



As we bring 2023 to a close, we recognise that while many of us anticipate the joys of the holiday season, it can also be a challenging time for some, particularly our elderly community. We encourage everyone to spare a thought for these individuals who may not have a strong social support network. Perhaps there's something you can do to offer them a share of the season's cheer.

This past year, we at Careium have been focused on rebuilding our services from the ground up to better meet your expectations. Our commitment to delivering high-quality services has resulted in an unprecedented recovery and performance. As a TSA QSF certified business, we have seen significant advancements and enhancements in our offerings.

We are proud to have launched Abby, our advanced GPS mobile social alarm (more on this below). We have also successfully introduced automated outbound wellbeing calls and have collaborated with our innovation partners to roll out new technologies and services. Serving as your guide in managing the digital shift has been a key aspect of our work this year. We have offered product solutions and guidance to customers across the UK, helping to navigate the digital transition.

We're delighted to share that our efforts have also been recognised by our customers. Our Trustpilot rating of 'great' reflects the positive opinions of our business and our dedication to enabling rich, safe, and active lives.

Looking ahead to 2024, we are excited about the ongoing A2D transition and the innovative possibilities it brings to TEC. What do you see as the key trends for the coming year? More widespread use of radar-based fall sensors? The next generation of mobile social alarms? Senior-focused apps to accompany our smartwatches? We welcome your thoughts and ideas.

With our comprehensive capabilities in hardware design, production, integration, and both physical and digital services, we are confident that we can continue to develop smart solutions that enrich and secure your lives. We look forward to working together in the coming year.

Thank you for your continued support. Happy Holidays!
Christian Walén, CEO Careium



NUMBER ONE RANKING ON SUBSTANTIAL FRAMEWORK

Careium has been awarded a significant contract for the supply of telecare equipment as part of a framework agreement for Leeds City Council. The framework will supply telecare equipment that will promote and maintain the independence and well-being of the residents who require such support. The tender saw Careium rank number one across the main categories of digital alarms and key associated peripherals, giving Careium the right to deliver first.

The contract will run for 24 months and has a total estimated annual value of £1.6 million, with a total estimated contract value of £3.2 million. The contract is open to other local authorities joining the agreement which will possibly extend its scope.

HELP YOUR CLIENTS FEEL SAFE THIS WINTER WITH OUR AUTOMATED WELLBEING CALL SERVICE

Proactive calls can enable you to reach out to thousands of residents every day, allowing you to spend the time on in-person support that keeps everyone safe - especially critical during the winter months.

With our automated service we can ensure that everyone receives the attention and care they deserve. Customers can choose to receive calls on their landline or mobile, and at a time that suits them best.

We understand that loneliness and social isolation can be particularly challenging during the winter months. That's why our proactive call service is designed to offer a daily connection, with a check-in to brighten a customer's day. These calls can also serve as reminders for important tasks such as keeping warm and ensuring equipment is working properly.

For more information on our automated wellbeing call service and how it can benefit your customers this winter, please contact your Client Relationship Manager.



ITEC CONFERENCE 18-19 MARCH 2024

Join us at next year's International Technology Enabled Care Conference, themed "Empowering People's Lives: Transforming Futures Through Knowledge, Innovation, and Action". Careium will be participating in this event and we can't wait to showcase our latest digital products on our stand. Don't miss out on this opportunity to discover how our innovative solutions can enhance your digital transformation journey.

DIGITAL ALARMS TESTED AND APPROVED FOR SKYRESPONSE'S ARC PLATFORM

Careium's digital telecare products have been successfully tested to fully integrate into Cloud Care Control, Skyresponse and Chubb's cloud-based, remote personal care alarm monitoring platform solution.

Falkirk Council recently embarked upon the migration of its telecare monitoring platform from an on-premise solution to the Skyresponse and Chubb cloud-based platform. It undertook a rigorous and thorough testing of its telecare equipment, including involvement from Careium's technical team, to ensure the digital equipment was fully compatible ahead of the go live date.

Gary Clark, Careium Technical Director, said "We are excited to continue to support Falkirk Council on their digital transformation journey and are delighted that Careium products can support other Scottish organisations transitioning to this digital cloud-based platform".

