

TSA Member case study

Jontek and Bield Response 24

Overview

Jontek's [Answerlink](#) Reassurance and Reminder service helps Bield Response 24 manage their increase in tenants.

[TSA](#) member, [Bield Response 24](#) (BR24) is a Telecare Monitoring Centre providing installation and monitoring of Telecare services to approximately 23,000 service users. BR24 was established in 1988 to support tenants of Bield Housing & Care. However, they now also provide additional services such as Out Of Hours Repairs, Fire Alarm Monitoring, a Medical Reminder service and a Safe Walking GPS monitoring system. BR24 do not have their own response service however, they work closely with other organisations which are called to respond when required.

Due to the growing number of developments involved, the Retirement Housing Manager was no longer able to call all their tenants each morning, but BR24 still wanted to give tenants the choice of support regarding receiving reassurance calls. They also wanted a service that was easy to use, manageable from a Telecare Monitoring Centre and flexible, so that the service user could be called on their landline or mobile phone as they wish.

Solution

The most notable benefit of Jontek's Answerlink platform has been the reduction in BR24 staff time required to undertake daily calls. Previously, each morning, a member of staff would need to be present on site to complete the calls. Now if staff shortages arise, it is not imperative to get someone on site in the morning to make these calls as they take place automatically. BR24 clients now have the choice if they would like a call or not, and if they have a mobile phone, this can also be used which allows them to be out and about.

Outcome

There were initially 83 tenants across 19 developments making use of the service, but another 36 developments phasing from Sheltered Housing to Retirement Housing ensured a significant increase in those numbers. The tenants find the service very easy to use and have commented on how quick it is to respond by simply pressing a button.

About TSA

TSA is the industry body for technology enabled care (TEC) services, representing organisations including telecare and telehealth service providers and suppliers, commissioners, digital health businesses, housing associations, emergency services, academics, charities and government bodies.

For further information about TSA services, our membership, quality standards, training and consultancy please contact us:

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