



Careium Services

We are one of the UK's largest telecare organisations, providing products and services to over 250,000 private and corporate clients, with two state-of-the-art alarm receiving centres using a digital platform, interoperable with hundreds of devices. Our thriving client base includes local authorities, housing associations, support organisations and over 20,000 private customers.

We are here to help our users maintain a richer and more independent life when conditions change. Our mission is to be everyday heroes – using smart technology to provide care and help individuals on their terms.

We promise caring hearts and smart solutions to help the everyday lives of our users. And at Careium we keep our promises.

About Careium – formerly Doro Care

For over 45 years we have provided personal alarms and technology-enabled care services that have enabled safe and independent living for elderly and vulnerable people across Europe. Careium is the market leader in technology-enabled care in the UK, Sweden, Norway and in the Netherlands. In the UK Careium is a change in the trading name of Doro Care (alongside three other businesses: Centra, Eldercare and Welbeing).

OUR PARTNERS, YOUR CHOICE

We partner with specialist organisations ranging from technology suppliers to clinical services and research. It enables us to offer you choice and design a service which fits around your clients. Our digital monitoring platform is manufacturer neutral, enabling us to integrate the latest applications and technology. We can grow and develop with you to meet your requirements as they change over time.



THE CREDENTIALS TO REASSURE

Careium is proud to hold the industry's primary accreditations and credentials, reflecting our commitment to quality and customer service. We work tirelessly to ensure we uphold the highest standards of service. The Telecare Services Association is the industry's largest specific membership network across local government, health and the private sector, our Quality Standards status shows that our services meet UK and European standards to the highest level. ISO are globally recognised standards that demonstrate our ability to consistently provide products and services that meet the needs of our customers and other relevant stakeholders. We are proud to hold ISO 9001 (quality), 14001 (environmental) and 27001 (information security).

MONITORING SERVICES



Our monitoring centres have been operating for over 30 years and we pride ourselves on giving the best possible service to our users. We are highly accredited to all the codes of practice set by our service industry board, the Telecare Services Association, and aim to provide the highest quality of service and reassurance to our users at all times.

The operators in our centres are highly trained to deal with a wide variety of issues and scenarios and can provide you with the confidence that you need to ensure that whenever an alarm is activated, no matter what the circumstance, the call will be dealt with in a friendly, caring and effective manner. This ensures that no matter what situation arises, you can feel assured that the appropriate aid will soon be on its way.

Based in Kings Hill, Kent and Blackburn, Lancashire, we provide monitoring services to thousands of clients right across the country and have a dedicated team available 24 hours a day, 7 days a week, 365 days a year to help our customers when they need it most. At Careium, we firmly recognise that it is important to provide a quality, personalised service to all our users and believe that although the technology itself is key to providing a reliable and effective monitoring service, it is the personal service that we provide behind the technology that makes Careium unique.

LONE WORKER SOLUTIONS

Careium can offer a host of lone working devices and monitoring of the lone working solutions is delivered via our platform UMO. UMO is a state-of-the-art calls monitoring platform, provided by Enovation. The system enables us to ensure users and their equipment are monitored to the highest possible standards. The platform includes voice recording technology combined with our telephone system. Voice recordings will be held securely and processed in line with data protection law and relevant retention policies. We can securely provide you with electronic copies of calls within 48 hours of request. We will provide reporting information collected directly from the suppliers' databases. With your involvement we can design bespoke reports that fulfil your performance and reporting requirements.

OUT OF HOURS SERVICES

We offer a dedicated 24/7 service to keep your organisation responsive and supporting residents & customers, outside of usual office hours, during times of crisis or to assist with planned downtime.

Our contact centres deliver friendly, professional out of hours contact services to Local Authorities, Housing Associations, Registered Providers and Charities. We respond to an average of 200,000 calls every year. Our team is available 24/7 and is trained to resolve a diverse range of issues, from basic housing repairs through to major civil emergencies.

Working with over 65 County Councils and local authorities we offer an out of hours repairs service that diverts to our fully trained personnel when their offices close, and 24/7 at weekends. Answering calls for their residents for emergency repairs and any other emergency. Collaboratively following your processes and agreed manual, to triage, support with telephone assistance to fix, or deploy a contractor if needed.

Tailored reporting

A dedicated Operations Manager will work closely with you on reporting and to ensure all activity is delivered. Our reporting templates ensure that we capture significant feedback that is both qualitative and quantitative, enabling your teams to seamlessly action any follow ups.

