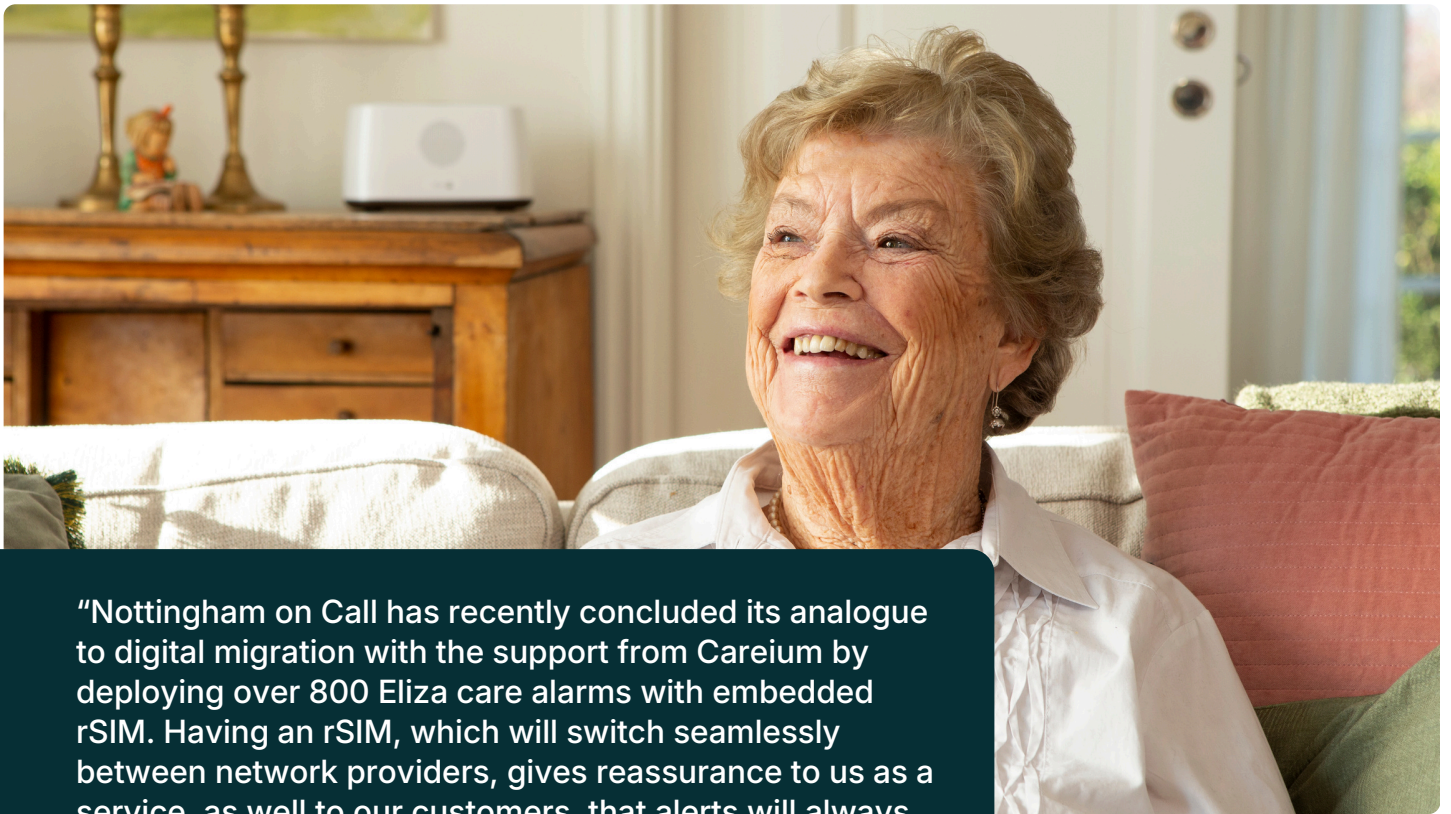




Case study

Ensuring uninterrupted telecare connectivity with rSIM

Nottingham on Call demonstrated the real-world impact of resilient connectivity when a vulnerable resident activated an alarm during a critical moment. This case highlights how rSIM technology ensured uninterrupted communication despite a major network outage.



