

CARELINE COMMUNITY SERVICES

Our Careline emergency alarm call monitoring contract with Welbeing (Doro) will be expiring on 30/09/2021. To ensure continuity of service to our customers we have procured a new contractor through a framework. Tunstall Healthcare will be providing us with call monitoring services from 01/07/2021, this allows us a migration period between contracts.

Tunstall require 3 weeks to input our customer data, after this they will begin to contact our customers by phone to remotely reprogram their Careline units. This process will take approximately 3/4 weeks to complete and takes approximately 10 minutes. Once the reprogramming has taken place, customers alarms calls will then be monitored by Tunstall. Any customers that Tunstall have been unable to reach by phone will then be contacted by us as a follow up. Our Neighbourhood Warden team will be supporting with this project and they will be visiting customers throughout August and September that need assistance with the reprogramming process.

Our customers have been informed of this change and will be supporting them through the process over the coming months. We have also linked with our Independent Living Officers and they are aware of the change. In further news, in April we rolled out our falls pendant option, so far we have had a good uptake from customers and will continue to promote this service further over the next 12 months. We will also be continuing with a self-installation option for customers which allows relatives, carers and friends to fit the Careline equipment for them when they are visiting the customer negating the need for a Neighbourhood Warden to enter their home, obviously if this is not possible then the Warden will install the unit.