

Service and support you can trust



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Since it was established in 1988, CarelineUK has grown to become one of the largest and relied on telecare alarm monitoring centres in the UK. We provide around-the-clock reassurance to over 90,000 potentially vulnerable people.

As a partner of choice for numerous organisations, CarelineUK delivers a quality, cost-effective service. Local Authorities, Housing Associations, ALMOs, charities, care associations, property management companies and individuals all rely on our experience and expertise.

No two organisations are the same, our services can be tailored to fit your needs.

For organisations **that have their own telecare alarm monitoring centre**, CarelineUK can help reduce costs and improve efficiency by handling part or all of the service.

For those **who don't have their own telecare alarm monitoring centre**, we provide a range of services, including emergency alarm, telecare monitoring, lone worker protection and out of hours building facilities support.

Key to our success and our customers' peace of mind is our investment in robust technology and quality systems. Our greatest asset and that which underpins every aspect of our operations is our people.

It is the skill and dedication of our staff that will ensure you and your customers move confidently into the future.

Partnership approach

In tough economic times it makes financial sense for organisations, especially those in the public and not-for-profit sectors, to focus on their core services and engage specialists to provide other services.

Working with CarelineUK, you can be sure that you receive the best value service without compromising the safety or welfare of your customers. We offer a seamless transition and can deliver our service under your own brand.

Value and expertise

At CarelineUK, our core business is the provision of 24-hour monitoring services.

We've been providing monitoring services for over 20 years, and have developed an impressive infrastructure, robust quality procedures and a team of highly trained dedicated staff. All of which enable us to provide our clients with a cost-effective service of the highest quality.

Our services

- Telecare Monitoring
- Lone Worker Monitoring
- Out of Hours Monitoring



Supporting people to stay at home

When caring for the elderly, prevention of injuries and early intervention is crucial.

Older people are far more prone to suffer from falls (most of which occur at home) and require medical attention. Up to 20% of those falls account for half of hospital admissions for accidental injuries, costing the health service around £1 billion a year.

With the number of people of pensionable age expected to increase to nearly 4 million by 2035, now is the time to implement a reliable, long term solution.

As part of a care and support package, social alarms and telecare devices can empower older, vulnerable and disabled people, by enabling them to become more active and independent.

We can monitor both grouped and individual social alarms, as well as a range of telecare devices. These could typically include sensors to monitor temperature, motion, movement outside of a specific area (particularly useful for people with cognitive impairment), gas and carbon monoxide leaks.

CarelineUK can help reduce costs, ensure peace of mind and transform lives.

A tailored solution

CarelineUK's core business is the provision of around-the-clock monitoring. We use this expertise to help organisations that have their own telecare alarm monitoring centre to reduce costs and improve efficiency.

There are various ways in which we can handle the service on your behalf, and manage the transfer process. Whether you choose a phased approach to cover overnight monitoring and/or a complete transfer of service, CarelineUK will ensure that the integrity of your current service is protected at all times.

Overnight monitoring

Night shifts can pose a challenge for centres that employ only one person presenting a significant lone working risk as well as the potential to increase customer response time.

At CarelineUK we have a team of highly trained staff and a supervisor on duty all night, every night ensuring you can transfer this element of your monitoring to a trusted partner.

Around-the-clock monitoring

Organisations such as Housing Associations and Local Authorities benefit greatly when they are able to focus on their core business and entrust the running of their 24-hour monitoring service to CarelineUK, who can help reduce cost whilst monitoring a value based service.

