

Appointment of new regional director

A warm welcome to Paul Goodrich who joins the team as our new Regional Director for The United Kingdom & Ireland. Paul joins us from Marlowe PLC where he was Group MD for the occupational health division with responsibility for integrating 8 UK businesses under one operating model and a single brand. Paul brings wider healthcare experience from roles in the NHS, BUPA and International SOS. Paul's earlier experience included a number of international assignments in the oil and gas sector and logistics industries.

"I am excited to be joining Careium at this time. Whilst I am new to the TEC sector, I come from a healthcare background covering both public and private services and wearable devices for diabetes and wound care. An economist by background, I am mindful of the wider market challenges in the UK economy and the care sector specifically. These are BBC news items almost daily. On the one hand, funding gaps, workforce pressures and ambulance delays are drivers of increased demand for TEC services. But like every other sector in the UK (airlines and hospitality to name but a few), our ability to consistently meet service

level commitments has been challenging. My first priority will be to stabilise our service delivery and re-establish our market leadership in quality.

As Careium UK, we are fortunate to be part of a wider European organisation. By leveraging one another's expertise and experience our collective ambition is to become recognised as both a knowledge and market leader for technology-enabled care. The UK's transition to digital connectivity creates a huge opportunity for TEC and social alarm services and has the potential to transform how carers and families engage in the health and wellbeing of the people they support. This transition moves our capabilities from reactive services to proactive support, with the potential to reduce the demands on the stretched care and health system. So as a business, we are very much in a key transition period both internally and externally."

Paul Goodrich



Digital transformation engagement sessions

We are holding staff Digital Transformation Sessions throughout June. The aim of these sessions is to enable our staff to learn more about telecare transferring from analogue to digital and what this means for them and our business and customers. Feedback so far has been that the day has been massively beneficial for staff's knowledge about the digital products and how the transformation affects them and how we work. Gary Clark (Digital Transformation Director) is leading on the sessions and we also have BT & CSL presenting alongside a product update session from the sales team.



WINNING CONTRACT AWARD – Cumbria

We are delighted to have been awarded Cumbria Council's contract for the provision of Assistive Technology. The full service contract serves 4,000 people across the county from assessments to sourcing equipment to installation and monitoring. We look forward to working with Cumbria on fulfilling its commitment to ensuring assistive technology meets the customers' assessed care and support and reablement needs in cost effective ways.



Visit to Openreach test lab

Careium's digital transformation team recently visited Openreach's Digital Services Test Lab in London. The transformation is the chance to embrace more reliable, secure, and cost-efficient telecare solutions, but it is also crucial that the reliability and safety of telecare and social alarm services is not compromised.

The lab provides an environment which emulates some of the conditions found when an analogue line migrates to a digital line. This enables vendors of hardware used on the UK telephony network maintained by Openreach, to test their products in an environment which emulates new digital services.

The Careium team – Gary Clark, Jon Abel and Emma Gorely – carried out a rigorous level of testing which gave great peace of mind and provided us with further knowledge to be able to educate our customers on how legacy analogue dispersed alarm devices (that we have deployed for many years through service and private pay sectors) traverse the new digital networks and their associated reliability in doing so.

[Read more here](#)



SUTTON CARE WORKS SHOWROOM

Sutton Council has recently opened a centre where people can find out more about a career working in social care. Called Sutton Care Works it will help showcase the different roles, techniques and skills needed for a job in social care. Julian Norton, Careium's Relationship Manager, has set up a demonstration area in the centre so people can find out more about telecare services and how technology enabled care can transform, support and promote independent living for vulnerable people in the London Borough of Sutton and across the country.



Digital whitepaper launch

We have recently launched a new whitepaper **“How digital telecare is creating an independent, flexible future for its users”**. With an introduction from our Digital Transformation Director, Gary Clark and real life recent case studies, the whitepaper draws on our expertise to demonstrate the opportunity digital telecare presents to both users and service providers. What's more, we'll show you how those benefits can be realised right now.

[Download your copy here](#)



We are here to help

As we know, the digital transition is already well underway – as soon as next year, BT will stop selling analogue lines. Whilst digital technology reduces the risk of errors and this increased reliability means the future is secured for telecare users to live safer, more confident and independent lives, we also recognise that the switch might be a time of apprehension for some.

Careium is here to support you every step of the way, using all our experience, knowledge, and pioneering innovation to make your digital journey as seamless as possible. By giving yourselves enough time as possible to begin your digital journey, you can ensure a positive, managed transition. Wayne, Tracy, Lucy and Warren are Careium's key account managers across our product portfolio and are available to provide guidance and advice on products such as the CareIP® Mobile - a completely digital, future-proof solution and the Careium 450 - a small GPS mobile social alarm that improves security not only in the home, but everywhere the user goes.



If you would like to speak to us about anything digital please contact us at uk.sales@careium.com.