

# DORO NEWSLETTER



WINTER 2019

## PARTNERSHIPS FOR LIFE

Thank you to everyone who attended our Go Digital With Doro roadshows, it was great to see so many of you and we had lots of positive feedback on the venues and presentations.

Our aim for this first event was to engage into a conversation with you, to understand your concerns and present the wealth of experience Doro has in the transition process in other markets. It was good to ignite the discussion on the switch to digital and it does appear that many of you are now ready to start planning and future proofing your service. Equally we were keen to discuss the next steps, considerations and challenges applicable to your organisation.

As you will see from the newsletter we have received a

number of questions from both event audience delegates and subsequently from others keen to begin charting their route through this process. Please continue engaging at [digital@doro.com](mailto:digital@doro.com).

A reminder of the opportunity provided by BT and Virgin to share your contact centre numbers with them for testing.

In closing we would like to wish you, your teams & your clients a happy and peaceful Christmas and a prosperous 2020. Time flies, before we know it will be 2025!

### Team Doro

Your key Doro contacts are happy to meet with you to discuss telecare support and information:

#### Noric Dorn

Key Account Manager South  
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#### Wayne O'Donnell

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#### Paul Nelson

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**Missed the presentation?**

Email [digital@doro.com](mailto:digital@doro.com) to request your copy



## WINNER OF THE TRIP TO SWEDEN

Congratulations to Leeds City Council who are the lucky winners of a trip to beautiful Sweden. Wayne will be in contact shortly to sort out the finer details. Grattis!



## DIGITAL Q&A

Thank you to everyone who participated in the Q&A sessions at the roadshows. It is the first time we have used Slido and we think it worked very well.

Many of the questions were answered on the day but we have put together a document for the rest. Such as “When do you expect Welbeing/Centra to be capable of full end to end digital services?” and “What common problems do you experience with digital units?”

**A full list of the questions and answers can be requested by emailing [digital@doro.com](mailto:digital@doro.com)**

## MORE ROADSHOWS TO FOLLOW

Due to popular demand we will shortly be sending out invites for our next roadshows in Wales. Want an invite? Email us on [digital@doro.com](mailto:digital@doro.com).

## VIEWS FROM SWEDEN - WHY DID YOU MOVE TO DIGITAL?

### BORÅS STAD

“Borås have always strived to be at the forefront when it comes to telecare units and other electronics related to improving home help. The argument of continuous monitoring of the SIM and sensors was enough to get us interested. We also needed a solution that did not require to work on the analogue telephony network.”

### LIDINGÖ STAD

“The telephone network is digitised, analogue units do not fit into the new networks. 20% of all alerts from analogue units do not reach the alarm response centre. Also, not many service users have a fixed phone line today. New buildings do not have land lines”

### TRELLEBORGS KOMMUN

“We wanted one single dispersed unit for all of our customers. The analogue unit wasn’t good/safe enough when used on digital telephone lines. The Swedish government also wanted every municipality in Sweden to have changed their systems to digital before the end of 2018.”

## YES, BUT WHAT ABOUT COST?

Our cost calculator tool can help you work out the cost of switching to digital. Tell us the estimated volumes over 12 months of analogue units to replace and we will do the rest.

## Still buying analogue but want to invest in the digital future?

**Buy the new DORO SARA for just £65** and receive a £50 trade-in towards a current Doro digital alarm anytime within the lifetime of the unit.





## HARDWIRED SCHEME SWITCHING TO DIGITAL

A question asked by several of you at the roadshows was how can sheltered housing providers upgrade to digital to ensure they offer resilient, flexible support?

Doro has many success stories in providing futureproof digital dispersed units to replace hardwired schemes. We also have options for nurse call and warden call systems to be replaced with a fully digital system.

**Here we discuss a scheme of 22 flats who replaced a hardwired system with a flexible dispersed system using Care IP Mobile units.**

Each flat was provided with a pendant/wrist worn alarm service and 5 pull cords. All the alarms report to an onsite warden/responder with a dedicated mobile phone and calls route through a local switchboard (could also be switched at night to another mobile phone/ARC). Residents often go into each others flats and there is an open community area so the

pendant alarms needed to be able to report back to each resident's CIPM care unit from across the whole site. We therefore supplied range extension units for complete coverage.

An alternative configuration is for the CIPM Alarm to report directly to an ARC or a mobile phone to alert responders, and there is no need for an internal telephone exchange. Peripherals can also be linked to each of the rooms or flats.

Also the system has its own online portal which monitors and has a heartbeat to report when connections are lost or has a low battery. It is also possible using the online system to change settings remotely for each resident with alert times and other parameters.

### BENEFITS

**Adaptable** - any smartphone or ARC can be used to receive alarms.

**Flexibility** - unit can be placed anywhere in the property (no telephone socket needed) or moved to another flat.

**Remote access** - change timings and settings using the online portal.

**Integration** - using the on-site response service.

**Cost reduction** - considerable savings were made compared to the cost of replacing a hardwired system.

## DORO GPS WATCH LOCATES MISSING MAN

### The Situation

Mr S has epilepsy, is non-verbal and has autism. He would often leave home whenever he felt overwhelmed, anxious or upset. His parents were increasingly worried in case he had a seizure and about his lack of awareness of danger.

### The Challenges

Conwy Borough Council had tried other GPS devices, however Mr S often forgot his mobile phone when he left the house, so they weren't appropriate. When his mum mentioned he was obsessed with watches and his ordinary watch had just broken, Conwy were able to introduce the GPS watch easily and smoothly.

### How the 480 GPS Watch Helped

Mr S absolutely loved the watch and the fact he was able to use the button functions to call his parents when he was anxious or upset. On a family holiday to the French Alps Mr S suddenly ran off as soon as they reached the summit of the mountain. His mum quickly logged onto her phone and was able to track where he was. With assistance from the mountain rescue team they were able to locate him accurately. His mum is forever grateful that he was wearing the watch and the mountain rescue team were very impressed with it. Over the 6 weeks holiday in France, he absconded several times and his parents were able to quickly locate him.

### DORO 480 GPS WATCH

This wristwatch features sophisticated tracking and communication capabilities to enhance the wearer's safety. If distressed or in need of help, the wearer can easily trigger an alarm. It also allows monitoring centres to regularly check in with the wearer, be alerted of the wearer's location, and even communicate over a built-in speakerphone.