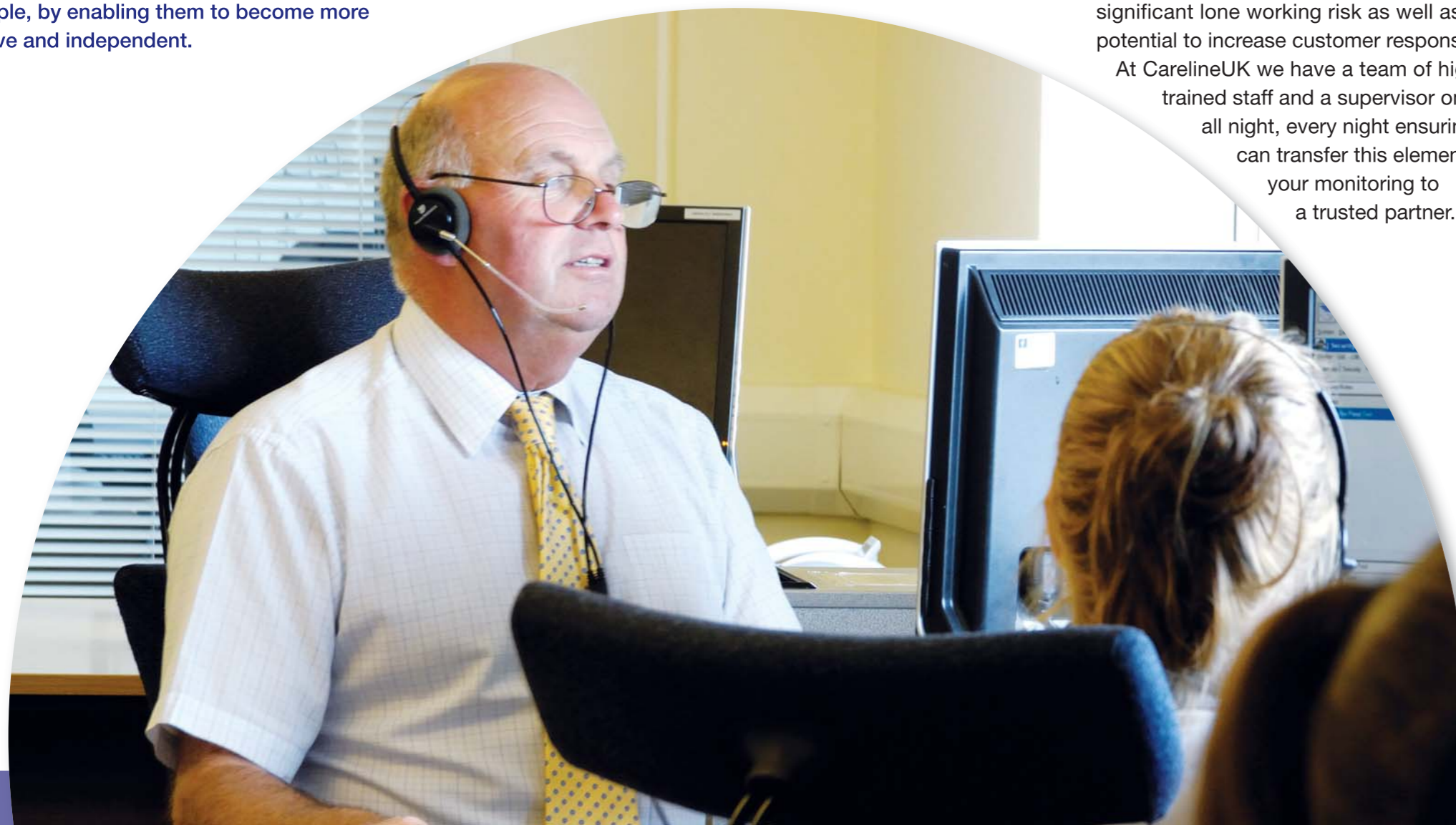
Creating the right solutions

Ascham Homes and CarelineUK have achieved significant cost savings for the London Borough of Waltham Forest and improved the customer experience.

Ascham Homes was established in May 2003 and it is responsible for providing a landlord service on behalf of the London Borough of Waltham Forest (LBWF) for its 10,600 tenants and 1,800 leaseholders. The company's mission is 'to ensure that residents have an excellent housing experience by providing one of the best housing services in London.'

CarelineUK worked closely with Ascham Homes to assess its needs and proposed a cost-effective solution. The contract involved CarelineUK providing a social alarm monitoring service to 14 sites, representing 726 individual units. These sites included both residents and communal modules.

To find out more about how CarelineUK can help your organisation, please call 0845 034 7070 or visit www.carelineuk.com



Safety first

Lone worker and personal mobile alarm monitoring

Our changing world means that a growing number of people are working or living alone, and are sometimes at risk. Companies today face a legal and moral responsibility to protect potentially vulnerable staff or individuals.

The solution is simple thanks to an innovative service from CarelineUK and SafeLinQ that is designed to facilitate mobile working while reducing risk, and can be personalised to fit your needs.

By assisting employers with duty of care responsibilities, the service reduces the possibility of litigation from workers claiming negligence and also reduces management time spent investigating incidents.

The service improves employee liability insurance and, most importantly, gives peace of mind for lone workers who know that they are supported 24/7.

The SafeLinQ can also be used as a mobile pendant that can summon emergency help if needed and can be worn and activated whether inside the house, or outside on the move.

With safety paramount, CarelineUK has partnered with SafeLinQ, a company at the forefront of the rapidly expanding mobile location based services (MLBS) market.

