

DORO NEWSLETTER



SPRING 2020

BT LAUNCHING DIGITAL VOICE IN 2020

BT will be launching Digital Voice as an option for home phone customers on 31 January 2020. This is in line with the move to all IP Voice services by all communication providers and follows BT's announcement to move all customers from PSTN to all IP by 2025. It means, if not using a digital unit then an analogue telephone adapter (ATA adapter) would need to be plugged into the analogue unit which has big issues around;

- Reliability
- Short term interim solution
- Lack of power backup
- Other markets and countries recommend against or even banned the ATA

Find out more here:
<http://bit.ly/2S9kPdh>

WHY CHOOSE DORO?

Whether your digital transformation journey has already started or yet to begin, Doro is the right partner for you:

- We are the market leader in digital social care solutions
- We've got our extensive experience across Europe to share with you
- Long and solid history in social alarms - the world's first digital alarm by Doro in 2008
- 250,000+ digital units installed across Europe
- The UK business now supports 92K connections and handled 238,445 alarm calls alone last October plus a further 11,500 out of hours calls
- The Doro group now includes monitoring centres Welbeing and Centra
- Our service users love us - 99% customer satisfaction
- We've extended contracts with Red Kite, Colne, Optivo and Gloucestershire County Council for another year. A great reflection of the clients satisfaction for our service
- Recently started new contract with Sheffield bringing an additional 8,500 new clients

TSA case studies on issues with analogue alarm units

The TSA are gathering case studies from control centres who use analogue alarm units from various telecare suppliers and since OpenReach started the digital switchover there has been reports of;

Call failures whereby the unit has to redial. An example included a call from a smoke detector and the operator who couldn't hear and was unable to provide any guidance to the client as to how to exit the property as per normal procedures.

Unit connects successfully but only with one way audio. Example included a fall alarm call as the lady had fallen and was in extreme pain with a broken hip. She did not

receive any reassurance that her emergency call had got through and she did not know if anyone was coming to help her. An ambulance did eventually arrive but her confidence in the system has been lost. Another example was from a door exit alarm which was in place for a client with dementia. Due to one-way audio, the operator was unable to provide reassurance to the client and to assist them with returning to the property. Quick thinking on the operators part led them to notify a neighbour who was able to help the client return to their property.

No audio from both sides. The operator couldn't hear the customer and the customer couldn't hear the

operator. Operators are therefore having to ring the customer on their telephone to check they are ok which is creating additional work and is also affecting the customer's confidence in the analogue alarm unit.

Incorrect alarm ID. Missing analogue tones during the handshake with the control centre meant that numbers from the alarm ID were missing, meaning the alarm call did not match the client's details.

Incorrect alarm description. Missing analogue tones during the handshake with the control centre meant that the alarm call showed it was from a smoke when in fact it was a pendant call.

TRIAL UNITS

We can arrange trial units for your organisation so you are able to evaluate the benefits of going fully digital. Please contact us for more details.

DIGITAL HEALTH & CARE SHOW SCOTLAND

We are exhibiting at the Digital Show 25th-26th February 2020, Dynamic Earth, Edinburgh. It's the premier gathering of senior eHealth professionals from across the Scottish health and social care sector and free for public/third sector.

VIEWS FROM SWEDEN

What challenges did your organisation face in the transition?



City of Kalmar

WWW.KALMAR.SE

In connection with the replacement of analogue to digital carephones we also changed monitoring centre at same time.

This meant that we had two different databases that we had to work at the same time. In that we handle all processing in addition to the handling of care calls we realised that during the exchange, it becomes a duplication.

We solved this by regular staff exclusively engaged in ordinary activities. Then we took a foreman who had the help of 2-4 people who only replaced the existing analogue alarms to digital. We chose to take one home care area at time (we have about 40) and replaced about 1,500 carephones in two months of time.



Nyköping

We didn't have an overall plan from our political board to lean on and therefore some trouble to get started and get a budget for this. It's crucial that decision makers are involved at an early stage.

Still buying analogue and 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.



There is a minimum order of 100 units if you require them to be pre-programmed.

OFFER EXTENDED DUE TO POPULAR DEMAND