing the 2018/19 Welbeing Annual Review. Having only joined the business at the beginning of April 2019 I thought it would be useful to share with you some of the things I have discovered in my first few weeks.



# Visionary solutions delivered with care

Welbeing is a leading provider of technology enabled care services in the UK. We offer high quality, fully integrated managed services and work closely with our customers to develop innovative, cost effective solutions.



## Doro Group

Since June 2018 Welbeing has been part of the Doro Group – the global leader in telecoms for seniors. The acquisition was important to Doro as they gained representation in Europe’s largest telecare market, the United Kingdom. Welbeing has benefited from Doro’s access to research and development, its unique understanding of digital technology and its experience of the mobile phone sector.

## Our vision

To be the number one service provider of technology enabled care services in the UK. To achieve this goal, we set high standards for ourselves and our partners. We rise to challenges by growing our business and championing our people.

## Our main activities

- 24-hr telecare monitoring and response service co-ordinated through our two contact centres: at our head office in Eastbourne, and in Dereham, Norfolk.
- Supply, installation and maintenance of community alarms and advanced telecare devices e.g. smoke detectors, fall detectors, flood detectors and medical alerts.

## Other community services

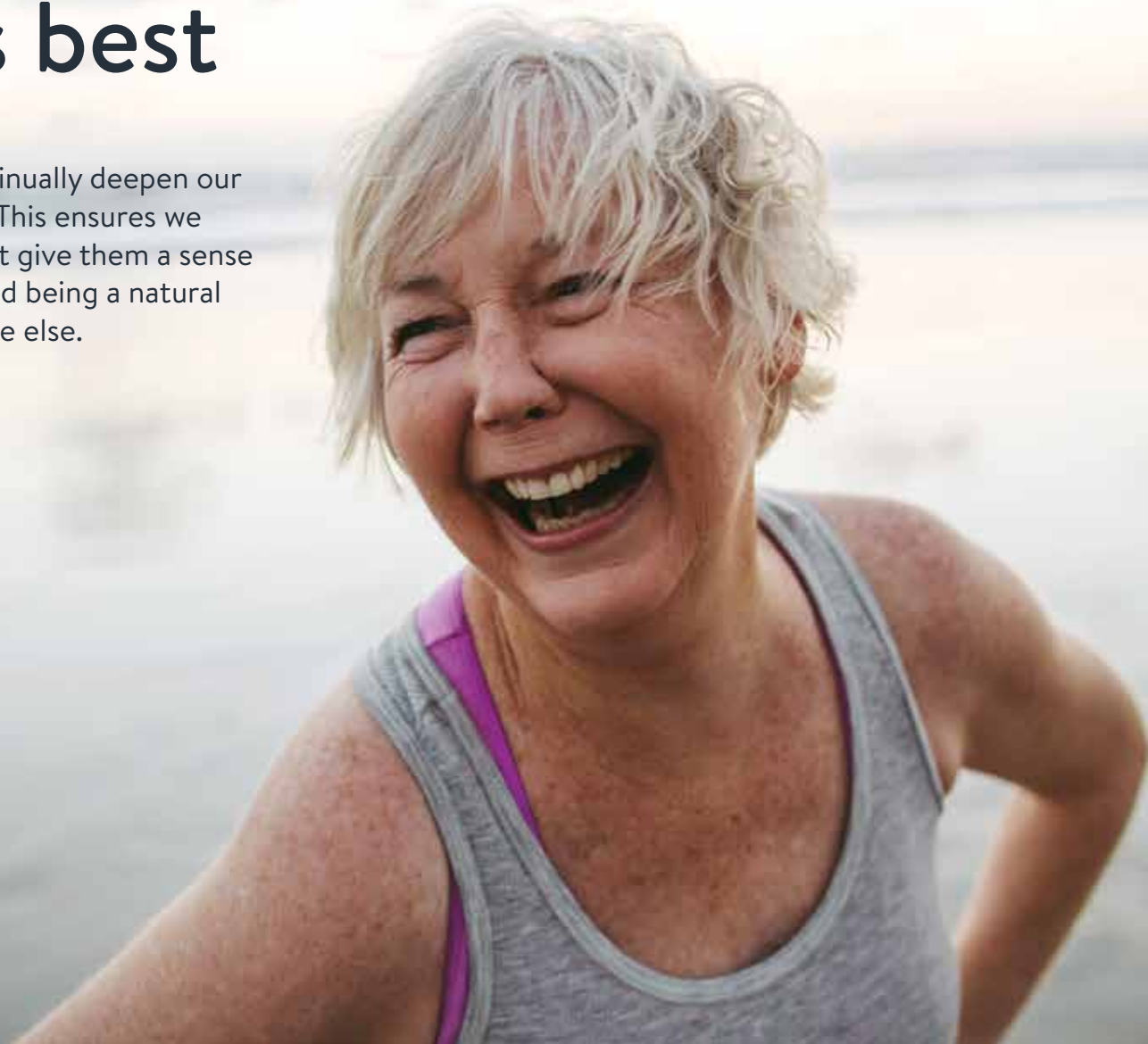
- Visiting and telephone check calls for individuals
- Lone worker protection
- Out-of-hours contact centre for housing providers and local authorities
- Telephone answering services
- Emergency Mobile Response





# We know our customers best

As part of Doro we strive to continually deepen our knowledge of the senior market. This ensures we develop technology solutions that give them a sense of belonging to, feeling safe in and being a natural part of society – just like everyone else.





