Digital Assisted Living

Supporting Independence Through Connected, Interoperable Care

Carl Ryan, 10th November 2026

careium®

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A Leading European Provider Of Technology-Enabled Care



25,000 alarms handled every day

581 000 service users

50+ years in TEC

5 ARCs in Sweden (2), Norway (2) & UK

ISO 27001, 14001, 9001 certified

TSA QSF accredited in UK

- Market Presence
- Monitoring Centres

TEC Quality
Certified Organisation

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Alarm Receiving Centre

24 hours a day, 365 days a year.

TEC Quality

Certified Organisation

ARC
Blackburn, Lancashire, UK

+150
Trained operators

Fully Futureproofed
Call Handling Platform

+250,000
Service users

+7000
Handled alarm calls per day

Long experience
30+ years

Certified
TSA QSF, ISO 27001, 14001, 9001

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Digital Assisted Living Offers

Eliza - Dispersed Range

- LTE Cellular, Ethernet &/Or Wi-Fi Connections
- RSIM Dual Cellular Protection
- Full Range Of Telecare and Environmental Sensors
- Careium and Others ARC Connection

Cloud Connected

- Combined Digital Door Entry
- Fire Alarm System Connections
- Careium Connect App

Full Open API

- Housing Systems
- Social Care Systems
- Health Systems

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Digital Is More Than A Like-For-Like Replacement

For assisted living schemes, the move to digital is an **opportunity** to improve speed, resilience, visibility and future flexibility — not just replace the phone line.

01 Speed & Assurance

IP / 4G signaling reduces reliance on analogue tones and supports quicker, cleaner alarm routing to the ARC.

02 Multiple Concurrent Calls

Digital platforms can handle simultaneous events across a scheme, reducing single-line bottlenecks and missed escalation risk.

03 Resilience by design

Dual path communications — broadband/IP plus cellular backup — create stronger continuity than a single analogue line.

04 Remote maintenance

Configuration, firmware, diagnostics and device health can be managed without routine site visits or intrusive works.

05 Monitoring & insight

Heartbeat and connectivity visibility helps identify offline devices, failed tests and emerging issues earlier.

06 Easily scalable

Add sensors, door entry, apps and future digital services without major hardwired rebuilds as needs evolve.

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Preparing For The Future With A Digital Assisted Living Solution



"The move to a digital assisted living system has transformed the way we support our residents ...and the support throughout the project gave both residents and colleagues real confidence in the new technology."

Jody Bulman
CEO, Birnbeck and Westlon Housing

The challenge

An ageing hard-wired system was becoming difficult to maintain, with replacement parts no longer available and the analogue switch-off adding further urgency.

The solution

A fully digital assisted living solution across three sheltered housing schemes, combining Eliza, digital alarms, fire detection, pull cords, the Careium Connect app and 24/7 ARC support.

The impact

Staff can now receive alarm calls wherever they are, with calls automatically overflowing to the ARC when needed. The system can be managed more remotely, residents have greater flexibility, and feedback on the change has been positive.

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Thank you!

Contact:
carl.ryan@careium.com