



# The analogue to digital transition

With Careium - Market leaders in end-to-end digital.



Telecare is changing. 2025 will see BT turn off its ageing analogue network for good as the UK embraces a fully digital network.

The transition is already well underway – as soon as next year, BT will stop selling analogue lines. It's the chance to embrace more reliable, secure, and cost-efficient telecare solutions. By doing so, we're providing huge benefits to a rapidly growing population of older people in the UK.



Whilst digital technology reduces the risk of errors and this increased reliability means the future is secured for telecare users to live safer, more confident and independent lives, we also recognise that the switch might be a time of apprehension for some.

Careium is here to support you every step of the way, using all our experience, knowledge and pioneering innovation to make your digital journey as seamless as possible. By giving yourselves enough time as possible to begin your digital journey, you can ensure a positive, managed transition. It also means that you can start to benefit from more reliable connections today, while saving on the cost of servicing obsolete analogue technology.



# Technology enabled care

Today, technology enabled care (TEC) is largely delivered by standalone specialist devices chosen and installed by care providers and connected to dedicated monitoring centres.

Over 1.7 million people benefit from these services and the peace of mind they give to everyone. Currently many UK technology enabled care services rely on traditional analogue telephone line connectivity for the exchange of voice and data between users and care services. However, the planned upgrade of the networks to digital connectivity means analogue telephony services in the UK will be switched off. Changes are already underway in some regions, which will have a consequential impact on TEC service reliability. Many services that employ analogue connectivity will therefore need to be upgraded in some way during the upcoming change.

The Telecare Services Association (TSA) says that a large proportion of telecare service providers haven't even begun to upgrade their analogue equipment.

They recommend immediate, collaborative action to avert potentially major disruption to services. As a global expert on analogue to digital transformation, we have many years of experience developing and deploying digital telecare products and services and already take half a million digital alarm calls a month.



Certified Organisation

# Market leaders in end-to-end digital

Careium is a market-leading technology enable care company and the main provider of innovative end-to-end digital solutions and services in Sweden, Norway, the Netherlands and the UK.

In the UK our alarm receiving centre uses a digital platform, interoperable with hundreds of devices. We can provide a wide range of services from monitoring call handling to field engineering, responder services and out

of hours services. We offer technology agnostic solutions which are tailored to end users' needs. We pride ourselves on our half a century of tech heritage: with many years' experience manufacturing digital devices, handling hundreds of thousands of digital telecare calls each year, in 2007 as one of the first businesses globally to manufacture a digital telecare device and playing an active part pioneering digital communication protocols.





# Our digital call-handling platform

Enovation's UMO is a truly state-of-the-art digitally enabled ARC platform, used by over 340 monitoring centre customers to provide telecare monitoring services to over 1.4 million people.

UMO is capable of receiving alarms and information from hundreds of different devices from over 200 different manufacturers of telecare equipment.

Smart sensors can also provide more information, such as fall detection, inactivity, smoke detection or wandering behaviour. Many different types of data are automatically collated and analysed by UMO, with triggers and alerts to ensure services are proactive as well as reactive. The quality of reactive response is improved, as all relevant information is presented in a single view to our alarm receiving centre. The proactive capabilities allow trends to be identified, with changes from normal patterns triggering early interventions. UMO is the intelligent link between the client receiving services, monitoring staff and local care teams making UMO a unique solution for providing effective care which meets the needs of tomorrow.

One of the key strengths of UMO is the open platform philosophy, which enables interfacing with many products, applications and services. With this growing number of services, devices and interfaces connected to UMO comes with a responsibility to maintain a reliable and stable platform for customers. In order to assure this reliability, and to be able to provide accurate support, the certification of interfaces between partners and UMO became a crucial component to strengthen its offering.

Another benefit of UMO is that it has secure and reliable remote working facilities which allow operators to work from anywhere, including home. This means we can keep our 24/7 monitoring service up and running with a mix of office and home based staff, with the ability to work 100% from home should it become necessary.



# Our digital product range

Careium has proven, high-quality Swedish technology, smartly designed for those who want both safe support and independent lives. Our range of digital products offer quality-assured, cost-effective solutions that let users live a richer and more independent life for longer:



## Eliza

The Eliza is a unique, highly versatile smartcare hub elegantly designed to deliver the best possible security and reliability to users, alarm receiving centres and service providers alike. It raises the bar in Technology Enabled Care by taking full advantage of the capabilities afforded through today and tomorrow's digital networks. And its thoughtful, contemporary design, with aesthetics rivalling those of fashionable consumer devices found in virtually every home today, make it both easier to place and easier to embrace.



## Eliza S

The Eliza S is a slimline version of the flagship digital hub Eliza by Careium. It has been developed and built on the same powerful platform and is an ideal solution where there is no need for a fixed internet connection. Easy to position wherever you want and unobtrusive where a simple horizontal design and / or wall mount is preferred. Eliza S is future proofed and meets the exacting requirements of Technology Enabled Care (TEC).



## CareIP Mobile

The CareIP Mobile offers a completely digital, future-proof solution and can operate using GSM, GPRS and IP/Internet communication. The device is always online and constantly monitored via a 'heartbeat' transmitted every two minutes. If connection is lost, notification is automatically sent. A wide range of Telecare accessories, including various radio triggers, fall detectors, bed sensors, door alarms and more, can be connected in order to meet the individual needs of the user.



## Careium 450

The Careium 450 is a small and comfortable GPS mobile social alarm that improves security not only in the home, but everywhere the user goes. It is easy to carry around at all times, either in a pocket or as a pendant around the neck, and may also be worn in the shower thanks to its waterproof design. When the emergency assistance button is pressed, an alarm is sent to the alarm receiving centre and a built-in speakerphone enables voice communication.

## Careium 480

The Careium 480 is an attractively designed splash-proof wristwatch featuring sophisticated tracking and communication capabilities to enhance personal safety. If distressed or in need of help, the user can easily trigger an alarm. Alarms can also be triggered to the alarm receiving centre or other recipient when the user leaves their home or safe zone, the battery is low, or the easy to press crown button is pressed.





## CASE STUDY

# Falkirk Council becomes first local authority in Scotland to enable end-to-end digital telecare

The service, which traditionally relied on analogue phone lines to operate, is now the first telecare service provided by a Scottish Council to be digitally enabled end to end, four years before telecommunication providers switch off all analogue lines in the UK.

Pauline Waddell, Team Manager, MECS said: "Becoming the first Council in Scotland to not only go live with an end-to-end digital telecare offering but also achieve recognition for it, is testament to the hard work undertaken to safeguard the critical service by all those involved in the project. It is only through their innovative thinking, collaborative working and quick decision making that the digital transformation of this service has got to this stage."

Careium, as Falkirk's sole telecare equipment provider, was able to offer ongoing advice, product and technical support, training and partnership to help ensure their solution met the highest standards in the industry.

Ian Whitelaw, Analogue to Digital Telecare Project Manager, said: "Our clients should feel confident that the service they rely on to live independently at home is not only cutting edge, but also more secure and more reliable than ever before. Our focus now is to build on our digital ambitions, offering new choices and services that will help them lead independent lives for as long as possible."



“

“Becoming the first Council in Scotland to not only go live with an end-to-end digital telecare offering but also achieve recognition for it, is testament to the hard work undertaken to safeguard the critical service by all those involved in the project.”

**Pauline Waddell, Team Manager, MECS**

If you would like to speak to us about moving to digital and your free digital review, contact us on:

**[uk.sales@careium.com](mailto:uk.sales@careium.com)**