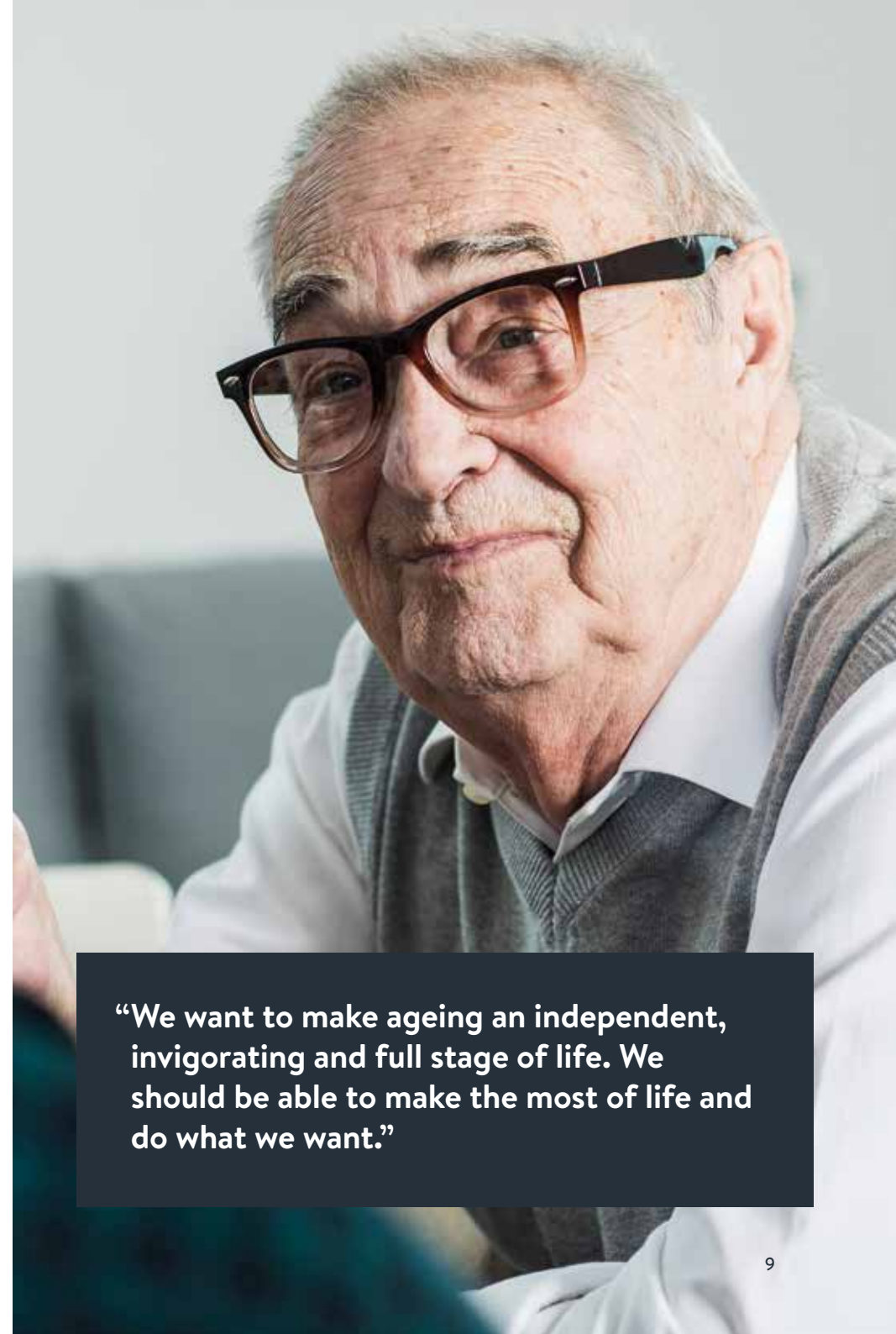
# Driving forces for our offer

- Demographic changes in society mean that the proportion of seniors is increasing, both in absolute terms and in relation to the population as a whole.
- Demand is increasing for new technologies and innovative solutions that encourage a healthy lifestyle, prevent accidents and proactively help reduce costs in health care.
- A growing need for care in society leads to a greater cost burden for government, local and county authorities. There is therefore a great need to find new and effective solutions to counteract the rising cost.

## We all want to live at home for longer

Today, it costs society almost five times as much to care for a person in a care home than if he or she lives in their own home. The possibility of living independently and safely at home longer is also something that is usually in line with our own wishes. We all want to live an active and independent life. The need to find innovative solutions that make it possible to live at home longer is therefore of great importance for increasing the quality of life.

Doro holds a strong position in this growing market. We are the market leader in mobile phones for seniors and a leading player in security solutions in Sweden, Norway and the United Kingdom. The combined knowledge of our customers needs means that we can offer everything from individual products to complete and customised solutions that combine hardware and software, service and support. These are aimed at seniors, relatives, health care providers and carers.



**“We want to make ageing an independent, invigorating and full stage of life. We should be able to make the most of life and do what we want.”**

# Customer satisfaction survey results

We sampled 5% of our customers via telephone interviews with a £50 prize draw incentive of M&S vouchers or a donation to a charity. The fieldwork was carried out between April and May 2019.

## Highlights

- 99% of customers said our operators were polite and helpful
- 99% of customers would rate the overall quality of service as good/very good/fair
- 98% say the service is good value for money
- 97% said they feel safer as a result of having telecare in their home
- 99% would recommend the service to friends and family

We have recently introduced Trustpilot as a further way of gaining valuable insight into our products and services.





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