

Services Catalogue

2025



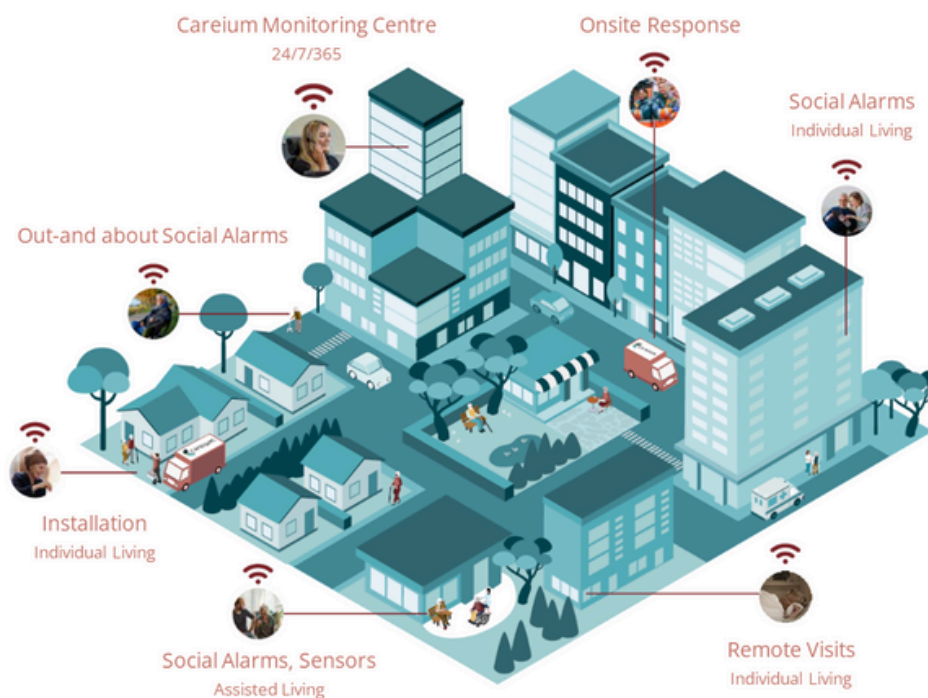
Innovative Solutions to Improve Everyday Lives

OVERVIEW OF OUR SERVICES

We are one of the UK's largest telecare organisations, providing products and services to many thousands of customers. Our state-of-the-art alarm receiving centre, using the call handling digital platform UMO, is interoperable with hundreds of devices. Our thriving client base includes local authorities, housing associations, support organisations and private customers.

We offer the full range of telecare services, from mobile response, to assessments, to out of hours, to installation from our highly skilled technicians. We can also support customers looking for proactive and preventative services, through procurement, device set-up, technical helpdesk, colleague training and on-boarding.

With our size and experience comes an efficient, cost-effective, person-centred and innovative service. We promise caring hearts and smart solutions to help the everyday lives of our users. And at Careium we keep our promises.



THE CREDENTIALS TO REASSURE

Careium is proud to hold leading accreditations and credentials, reflecting our commitment to quality and customer service. We work tirelessly to ensure we uphold the highest standards of service.

Being awarded credentials from the industry's leading associations means you can rest assured you will receive the best service from Careium right from initial enquiry through to the moment a customer presses their pendant. Importantly, the accreditations offer peace of mind that you're dealing with a professional company committed to proving excellence during emergencies and helping to make everyday life more comfortable for those who need us.



OUR VISION AND VALUES

We're committed to helping the vulnerable live an independent life

Our motivating force is a genuine care for our users – we always put their needs at the centre of our operations. From this starting point, we are constantly looking for better ways in which to help.



Show care

We show interest and listen to people's needs. We strive to make a difference and provide peace of mind for those we care for.

Act smart

We work together to find simple and effective solutions by sharing knowledge and experience.

Be heroes

We are everyday heroes. We aspire to achieve greatness. We take pride in the small things that make a big difference in people's lives.