Out of hours emergency repair service

Calls are answered by compassionate, consistent and efficient operatives. We will work with you to build tailored procedures, with an aim to achieve 'first fix' resolutions – prompt call completion and incident resolution within a single call.

Daytime office cover (planned and emergency)

We provide both planned cover (e.g. staff conferences, away days, training sessions), and emergency business continuity cover (in the event of interruptions or failures to normal day-to-day systems and services). Daytime cover is delivered in line with the emergency repairs procedures and protocols, with all non-emergency calls referred back to the main at the next available opportunity.

Social media monitoring

Social media is an essential part of your business marketing strategy. Social platforms help you connect with your customers and increase awareness about your brand. We can monitor your social media on your behalf and respond accordingly to urgent or emergency issues.

Customer satisfaction surveys

We ensure customers have the opportunity to give you feedback, at a time that best suits them. Our team can undertake daytime and evening telephone calls to capture satisfaction levels and identify where improvements can be made.

Anti-social behaviour services

Customers can report incidents of anti-social behaviour (ASB), whilst our enhanced service ensures ongoing support to customers experiencing prolonged ASB. Our team record all details of reported issues, generating a unique report reference for the callers reassurance. If at any time the customer fears for their safety or that of another, our team of advisors will escalate the situation accordingly with the emergency services. We can also schedule regular support calls for your most vulnerable customers.

Reporting of homelessness

Our out of hours homelessness reporting service is for those who contact us as they have nowhere to live. We work with you to ensure your policies and procedures are adhered to when identifying the requirement to provide temporary accommodation. A number of bespoke questions will be raised to confirm the status of the caller; these feed into the triaging process and ensure that the service is delivered to those callers genuinely in need of temporary accommodation.

DECOMMISSIONING SERVICES

Are you considering changes to your telecare provision and are unsure how best to keep your residents protected? Do you know the options you have for continuing to offer 24/7 support in your properties, whether your existing telecare is removed or you plan to downgrade your supported scheme to general needs properties.



Know your options:

1. Remove all telecare alarms. Whilst we can help you to remove all existing telecare equipment from your properties, we'd hope to work with you to maintain an element of 24/7 protection for your residents. This includes converting your residents to privately paying customers who fund their own telecare. We already monitor over 20,000 individuals across the UK – with us, your residents are in safe hands. Ask about bespoke rates, installation options and information we can provide to assist your residents through the change.

2. Decommission your properties, leaving communal areas, fire panels and door entry systems. Using a qualified engineer individual properties can be removed from the main calling point on your scheme. Existing communal area alarms, fire panels and door systems will continue to contact our team with no additional reprogramming. This option may require additional equipment and wiring upgrades due to the digital switch over. A qualified engineer will be required to assess whether the wiring is suitable.

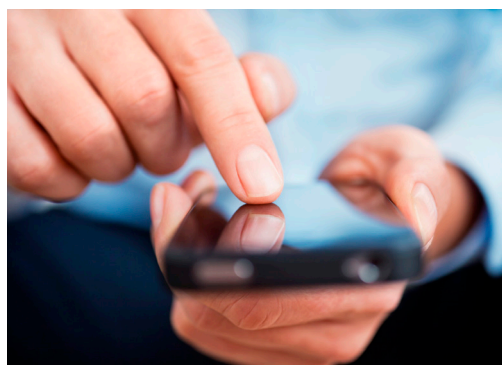
3. Supply dispersed units to residents and for use in communal areas. Alarms will be installed into individual residents'

homes using existing telephone lines to connect to our monitoring centre. For residents without a phone line, we can supply a digital unit. For additional support, a monitored smoke detector can also be installed. For communal areas, a dispersed alarm can be installed on the wall with smoke detectors linked to it. It may be possible for your existing door entry system to remain linked to our monitoring centre if it can be separated from the equipment being removed. If this is not the case, a standalone door entry system could be installed, if desired. Speak to us about additional environmental sensors that can work with your residents dispersed alarms.

4. Upgrade your existing hardwired system. If you want to keep your scheme hardwired but future proofed, you can upgrade your existing technologies. If you plan to remove properties from your scheme, this will allow you to retain your fire panel, door entry system and communal area alarms. Your existing hardwired system will need to be checked by a qualified engineer to ensure they are digitally enabled. There may need to be a change to the wiring of the building as well as the equipment, depending on how your existing technologies are installed.