Falkirk Council Business Lead, Ian Whitelaw, added "Moving towards Chubb's cloud-based telecare monitoring platform enhances our resilience and ensures that our Careium products not only connect to the new database but also enhance the quality of our service to the end users".

INTRODUCING ABBY - THE ALL-IN-ONE GPS DEVICE

Say hello to Abby, our new pocket-sized telecare device equipped with GPS positioning and voice capability. Designed to enhance safety both at home and outside, Abby is the go-to solution for carefree living and easy to carry in the pocket, around neck as a pendant, or in the provided carry bag that can be attached to a belt.

In case of emergencies, a simple push of a button sends an alarm to the chosen recipient, be it a monitoring centre, home care staff or a loved one. Abby also supports automated alarms, including fall and geofence alarms, for added security. With its backlit display and built-in speakerphone, Abby allows for seamless communication between the user and alarm recipient. It can also be connected to an alarm trigger and other social alarm accessories, making it compatible with i-care® online.

Abby's versatility extends beyond being an out-and-about telecare device. It can be connected to an alarm trigger, like Enzo, or other telecare accessories such as smoke and heat detectors. This flexibility is especially useful as most users prefer not to use Abby at night but instead use their alarm trigger.

With i-care® plus compatibility, Abby also allows family and friends to actively participate in the care of a loved one. Using the app, they can handle alarm calls, locate Abby on a map, communicate with the user via the device's speakerphone, and more. More info [here](#).



CAREIUM SECURES CONTRACT WINS

Careium has been selected to provide Hyde Housing with its out of hours call handling and social media monitoring service. It followed an extensive tender evaluation exercise, where Careium was ranked as first on the new framework. As such it means we will be offered a 1st place Call Off Contract for the provision of the services.

The service requires Careium to provide Hyde's tenants, leaseholders, and customers living in 27,178 properties out of hours cover for reporting emergencies or faults affecting their property or any environmental or antisocial behaviour issues, enabling appropriate action to be undertaken.

We're also thrilled to announce that Plus Dane Housing has selected Careium as their preferred provider for their transition from analogue to digital. This decision was made through a direct award via the Northern Housing Consortium. Throughout 2024, Plus Dane Housing will be acquiring digital units from us to facilitate their upgrade. We are committed to ensuring a smooth transition and look forward to a successful partnership.



Plus Dane Housing

PARTNERSHIP WITH PROACTIVE VIRTUAL CARE SERVICE ETHELCARE

In our ongoing commitment to delivering innovative and cost-effective care solutions, Careium has launched a strategic partnership with Ethelcare, a leading provider of proactive virtual care. Ethelcare's solution offers a blended model of in-person and virtual care, particularly for elderly users, directly within their own homes.

At the heart of the solution is a large 'always on' touch screen device that is specifically designed for the elderly and has a range of features to support independent living including video calling, vital signs monitoring, automated alerts and medication reminders.

There are many benefits of this hybrid care model including greater independence to the service user, relieving capacity constraints and freeing up time for professionals to focus on the tasks and people that need physical care, with the potential to reduce costs. Ethel is also able to compliment traditional telecare, that is primarily focused on alerting monitoring centres to immediate emergencies, by offering proactive care that can detect early deterioration and help reduce readmissions.

Deepak Samson, CEO at Ethelcare said "We are thrilled to embark on this transformative journey with Careium....this collaboration reinforces our belief that together, we can shape a more resilient, inclusive, and efficient care model that moves the industry beyond traditional care models, emphasising the importance of early detection, reduced hospital readmissions, and empowers vulnerable individuals to live their lives with confidence and dignity."



"As we know, the TEC industry is increasingly affected by winter pressures, budget constraints and a need to deliver care to clients who need it most. Our customers are often asking themselves how they can reduce hospital admissions, then ensure that the recovery of those discharged can be tracked and how to tailor care plans for individual needs. At Careium we believe Ethelcare can be instrumental in enabling professionals to offer enhanced levels of care and maximise resources, so we are delighted to add it to our proactive portfolio".

Gary Clark, Technical Director, Careium



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