Show care. Act smart. Be heroes.
That's the Careium way.

MONITORING SERVICES



With a head office in Blackburn, Lancashire, we provide monitoring services to thousands of clients right across the country and have a dedicated team available 24 hours a day, 7 days a week, 365 days a year to help our customers when they need it most. We firmly recognise that it is important to provide high quality personalised services to all our users. Although the technology itself is key to providing a reliable and effective monitoring service, we strongly believe that the personal and heart felt personal service that we provide behind the technology is what makes us unique.

The operators in our centre are highly trained to deal with a wide variety of issues and scenarios and can provide you with the confidence that whenever an alarm is activated, no matter what the circumstance, the call will be dealt with in a friendly, caring and effective manner. This ensures that no matter what situation arises, you can feel assured that the appropriate aid will soon be on its way.

ANALOGUE TO DIGITAL SUPPORT AND SWITCH OUT

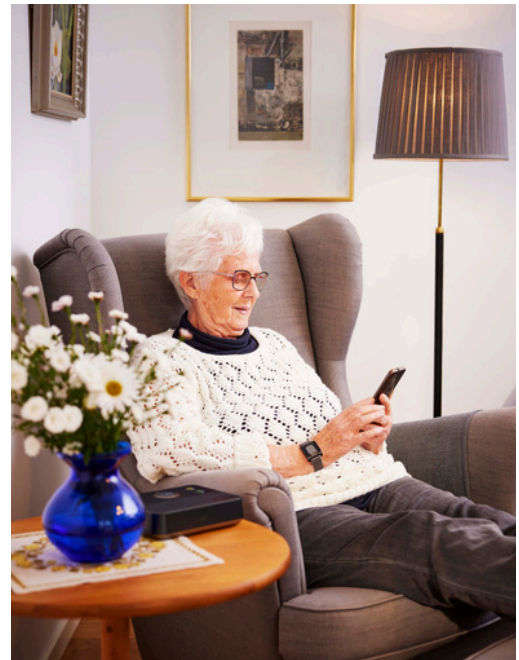
As the UK advances its telecoms infrastructure, analogue telephone services will be discontinued by January 2027, paving the way for a fully digital future. This crucial shift has significant implications for the technology-enabled care (TEC) sector and the millions of individuals who depend on telecare services across the nation.

We understand the challenges this transition can pose for our customers, especially when it comes to handling business-as-usual activities. That is why we offer dedicated support. Our extensive experience in digital products and managing the switchover process allows us to provide comprehensive assistance to you. Partnering with industry leaders like Orestone, GBR, and Sentinel, we are committed to managing the entire process for you. Our team will coordinate engineer visits to properties, efficiently swapping out old equipment for new digital solutions, all while eliminating the hassle and ensuring proactive management of your programme. This means you can focus on your core activities while we handle the technical complexities.

AUTOMATED WELLBEING CALLS

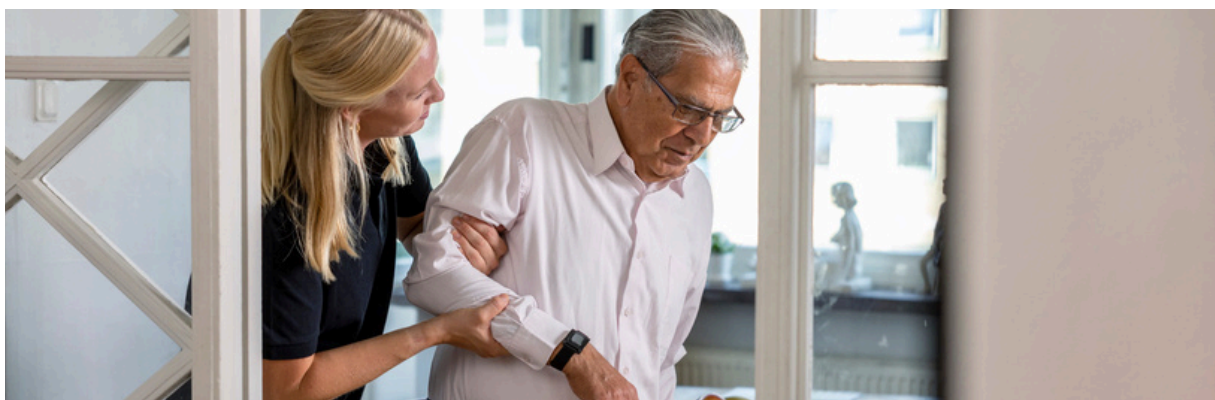
Our automated telephone calling service means you can scale up your level of proactive support and keep as many of your clients safe as possible, especially critical during the winter months.