I'M OK CALLS

Automated calls can be set up on our system to call your most vulnerable residents on their phone (either landline or mobile). Calls can be automated at your residents preferred time of day. When your resident answers a call, they will be prompted to press either 1 (for okay) or 0 (if they require assistance). If they press 1, the call will be recorded on the system and no further action is taken. If the resident presses 0, this will indicate they need assistance and a call will automatically go through to our monitoring centre where a member of our team will speak directly to the resident and establish the appropriate course of action. If the resident does not answer the phone then the system tries again after 5 minutes. If there is still no response then Careium will be notified and will follow the agreed escalation procedure as agreed between Careium and yourselves.



WELFARE CHECK CALLS OR MEDICATION REMINDERS



A member of our team can make outbound calls to your customers. We'll ring them either on their landline or mobile phone within an agreed period of time (e.g. between 8-9am) to check they are okay or to remind them to take their medication. Careium are happy to follow an agreed script provided by yourselves, if you so wish. We'll follow the agreed escalation procedure if a resident is not available or requires further help.

MOBILE RESPONSE SERVICES

Careium can provide an emergency mobile response service across the UK. Our response teams are fully trained to deal with sensitive and emergency situations. If a user presses their alarm, and friends and family are not able to attend, our responders will come and assist, wherever possible usually within 45 minutes of receiving your alert. They will assess the situation, providing necessary support and liaise with Careium's control centres, emergency services and friends and family. They will stay with the customer for as long as necessary to ensure their safety. If the customer has fallen and is not hurt, Careium's responders may be able to help them back on their feet using specialist equipment. Our mobile response team will be easily identifiable as they will be wearing a uniform with the Careium logo and 'mobile responder' on it, they will also be carrying an identification badge.



TELECARE ASSESSMENTS

Our telecare assessors are professionals who are involved in choosing the most suitable assistive technology for customers and/or their carers. They assess individuals and establish their requirements, to allow service users to maintain independence within their own home. They have the experience to correctly assess the right equipment that would best suit a client's needs. They are compassionate and respectful in their approach and mindful of the fact that they are working with elderly and vulnerable people.



HOSPITAL DISCHARGE



When a patient no longer needs care in the hospital, delaying discharge can negatively impact their recovery and health outcomes, while increasing their risk of hospital-acquired infection. Urgent Hospital Discharge is an opportunity to get the client home with assistive technology support which enables a care plan to be introduced whilst safeguarding the client. When an order is placed for a Urgent Hospital Discharge it takes priority over all other referred jobs to enable the contacts to be made with the client in hospital, a keyholder, or client contact and fulfil the order within the timescale KPI set by the contract. All the client contacts need to be pre-informed of the urgency and be willing to be there at client home site to allow the install to take place in the KPI window.

MAINTENANCE OF HARD WIRED EQUIPMENT

We work in partnership with Orestone Controls who are an independent installation and maintenance company, specialising in the analogue to digital transformation. They have partnered with some of the industry's largest housing associations and leading manufacturers delivering innovative solutions to improve the quality and opportunity of retirement, supported and independent living. They employ industry specialist field engineers in multiple locations with combined experience of over 65 years and internal support staff delivering national installation and service contracts across two regional offices.



TELECARE INSTALLATIONS

Careium has a large team of highly skilled, professional engineers who install and maintain equipment in customers' homes. Our engineers are enhanced DBS checked and drive branded vehicles and wear a uniform with ID for easy identification when they arrive. We pride ourselves on the friendly, helpful and compassionate nature of our team of engineers. During a professional installation the engineer will fit the equipment, test the system thoroughly, show the user how it all works and can even help with the paperwork. Detailed information on health conditions, GP and friends and family contacts will be held on our system so we know who to contact in an emergency.

TELECARE PRODUCTS

We provide proven, high-quality Swedish technology, smartly designed for those who want both safe support and independent everyday lives. We offer everyday safety for those who need it and convenience for those responsible for care. Whether you need a cost-efficient end-to-end digital alarm chain or a customised selection of social alarms, fall sensors or virtual checks, our products are made to fit your needs. Because we can deliver an end-to-end digital alarm chain, our solutions are cost-effective, quality-assured and can be tailored to meet individual needs. Please contact us for more information.



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