

Taking Care

Provide around-the-clock Technology Enabled Care services to over **100,000 people** throughout the UK. Operating **nationwide** from three highly-resilient Emergency Resolution Centres (ERCs).

Our vision is to become a **modern, digitally enabled health partner** who changes the way Technology Enabled Care is accessed and delivered WHILE supporting analogue devices that continue to work in the new digital environment (test, test, test).

We work with eldercare specialists and professionals to ensure our solutions are **evidence-based and professionally recommended**. We are paving the way to move from emergency response to **prevention services** and are the **UK's largest private provider of personal alarms** (and Age UK's approved TEC partner).

Our monitoring services are relied upon by a broad range of customers, and we support people from **3 to 104 years** of age in a variety of different circumstances including those who are vulnerable, disabled, experiencing domestic abuse, living with dementia, have learning difficulties, or are lone workers.

Proud to be the only **Consumers Association/Which? Accredited** TEC provider and a **TSA QSF** provider.



Embedding TEC monitoring at the heart of community response: A new manifesto for success?



Collaboration: We must work collaboratively between TEC services and local (fall responder) services in a different way – and avoid duplication or separation



Stress relief: We must reduce the strain on an over-worked ambulance service – and interact with them in a new manner to support both our goals and guard the health goals of our Service Users/customers



Focus on Outcomes: We must be respectful of traditional health & social care “boundaries” but we must not be “overawed” by them – our Service Users’ health outcomes are too important for that



Bridge Gaps: We must successfully bridge any Public: Private gaps – we all have the same goal in mind



Use new data: We need to use big data “without fear” – to improve predictive and proactive support for Service Users and to improve their health outcome: the new digital era is so much more than simply replacing analogue networks/devices



Innovation: We need to find new ways to support innovation within commissioned contracts

“The past is a place of reference, not a place of residence; the past is a place of learning, not a place of living...”

Roy T Bennett – The Light in the Heart

OBJECTIVE

To prevent avoidable hospital or crisis care attendances and admissions – and to help people return home from hospital who need extra support.