Working in partnership with Yokeru, we offer limitless proactive calls, making many calls at the same time. It supports residents' independence as they can receive calls on the landline or mobile, at a time suitable to them. Auto-prompt equipment tests can be carried out and we are able to have bespoke scripts which are suitable for different types of calls such as wellbeing, alarm tests, medication or weather issues. We can also offer calls for emergency notifications and automated customer surveys.



Tenants in schemes can also be reminded about upcoming events, promoting a sense of community and fighting against loneliness & isolation. For users unable to interact with the service (e.g. dementia, sensory difficulties) we can continue operator calls to them.

MOBILE RESPONSE SERVICES



We can provide an emergency mobile response service across the UK. Our response teams are fully trained to deal with sensitive and emergency situations. If a user presses their alarm, and friends and family are not able to attend, our responders will come and assist, wherever possible usually within 45 minutes of receiving your alert. They will assess the situation, providing necessary support and liaise with our control centre, emergency services and friends and family. They will stay with the customer for as long as necessary to ensure their safety. If the customer has fallen and is not hurt, our responders may be able to help them back on their feet using specialist equipment. Our mobile response team will be easily identifiable as they will be wearing a uniform and also be carrying an identification badge.

TELECARE ASSESSMENTS

Our telecare assessors are professionals who are involved in choosing the most suitable assistive technology for customers and/or their carers. They assess individuals and establish their requirements, to allow service users to maintain independence. They work to ensure our services are meeting clients needs and are promoting positive outcomes as well as having the experience to correctly assess the equipment that would best suit a client's needs. They are compassionate and respectful in their approach and mindful of the fact that they are working with elderly and vulnerable people.



HOSPITAL DISCHARGE



When a hospital patient no longer requires in-patient care, it's crucial there is no delay in their discharge, to improve their recovery and minimise the risk of acquiring a hospital-borne infection. Our Urgent Hospital Discharge service prioritises these patients by equipping their homes with necessary assistive technology, ensuring a seamless transition to a home-based care plan while keeping the patient's safety our top priority. Once an order for Urgent Hospital Discharge is placed, it takes precedence over all other jobs, allowing us to liaise promptly with the patient in the hospital and their designated keyholder or contacts. This efficiency ensures we fulfill the order within the contract's specified KPI timeframe.

MAINTENANCE OF HARD WIRED EQUIPMENT

We work in partnership with multiple nationwide installation and maintenance partners. This gives us complete flexibility in meeting our customers' needs.

These partners have been specifically selected to ensure we are able to provide our customers with the best possible service. Orestone, for example, is an independent installation and maintenance company, specialising in the analogue to digital transformation. They employ industry specialist field engineers in multiple locations with a combined experience of over 65 years.



TELECARE INSTALLATIONS

We have a team of highly skilled, professional technicians who install and maintain equipment in customers' homes. Our technicians are enhanced DBS checked and drive branded vehicles and wear a uniform with ID for easy identification when they arrive. We pride ourselves on the friendly, helpful and compassionate nature of our team of technicians. During a professional installation the technician will fit the equipment, test the system thoroughly and show the user how it all works. Detailed information on health conditions, GP and friends and family contacts can be recorded on site and it will be held on our system so we know who to contact in an emergency.



