



AUTUMN UPDATE

DORO WELCOMES ELDERCARE

Doro has acquired UK based company Eldercare (UK) Limited, in line with its strategic ambition to further strengthen its Technology Enabled Care business. Together with its existing business in the UK Doro will now handle over 230,000 connections and be one of the two largest players in the market. Doro is delighted to welcome Eldercare into the family.

Product Update: Easy Press Adaptor

Easy press adaptors are a great help for customers with dexterity difficulties.

Up until now these have been provided in every box, but in many cases they are not needed and are thrown away. This has an environmental impact so we will now provide them free of charge, on request, to those who need them.

Offer Extended

We have extended the special offer on the Doro GPS 480 watch at £227.

It has sophisticated GPS tracking and communication capabilities to enhance the wearer's safety.

[More information](#)



Did you know?

Doro has helped UK customers save £200,000+ since the SIM 'paused' billing feature was introduced in January 2020.

Customers are only invoiced for SIMs that are being used and not for units sat on the shelves. SIM 'holidays' mean that if a unit has been out in the field but then comes back, then the SIM billing will stop automatically.

The SIM billing will only start again once the unit is active and out with another service user.

Smoke Detector Offer

There are about 37,000 house fires a year in the UK and 200 deaths.

In the year to Sept 2018, 38% of battery-operated smoke alarms did not sound during a fire. The biggest cause? Missing, flat or disconnected batteries. A linked smoke detector has the benefit of notifying a 24-hour monitoring centre who will speak direct to the user to identify the problem or contact the emergency services if needed and raises an alert of a flat battery.



We have an autumn special offer of 1 x free smoke detector with every CareIP Mobile unit ordered until end of the year.

Quote **DCSMOKE** on the purchase order.

Case Study: How CareIP was crucial during COVID-19 pandemic

North Kesteven District Council telecare services support older and vulnerable residents across the district. This became more challenging when the pandemic hit and a telecare business continuity plan was activated. In particular, their digital switchover plan and relationship with Doro was crucial as the pandemic kickstarted the IP transition sooner than either party had anticipated.

Here Fiona Jones, Housing Wellbeing Strategy Manager, North Kesteven explains what happened:

We had already selected Doro as our IP partner. Their equipment is tried and tested across Europe, and they are much further along the digital road than competitors and a full selection of peripherals can be added to both their analogue and digital units.

We quickly implemented a doorstep delivery programme for customers who were alone during lockdown. Customers just need to plug the main unit into a socket and switch the socket on. Job done. Most cannot believe how easy it is.



North Kesteven DISTRICT COUNCIL

The IP units can be fully programmed, with any peripherals, via the online Doro i-care portal. None of us are computer whizzes, so the site had to be simple to use. And it is. Training sessions on Teams, daily contact and scheduled weekly meetings have allowed us to share knowledge and experience, and ensure our staff are confident to work in the current climate.

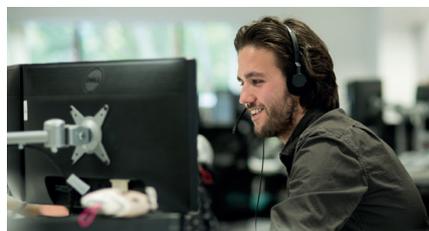
Without the IP leap and the support of the monitoring centre and Doro, we would have had no choice but to enter people's homes, increasing the risk for both our staff and our customers. And many customers who were shielding were too anxious to even consider this.

[Read the full story](#)

Case Study: Doro implements business continuity plan for local council

Doro was able to provide a solution to a client's need for a COVID-19 business continuity plan within eight hours of receiving the call. The local council was looking for a partner to provide call handling coverage to its 3,000 customers, due to a coronavirus outbreak amongst its staff.

The centre, based in East Anglia, had four confirmed cases amongst their control centre team, which meant they did not have the adequate coverage to handle the volume of calls. They needed to find another centre that could be up and running the same day. Doro got moving



incredibly quickly in order to work out how to be able to support the client and their customers.

By 5pm the same day our operators were able to log in to the local council's UMO platform remotely and handling all their calls on their behalf. An amazing achievement for all involved!

Telephone Call Handling Service

Provider of a bespoke out of hours call handling solutions - to public, private and voluntary sectors.

Sam Anderson, Head of Contact Services Kent, explains how important these services have been during the pandemic. "At the start of covid-19, we had two customers who were unable to provide their daytime call answering service, as a result, we provided daytime cover for them, every day of the week, for approx. 5mths.

In general, increased call volume has also been experienced, as people were spending significant time at home, resulting in home facilities being used more and an increase in repairs required. Normally the telephone calls handling service experiences a decline in call volume across the summer, as winter weather impacts repairs requirements significantly."

For 30+ years our contact centre in Kent has been delivering bespoke, friendly, professional out of hours contact services to Local Authorities, Housing Associations, Registered Providers and Charities.

[Find out more](#)

Audit Success

We are delighted to announce that our contact centres in Eastbourne, Rossendale and Kings Hill all passed their TSA audits this summer for the Quality Framework. We are extremely proud to have not had any recommendations for improvement and we were commended on our response to the pandemic. Well done to everyone involved!