



The summer holiday season is drawing to an end and the TEC industry is as busy as it's ever been, a big part of this is the fact the sector is going through significant, unprecedented change. As Openreach transition their aged analogue PSTN networks for an all-IP digital infrastructure, the TEC industry needs to move at pace to ensure we keep our customers safe. The last few months have seen plenty of debate over how we ensure digital end-to-end resilience is at the forefront of our thinking. However, one thing we are sure of is that digital infrastructure and products will create a better future: one rich with innovation, insight, flexibility and positive outcomes.

Over the last 12 months Careium has focused on how we can ensure we support our customers and drive our own digital transition with pace and scale. This has included visiting test centers to test analogue and digital products over the new networks, producing guidance literature, testing and releasing new digital products, working closely with communication providers like BT, Virgin & Talk Talk, replacing legacy products and supporting and consulting with our customers on the progress of their transition.

And as if we weren't all busy enough with digital transformation plans through the PSTN switch off, the mobile networks are continually developing their networks to prepare for a much brighter digital future too and plan to switch off their 3G networks imminently. This will also have an impact on some telecare and GPS devices.

In 2021, the government made an agreement with mobile network operators that 2G and 3G technologies would be phased out by 2033. Now, although 2G has a number of years left before the networks retire it, many networks will switch off 3G this year or on the lead up to 2025. If these 3G devices are not 2G or 4G capable, they will need to be upgraded to ensure they continue to work properly after the switch-off. As such it is important to understand the timelines, how these devices will be affected and what alternatives are available so that as a provider and customer you can make an informed decision about what to do.

You can read our [latest report](#) on this to discover more about the 3G mobile switch off, how this could affect telecare customers and Careium's advice on what to do next.

Best Regards, Gary Clark, Technical Director, Careium



ELLIS: THE NEXT GENERATION PENDANT

The Ellis pendant is proving to be a popular choice for customers who are looking for a stylish personal alarm. This discreet and sleek option looks more like jewellery that's worn around the neck on a stainless-steel chain. Like Enzo, Ellis is waterproof and compatible with all Careium social alarms. It also uses a two-way transceiver for monitoring the connection and confirming alarm acknowledgment.



If you have customers who are hesitant about wearing a traditional pendant please contact us for more information on the Ellis. Discover more [here](#).

KEEP YOUR CLIENTS SAFE THIS WINTER

Automated calls to your clients mean you can scale up your level of proactive support and keep as many people safe as possible - especially critical during the winter months.

Click [here](#) for more information on how the calls can free up scheme managers time and create a sense of community amongst tenants against loneliness & isolation.

Yokeru

Since Careium launched its automated wellbeing call service, in partnership with Yokeru, it has gone from strength to strength. Our customers who have already adopted this service are overwhelmingly positive about the calls, praising the 'excellent tailored service' and how happy residents are with it. It's a win-win situation for everyone: your ability to contact, at ease, as many residents as you need, to supporting residents independence as they can receive calls on the landline or mobile, at a time suitable to them.



OPENREACH DIGITAL UPDATE

Openreach has stopped selling the copper product known as Wholesale Line Rental (WLR), which relies on the PSTN. From 5th September, new WLR lines, broadband over WLR, and transfers of WLR between Communication Providers (CPs) will no longer be provided. Openreach will continue to collaborate with CPs to migrate their customers to digital-only service (All IP), with particular attention given to the vulnerable and Critical National Infrastructure. This is a major milestone ahead of switching off the PSTN in December 2025.

More information about the change can be found [here](#) | ISP review have also produced an article [here](#).

Careium is a market leader in digital transformation. We have over 100,000 digital units deployed in the UK and continue to support our customers with workshops, digital testing into ARCs, training on batch firmware and programming updates. We pride ourselves on our half a century of tech heritage including many years' experience manufacturing digital devices; handling hundreds of thousands of digital telecare calls each year; one of the first businesses globally in 2007 to manufacture a digital telecare device and play an active part pioneering digital communication protocol. [Contact us](#) to discuss how we can support you on your digital journey.



AUTUMN STOCK UPDATE

We currently have excellent stock levels on all Careium products. We can offer quick dispatch, competitive prices and bulk discounts, as well as holding stock for you until you need it. Please contact your Key Account Manager to discuss our latest offers.

ELIZA S + | COMING SOON

Eliza S + is the latest design of our flagship Eliza digital hub and the big sister of Eliza S. It has been developed with modern interior living in mind and is built on the same powerful platform using reliable and safe communication via 4G and other digital IP-networks. In comparison to Eliza S, Eliza S+ can communicate via fixed ethernet in addition to mobile networks. With its contemporary design, it fits seamlessly in the home and the colours dark ebony and mocha give it an elegant look. Easy to position wherever needed and unobtrusive where a simple horizontal design and /or wall mount is preferred.

Eliza S+ is a part of a complete solution and is compatible with current and future TEC sensors. This digital TEC hub communicates over 4G and other IP-digital networks, including ethernet, which makes it both secure and flexible. Similar to Eliza and Eliza S, the Eliza S+ uses frequent 'heartbeat' checks to ensure that a reliable connection is always there. This means service providers are promptly and automatically alerted of any loss of service, thus minimising the risk of the service user being out of communication for a prolonged period of time and without anyone knowing about it.

PROCUREMENT FOR HOUSING FRAMEWORK



We have been successful in becoming part of Procurement for Housing's Telecare & Telehealth framework. There are many advantages to buyers using frameworks as they are designed to ensure ease of access and offer a compliant route to market as well as ensuring competitive pricing, helping to drive savings and improve efficiencies. More information on PfH telecare framework [here](#).



TSA EVENT - The Future of Technology in Health & Social Care - Creating Partnerships & Changing Lives. We will be exhibiting at this event on 8 November 2023 at the Kia Oval, in Central London. We look forward to seeing you there.

DAMP AND MOULD – AN INNOVATIVE SOLUTION



The damaging effects of mould and damp have been well documented over the last few years. High-profile cases due to the UK's ageing housing stock, and people's ability to heat their houses sufficiently during rising energy and a cost-of-living crisis, means there have been concerns about the potentially massive health problems damp and mould could cause.

This small, unobtrusive sensor has been developed by IoT Solutions Group to address challenges faced by social housing landlords. It is placed in the room of most concern and alerts to concerning humidity and temperature levels that could lead to mould. With minimal installation these sensors enable individuals and housing providers to promptly find out when a property is at high risk. [Contact us](#) for more information on how we can support your clients this winter.