DATA VISUALISATION

We offer digital reporting solutions for our customers through the use of interactive data visualisation platforms, making data more accessible and providing powerful insights. A key focus of this digital platform is using insights to drive a more proactive approach to care, using data to identify and highlight potential care needs for service user. Some examples of areas we deliver insight are:

- Vulnerable and at-risk service users
- Service user demographics
- Careium performance
- Alarm call volume analysis
- Emergency services monitoring

Our data analysts are responsible for ensuring we are doing the most with our data by providing in depth analytics & insights and providing modern solutions for this accessed and consumed.

LONE WORKER SOLUTIONS

We can offer a host of lone working devices and monitoring of the lone working solutions is delivered via our platform UMO. UMO is a state-of-the-art calls monitoring platform, provided by Enovation. The system enables us to ensure users and their equipment are monitored to the highest possible standards. The platform includes voice recording technology combined with our telephone system. Voice recordings will be held securely and processed in line with data protection law and relevant retention policies. We can securely provide you with electronic copies of calls within 48 hours of request. We will provide reporting information collected directly from the suppliers' databases. With your involvement we can design bespoke reports that fulfil your performance and reporting requirements.



OUT OF HOURS SERVICES

We offer a dedicated 24/7 service to keep your organisation responsive and supporting residents & customers, outside of usual office hours, during times of crisis or to assist with planned downtime. Our contact centre delivers friendly, professional out of hours contact services to Local Authorities, Housing Associations, Registered Providers and Charities. Our team is available 24/7 and is trained to resolve a diverse range of issues, from basic housing repairs through to major civil emergencies.

Working with over many county councils and local authorities we offer an out of hours repairs service that diverts to our fully trained personnel when their offices close, and 24/7 at weekends. Answering calls for their residents for emergency repairs and any other emergency. Collaboratively following your processes and agreed manual, to triage, support with telephone assistance to fix, or deploy a contractor if needed.

Tailored reporting

A dedicated team will work closely with you on reporting and to ensure all activity is delivered. Our reporting templates ensure that we capture significant feedback that is both qualitative and quantitative, enabling your teams to seamlessly action any follow ups.

Out of hours emergency repair service

Calls are answered by compassionate, competent and efficient operatives. We will work with you to build tailored procedures, with an aim to achieve 'first fix' resolutions – prompt call completion and incident resolution within a single call.

Daytime office cover (planned and emergency)

We provide both planned cover (e.g. staff conferences, away days, training sessions), and emergency business continuity cover (in the event of interruptions or failures to normal day-to-day systems and services). Daytime cover is delivered in line with the emergency repairs procedures and protocols, with all non-emergency calls referred back to the main contact at the next available opportunity.

Customer satisfaction surveys

We ensure customers have the opportunity to give you feedback, at a time that best suits them. Our team can undertake daytime and evening telephone calls to capture satisfaction levels and identify where improvements can be made.

Anti-social behaviour services

Customers can report incidents of anti-social behaviour (ASB), whilst our enhanced service ensures ongoing support to customers experiencing prolonged ASB. Our team record all details of reported issues, generating a unique report reference for the callers reassurance. If at any time the customer fears for their safety or that of another, our team of advisors will escalate the situation accordingly with the emergency services. We can also schedule regular support calls for your most vulnerable customers.

Reporting of homelessness

Our out of hours homelessness reporting service is for those who contact us as they have nowhere to live. We work with you to ensure your policies and procedures are adhered to when identifying the requirement to provide temporary accommodation. A number of bespoke questions will be raised to confirm the status of the caller; these feed into the triaging process and ensure that the service is delivered to those callers genuinely in need of temporary accommodation.

Social media monitoring

Social media is an essential part of your business marketing strategy. Social platforms help you connect with your customers and increase awareness about your brand. We can monitor your social media on your behalf and respond accordingly to urgent or emergency issues.