"Nottingham on Call has recently concluded its analogue to digital migration with the support from Careium by deploying over 800 Eliza care alarms with embedded rSIM. Having an rSIM, which will switch seamlessly between network providers, gives reassurance to us as a service, as well to our customers, that alerts will always get through despite any network issues, as did happen in this case."

Dave Miles
Nottingham on Call Development Manager

The challenge

In the early hours of a February morning in 2026, a 92-year-old Nottingham On Call resident activated her alarm to request urgent assistance. Living alone with multiple health conditions, she had first been referred to the service in 2020 following a fall that resulted in a fractured hip. As part of Nottingham On Call's transition from analogue to digital services, her home had been upgraded to an Eliza digital hub in November 2025.

At 1am, she pressed her pendant alarm. The alert reached Nottingham's monitoring centre immediately, triggering a rapid response. When operators attempted to communicate with her, there was initially no reply, despite the call connecting as expected. Following standard safeguarding procedures, the team contacted her next of kin, who were also unavailable at that moment.

Shortly afterwards, the resident responded, confirming she was safe, and the call was successfully closed. Fortunately, on this occasion, successful communication ensured that a vulnerable person was accounted for and any potential issues were averted.

However, what neither the resident nor the monitoring team realised at the time was that a significant connectivity disruption was unfolding in the background. The core of the primary mobile network was experiencing an outage lasting approximately two hours. Under normal circumstances, devices relying on a single network core, or profile, could have experienced delays or complete loss of connectivity. However, this incident unfolded very differently.

The solution

The Eliza hub was equipped with rSIM technology, a resilient, intelligent solution designed to continuously monitor network performance. Careium was the first telecare provider to introduce rSIM, reflecting a continued focus on strengthening connectivity and resilience for the people and services we support. When instability was detected on the primary network, the rSIM automatically and seamlessly switched to a secondary profile, maintaining uninterrupted connectivity throughout the incident. There was no delay. No failure. No visible impact.

The alarm was received and handled exactly as expected, ensuring that the resident received reassurance at a critical moment.

The results

This ability to proactively detect issues and switch between networks is what sets rSIM apart. It operates silently in the background, providing continuous protection when it matters most, without the user or service provider ever needing to intervene.

As digital telecare becomes the standard across the UK, this real-world example highlights the importance of resilient connectivity. The rSIM ensures that even during wider network instability, vulnerable individuals remain connected to the support they depend on.

Today, we have more than 60,000 rSIMs active in the field, each delivering the same level of reliability demonstrated in this case, ensuring that when someone calls for help, that call gets through.

Conclusion

This case study demonstrates how rSIM technology ensures uninterrupted connectivity, even during network outages, providing reassurance to both service providers and vulnerable residents.




"This is a strong example of the true value that rSIM delivers. It is making a tangible difference in telecare by adding another layer of resilience where it matters most: in people's homes and lives.

We are increasingly hearing real-life stories where resilient connectivity has helped keep vulnerable individuals connected to support at critical moments.

These examples are becoming more regular, and they underline exactly why DualCore technology is so important for the future of Technology Enabled Care."

Max Stevens
Head of Telecare IoT at CSL



"Working in partnership with CSL on the implementation of rSIM across our estate the technology has been instrumental in strengthening the resilience of our service.

Today, with over 60,000 end users benefiting from rSIM, we're seeing first-hand how proactive network intelligence can remove a critical point of failure.

This case perfectly demonstrates what that means in reality: uninterrupted connectivity at a moment when it genuinely matters. It's a powerful example of how the right technology, deployed correctly, can quietly transform outcomes for vulnerable people."

Gary Clark
Technical Director at Careium



If you would like to learn more about how our digital solutions, including rSIM and the Eliza hub, can strengthen the resilience of your telecare service contact us:

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