



Welcome to Careium by Andrew Pickup, UK country director

We at Careium have a clear ambition – to be the knowledge leader and market leader for technology-enabled care in Europe.

I would like to welcome to you our first newsletter as Careium. Careium is the coming together of three long-established telecare businesses: Centra, Welbeing and Eldercare. Our new name conveys that we are an 'essential element' for vulnerable people who rely on us to deliver the help they need, when they need it.

From my standpoint, having been in post since last November, it is an exciting time to join the business - and indeed the industry. Whilst new to technology-enabled care, I'm not new to care. I'm cognisant to the range of issues we're all facing including a growing elderly population living longer with greater health and care needs, an increasing government funding gap with an onus on private individuals to pick up the slack, an NHS under considerable pressure exacerbated by the pandemic, and increasingly demanding service level expectations (rightly so) from customers. Add to all of this the additional telecare-specific challenge in moving from analogue to digital over the next few years

and I think we can all agree that there is a lot we need to get right as a sector.

As Careium, we are fortunate to be part of a broader European organisation. Together with these colleagues, we have a clear ambition to leverage one another's expertise and experience to become a knowledge leader for technology-enabled care, trusted by our customers to find solutions. Previously Doro Care, our separation from the Doro Phones business means I'm confident we will reach our full potential and address the challenges ahead. As Careium we can combine our own products with those of third parties to offer a more tailored solution. Our solutions cover the full range of hardware, software and services including social alarms, monitoring centres, emergency response, technicians, virtual checks and proprietary software platforms. Our priorities are to continue to grow organically and through acquisitions, streamline operations and develop new technical solutions that are proactive, predictive and preventative.



We are also exhibiting at UKtelehealthcare's first LIVE TECS event of 2022 on Tuesday 15th March. The event is supported by NHS Transformation Directorate who will outlining work being taken forward on the awareness of the telecare sector for the switchover.

Register to attend the event here

Launch of Eliza S **A new perspective on reliability and connectivity**

The Eliza S is a slimline version of our flagship hub Eliza by Careium. It is developed and built on the same powerful digital platform and is ideal where there is no need for a fixed internet connection. Easy to locate, unobtrusive where a simple horizontal design or wall mount is preferred. The Eliza S is future proofed and meets the exacting requirements of TEC.

- Safe communication over the 4G network, with 2G and 3G fallback
- Cost effective Roaming SIM for reliable communication
- Connects up to 50 sensors via 869MHz, Bluetooth Low Energy and Zigbee
- Encrypted secure communication and heartbeat functionality
- i-care online device management system
- Extensive and powerful FOTA (firmware over the air)





Welcoming Ian McConville to the team

I am delighted to have joined Careium as Client Relationship Manager. Previously I was at Riverside Housing, where I was a Project Manager for the group's Retirement Living Portfolio. I was leading on the Analogue to Digital migration for over 200 grouped living sites, to ensure the continuation of a monitoring service post 2025. Before this role, I was the manager of the Riverside Monitoring Centre, as well as the taking the lead on the TEC development for customers the service monitored. This included working closely with local health and council authorities.

I worked for Liverpool City Council and Local Solutions, who are Liverpool's biggest care provider, before I started at Riverside. In both roles, I led on the implementation of assistive technology in care settings, to enable people to remain independent for longer.

I am excited to develop in my new role as Client Relationship Manager, where I will be managing a number of our corporate customers, to ensure that they get the best level of service. I will also be supporting them through the upcoming digital migration, as well as identifying areas where Careium can add value to their organisation. As part of my role, I will be looking at new business opportunities and areas of growth, to further establish Careium as a leading figure in the TEC industry.

I look forward to meeting as many of you as I can over the coming months and please get in touch if you have any questions.



TSA ITEC conference

March 28-29th

We are a proud headline sponsor of this year's TSA ITEC Conference in March. The theme is 'Unlocking Personalised Outcomes: Life and Living Empowered by Digital Care'. We are very much looking forward to meeting up with people across the sector for the first time in two years and are confident that the conference will breathe renewed energy and enthusiasm to all, so we can all influence the direction of travel at a time when real change is required. Visit us on Stand 3 and also hear us in the Knowledge and Networking session where we will be with Sutton Housing Partnership discussing how they protected their vulnerable and isolated residents during the pandemic with innovative support sensors.

Careium's year end report is now available

where we ended the year with a listing on Nasdaq First North. The organisation has done a fantastic job of getting us to where we are today and last December, we were finally able to celebrate the listing with our colleagues in our offices around Europe. We are now accelerating towards the goal of being the leading player in developing and providing technology enabled care solutions and related services in Europe. [Click here](#)



New improved pendant

We have an updated version of the Enzo coming out shortly. The new firmware will have a transport mode to be used as a battery saving feature so the battery will not suffer when pendants are sat for a long time on either Careium or customer's stores. To exit transport mode you press the alarm button for two seconds until the LED lights up and then quickly release.



Important updates

Now that we have changed our name to Careium all our email addresses have switched to @careium and this will be the only email that will work. All our previous email addresses (including @doro.com, @welbeing, @centra and @eldercare) will bounce and we won't receive your email. Please can you ensure you update your records with our new email addresses. For placing equipment orders please use Ordercare.uk@careium.com

Our registered address has also changed and is now 32 Tower View, Kings Hill, West Malling, ME19 4ED. Please update your procurement teams and add the new address to your systems.