Combining the latest mobile telephony with GPS tracking features and our dedicated 24-hour monitoring team, we are able to provide safety and security solutions that protect your staff, your residents and your business.

Creating the right solutions

When it comes to looking after people who are working or living alone, no challenge is too great – as evidenced by our work with leading regional housing organisation, Longhurst Group, which manages more than 16,000 homes in 40 local authority areas.

Working in partnership, we developed a 24-hour monitoring service for employees working in various locations – from major cities and deprived coastal towns to remote rural areas.

“ *Highlighted as the most ‘at risk’ employees within the development department, our Clerk of Works personnel needed a small, uncomplicated lone worker device that had the flexibility to offer an emergency call function, fall detection capability, the capacity to pinpoint the user’s locality and allow communication in an emergency. The CarelineUK service fits all these criteria and gives us, as managers, the peace of mind that help is at hand should an unfortunate accident or incident occur.* ”

Andy Patchitt
Development & New Business Manager,
Longhurst Group





Out of hours, not out of service



Building facilities monitoring

Broken windows and locks, leaking water pipes, electrical faults, it's a fact of life that things can and do go wrong outside of normal working hours.

How can you best protect people and property at such times? And how can you limit the cost of emergency service requests?

CarelineUK has been providing out of hours building facilities support services for over 20 years, organising prompt repairs on behalf of our customers. Our specialist staff currently support over 500,000 service users.

This invaluable service helps you sleep soundly in the knowledge that we will handle an unlimited number of calls relating to your property, around the clock.

CarelineUK deploys only approved contractors in accordance with your requirements, policies and procedures, and can help further by monitoring progress of ongoing work and advising site staff.

It's a sure way to protect your development and residents. What's more, you get all the support you need with the provision of crisis management of situations caused by severe weather, flooding, etc.

Peace of mind out of hours

In one of the fastest growing regions in the UK, CarelineUK work with East Northamptonshire Council to provide an out of hours service for its customers, one that matches its exceptional level of service provided during the day.

“ *CarelineUK has worked with East Northamptonshire Council for over 5 years, enabling us to provide a professional and reliable 24-hour response to over 85,000 residents in the district. We are very happy with the way CarelineUK listen to what we need and respond appropriately to our customers.* ”

Head of Customer Services
East Northamptonshire Council

To find out more about how CarelineUK can help your organisation, please call 0845 034 7070 or visit www.carelineuk.com



Our people, our most important asset

As one of the UK's leading providers of monitoring services, CarelineUK employs more than 80 staff who answer over one million calls including 30,000 emergency calls each year around-the-clock.

Handling so many emergency calls, our staff are highly alert to the sensitivity and urgency required in an emergency.

As part of our innovative recruitment process that has been commended by the

Telecare Services Association (TSA) we undertake a thorough screening of candidates in specialised assessment centres. Once appointed, all members of staff undergo a rigorous, highly structured training programme for 6 to 9 months, during and after which time they are regularly assessed.

The calibre of our people is second to none, and is a vital part of our service, one that all our customers value.

Quality assurance and customer satisfaction

CarelineUK is fully compliant with the Telecare Services Association (TSA) Code of Practice Part One. The TSA is a regulatory body that encourages the provision of good quality customer service by officially recognising those service providers who meet its demanding criteria.

In addition to TSA compliance we have full compliance with BS5979, ISO 9001 (quality assurance) and Investors in People.

We also test the quality of our service through commissioning independent customer satisfaction surveys throughout the year.

Results of this research show:

- **97% of customers stated that their experience of CarelineUK has either lived up to, or exceeded expectations**
- **9 out of 10 customers would recommend the CarelineUK service.**

(Research Factor Solutions, CarelineUK customer satisfaction research, March 2010)

Leading technology in a changing world

Accompanying rapid advancements in technology, all our computer and telephone systems are Next Generation compatible.

Back up is, of course, critical and to enable a seamless transfer of operations in the event of a major disaster, our telecare alarm monitoring centre is replicated.

Our innovative technology gives us the advantage of being able to offer a standard report menu, as well as a range of bespoke reports to suit your individual needs and requirements.

Testament to our technical expertise is the fact that CarelineUK sits on the advisory panel for technical innovation for the TSA.

We also work with the Technical Strategy Board, a government body where we meet with other providers and government spokespeople to address the challenge of assisted living through services such as Telehealth provision. In this way we share, learn and discuss important developments that enable us to remain at the forefront of our business.

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