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Careline

care monitoring services



Cirrus
Careline

Supporting independent living



“Through understanding our customers’ needs we deliver
a service that supports and inspires independent living”

About us

Monitoring services

With over 20 years' experience, Cirrus Careline provides reassurance to between 2,500 - 3,500 callers each day – and we are available every hour and every day of the year.

As one of the largest and most established care monitoring centres in Europe, with nearly 70 highly trained staff, we currently monitor over 121,000 connections throughout the UK.

Our aim is to ensure people can remain in their own home, where they can get on with their own lives, safe in the knowledge that Cirrus Careline is there for them when we are required.

Our monitoring services cover:

- ▶ Grouped systems
- ▶ Dispersed alarms
- ▶ Telehealth
- ▶ Traditional telemedicine
- ▶ Fire alarms
- ▶ Door entry systems
- ▶ CCTV
- ▶ Intruder calls (Type B or domestic)
- ▶ Lift services
- ▶ Lone worker packages
- ▶ BT21 CN compatible

Out of hours service

Our out of hours facility provides a professional and flexible service for all out of hours response requirements. Tailored to your specific needs, we offer a seamless solution for your clients – protecting people and their properties.

We currently monitor more than 300,000 service users, meeting our clients' demands for 24/7 support. Our efficient and prompt response not only minimises damage, but results in significant cost savings in equipment and resources.

Disaster recovery

In the event of a serious incident, our disaster recovery facility is available to continue to provide 24/7 services. It is a 40% scaled version of the main operational Control Centre and is self-sufficient in power and telephone provision. It can support all UK protocols.

The team

Cirrus Careline is committed to delivering an exceptionally high level of service for our clients. We achieve this through rigorous recruitment processes and continuous professional development.

Our staff are sympathetic and caring, taking great pride in their roles. All calls into our monitoring facility are recorded for staff and customer quality control. We measure all our calls and use the data in our comprehensive managements reports.

All operational functions in the business are managed through performance objectives and customer required service level agreements.

By demanding the highest of standards from our staff, we ensure the highest standards of service to our customers – allowing thousands of people to maintain their independence without the expense of permanent, professional support.

“From the very start of our contract 6 years ago, the Careline team has been wonderful. They’re friendly and supportive, reassuring myself and the tenants when in need.”

Court Manager, Housing 21



Delivering a quality service





Quality assurance

As a company constantly improving its service and product offering, Cirrus Careline believes in the highest levels of qualification and approval. We demonstrate this through stringent quality control and accreditation and through compliance with the industry's highest standards.



Accreditations and memberships:



All personal data collected will be processed in accordance with the Data Protection Act 1998. All calls to our Control Centre are recorded for quality and training purposes.

Case study – Peverel Management Services

Background

As a key member of the caring profession, you inevitably want to provide the very best care and service for your residents/clients/customers, whilst at the same time allowing them the freedom to live their lives as independently as they would wish.

Cirrus Careline's emergency monitoring service provides peace of mind, comfort and reassurance for the many thousands of residents in properties managed by Peverel Management Services Limited (PMSL). At the same time it offers reassurance for residents' families that their loved ones are receiving the best possible care and attention.

Cirrus Careline's monitoring service has been used by PMSL for over 18 years and is now responsible for monitoring their 87,000 units, thus providing valuable reassurance and support 24 hours a day, 365 days of the year both to carers and their clients.

Providing care and peace of mind all round

PMSL receives comprehensive emergency monitoring of social alarms and response to medical, fire and intruder alarms as well as reassurance calls to the residents in your care. In addition Cirrus Careline offers emergency property maintenance and critical escalation and evacuation procedures for all the PMSL developments. PMSL has told us that benefits to them and their residents have been:

- ▶ Peace of mind that clients will receive fast and effective response to their needs and a potentially lifesaving service
- ▶ Greater independence for those who feel the need for a little reassurance
- ▶ Significant cost savings in both equipment and personnel resources
- ▶ Compliance with industry standards
- ▶ The very latest technology in control centre equipment, continually updated and staffed by fully trained people

Keith Edgar, Managing Director of PMSL comments:

“Having the Careline system in all our developments gives our residents and their families a great deal of reassurance, while allowing them to live their lives. Our long term relationship with Cirrus Careline enables us to continue to develop and improve the care services we provide to our residents.”



Cost effective plans you can count on



Case study – Trinity Estates

Background

Like any leading business, residential property manager, Trinity Estates, has to excel at what it does and ensure the provision of a superior service at value-for-money prices to its very demanding clients in the property management sector. Cirrus Careline has partnered Trinity Estates for the past year, to assist the company in achieving these objectives and exceed client expectations on every level.

Providing professional and responsive management services for a wide range of quality residential properties, Trinity Estates requires excellence of service and the ability to offer peace of mind to the professional market and individual resident.

More than a Call Centre

Cirrus Careline monitors over 16,000 service users for Trinity. Professional staff offer support and consultation with any type of emergency the Trinity Estates' residents or personnel may experience. Cirrus Careline delivers a seamless service directly to Trinity Estates customers on their behalf, thus supporting Trinity's brand position and ensuring their reputation as a leading residential property manager is maintained and enhanced. The benefits Trinity Estates gains from partnering Cirrus Careline include;

- ▶ Providing a vital integrated link
- ▶ Prompt action to minimise damage and disruption
- ▶ Significant cost savings in both equipment and resources

