



AUTUMN UPDATE

WE'RE CHANGING OUR NAME!



Exciting times are ahead for us - over the coming months we will be bringing all our UK businesses together and changing our name.

In the UK a number of businesses make up Doro Care, these include Wealden & Eastbourne Lifeline Limited; Invicta Telecare Limited (trading as Centra) and Eldercare UK Limited. By creating one organisation we will be able to better support our customers by streamlining and unifying our offering and processes, whilst still delivering the same level of service we always have. We will be in contact with you in the near future with more information. We are really looking forward to 2022!



ISO Accreditations

Doro has gained ISO 14001 and ISO 9001 accreditations across its centres in West Malling and Eastbourne. The standards demonstrate our commitment to environmental issues and a quality management system. It is testament to the teams hard work that we passed with flying colours and with no non-conformities. The auditor commented he was incredibly impressed with everything he saw. We have audits at our Lancashire centre next week too. Well done to everyone involved.



Integration of Doro Eliza into ARC platforms

Doro Eliza, our digital 4G alarm hub, is now fully integrated into the alarm receiving centres of the leading telecare platform suppliers, in a move towards greater interoperable digital protocols within our industry.

Doro Eliza 4G digital hub is now able to successfully communicate using digital alarm protocols to Appello CareNet, Chubb Saturn, Enovation UMO and Jontek Answerlink. Tunstall is currently supporting Doro with the integration into its PNC platform.

Richard Hosier, Doro's Head of Digital Technology, said "We would really like to thank all of these organisations for their time, support and the open and co-operative manner in which they assisted with this integration and the use of interoperable digital protocols. This close working and use of interoperable protocols is a great move for the industry and offers



significant benefits to commissioners, service providers and users of TEC services".

Doro Eliza is a unique, highly versatile smartcare hub elegantly designed to deliver the best possible security and reliability to users, alarm receiving centres and service providers alike. It raises the bar in Technology Enabled Care by taking full advantage of the capabilities afforded through today and tomorrow's digital networks. And its thoughtful, contemporary design, with aesthetics rivalling those of fashionable consumer devices found in virtually every home today, make it both easier to place and easier to embrace.

If you would like more information about Doro Eliza please email sales.uk@doro.com or visit Doro's website.

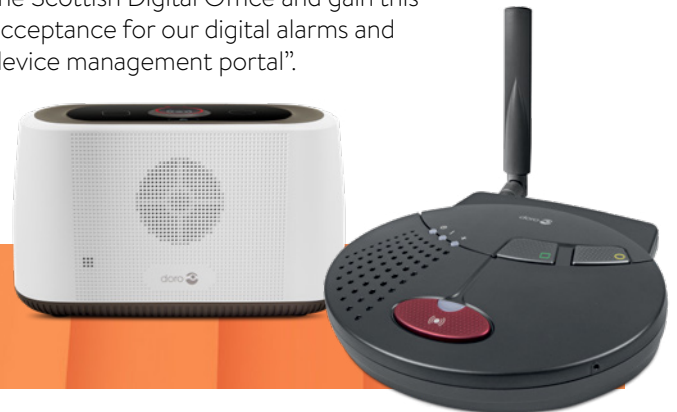
Doro Approved in Scottish Digital Telecare Security Assessment

Our digital alarms CareIP Mobile and the Eliza 4G, and the icareonline platform, have been security-assessed, approved and added to the Scottish Digital Telecare Security-Assessed Suppliers Scheme.

Andy Grayland, Chief Information Security Officer, Digital Office for Scottish Local Authorities said “The Scottish digital telecare security-assessed suppliers scheme reviewed an application from Doro for two alarm devices and their associated device management platform. Some vulnerabilities were discovered during the testing, but Doro was exceptionally quick at engaging with the results and resolving the highlighted issues. The assessment panel was very impressed with the improvements that Doro made in such a short timeframe. Both this assessment scheme, and Doro’s positive response to it, will help

ensure that vulnerable telecare users across Scotland are protected against the threat posed by cyber criminals when using these services.”

Richard Hosier, Head of Digital Technology, Doro Care UK said “The Scottish Digital Telecare Security-Assessed Suppliers Scheme really is a fantastic way to ensure that vulnerable telecare users are being provided with the most secure products available. Doro Care is totally committed to providing the most reliable and secure products for all vulnerable telecare users. We were delighted to work alongside the Scottish Digital Office and gain this acceptance for our digital alarms and device management portal”.



**DIGITAL
TELECARE**
Scottish Local Government



Events

It is great to finally be getting back to face to face events and meeting people. We were at Housing 2021 last week and we hope to see you at these event over the coming months:

Naidex, NEC, Sept 15-16 [Read more](#)

Festival of Ageing Better | Middlesbrough | Oct 20 [Read more](#)

OT Show, NEC, 24-25 Nov [Read more](#)

Welcome Tracy to the team

We are delighted to announce that Tracy Rees has joined the business development team as Key Account Manager. Tracy has worked in the TEC industry for 14 years, most recently at Delta Wellbeing.

Starting her career as a telecare installer, she also acted as a responder to the alarm receiving centre and as a Community Wellbeing Officer.

Further to this as a TEC Officer Special Projects, she sourced TEC company advancements so as to make savings in social and health care as a TEC Expert.



Make a real difference with a fulfilling career at Doro

Doro has some great opportunities at the moment across the UK. If you know an everyday hero looking for their next career move [apply online](#)