Our bespoke digital alarm solutions have been designed specifically for independent living schemes. Our innovative systems offer a cost-effective and flexible alternative to traditional hardwired alarm systems, which often involve costly and disruptive electrical wiring installations and upgrades to internet connectivity.

Our solutions incorporate a range of digital telecare equipment using resilient wireless technology, eliminating the need for extensive wiring and making installation much simpler and more economical. Wall or desk mountable with several connectivity paths it also offers complete flexibility. Packages are fully customisable to meet specific needs, offering a range of options with our Eliza family of digital alarm solutions and a suite of products including environmental detectors that can seamlessly integrate with Intercom and door entry systems.

Advantages of Careium's Dispersed Alarm Solutions



Bespoke Packages Based on Need: Solutions from a range of products, including support with upgrades to door entry, lift and fire panels.



Reduced Initial and Ongoing Costs: As well as cost-effective installation our products also offer reduced ongoing costs.



Non-Hardwired, Minimal Mess Solution: These solutions are quicker to deploy and easier to maintain, making the switch to digital seamless for everyone.



Decommissioning & Installation Efficiency: We streamline installation allowing hardwired systems to be replaced with modern, non-hardwired, digital-ready equipment.



Heartbeat Functionality for Constant Connectivity: This real-time monitoring capability guarantees that systems are always online.



Quick Supply for Immediate Service: Our shorter supply chains allow us to deliver products rapidly.

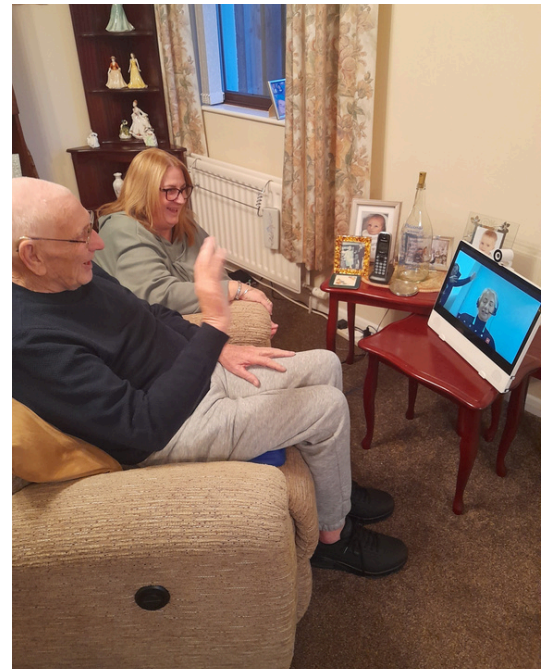


Safety and Compliance: Conforming with industry standards like TS50134-9 and offer secure connections via VPN or TLS encryption and compatible with leading environmental detection systems such as AICO, adhering to BS5839-6 standards.

VIRTUAL CARE

Ethel is a comprehensive platform that helps vulnerable people remain independent for longer. It includes a large, touchscreen device that is tailor-made for those with little or no computer experience. It enables any number of family, friends and care teams to instantly connect with an individual.

Ethel helps reduce social isolation, promotes independent living, increasing connections with family and friends and helps medication management. Contact us to find out how we are transforming care delivery through innovative, cost-effective virtual care services. We can provide support of proactive services through procurement, device set-up, technical help-desk, colleague training and on-boarding.



TELECARE PRODUCTS

We provide proven, high-quality digital Swedish technology, smartly designed for those who want both safe support and independent everyday lives. We offer everyday safety for those who need it and convenience for those responsible for care. Whether you need a cost-efficient end-to-end digital alarm chain or a customised selection of social alarms, fall sensors or virtual checks, our products are quality assured, cost-effective and made to fit your individual needs.

Note: Our monitoring platform is supplier agnostic and can also support other manufacturers' products.

Please contact us for more information about our telecare services or to request a copy of our 2025 product catalogue.





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