



Careium (formally Eldercare/Doro UK) provides the telecare installation, monitoring and response services in Sutton.

Telecare Solutions

Careium provides a range of telecare solutions. The telecare solutions available can be found in the [Telecare Solutions Summary](#)

Contacting Careium

For Referrals

Please contact Careium on the contact details set out below, specifying what equipment must be installed.

The customer service team will ask as many questions as possible with regards to the client's medical situation, the risks that are hoping to be addressed by installing the equipment, and other questions that may affect the suitability of the requested equipment.

Client Relationship Manager: Julian Norton, julian.norton@careium.com

| Issues | Contact email | Telephone |
|---|--|------------------|
| Safeguarding | uksafeguarding@careium.com julian.norton@careium.com | |
| Complaints | complaints@careium.com | |
| LBS ASC Dispersed Alarms /repairs/faults/ | sutton.referrals@careium | 0300 333 6511 |
| Referrals | sutton.referrals@careium | 0300 333 6511 |
| Updates relating to SHP Schemes (new clients etc) | shiftmanagers.Lancashire@careium.com Centra.info@careium.com | |
| Faults /Repairs (For SHP Schemes with Dispersed Alarms Units only) | sutton.referrals@careium | 0300 333 6511 |



| For all Telecare Referrals | Hospital Discharge | Community (Localities) |
|--|---|--|
| In hours 09.00-17.00 | Careium Contact Telephone: 0300 333 6511 Email: Sutton.referrals@careium.com | |
| Out of Hours 17.00-09.00: | Urgent Hospital Discharges weekdays: Careium Contact Control Centre Contact: 01323 644422 | Contact: 01323 644422 MOB 07392 196552 07925 036029 |
| Weekends | Urgent Hospital Discharges weekends Careium Contact: Shift Leader Contact telephone: 01323 644422 Email: Website: shiftmanagers.lancashire@careium.com | Careium 24/7 control centre Contact: 01323 644422 MOB 07392 196552 07925 036029 |
| Installations | Customer Services Team will pass the information to the local Engineers to attend the property and install the equipment (Mon-Fri 9am – 5pm). For urgent hospital discharges out of hours and weekends, only basic installs will be undertaken. | |

| | | |
|---|--|---|
| <p>At point of installation equipment requested not appropriate / unsafe</p> | <p>If at the point of install it is found that the equipment will not meet the required outcomes/ would not be safe (i.e. a bed sensor has been requested but the mattress/ bed is not suitable for a bed sensor), the Engineer will not install the equipment. The Engineer will contact the Social Worker immediately to inform them the reasons why the install could not go ahead, in order for them to stall the discharge of the patient until an alternative solution is agreed.</p> | <p>See assessment below</p> |
| <p>Assessments</p> | <p>Careium will now be undertaking assessments over the Telephone and face to face with the service user/nok. Where an installation has been undertaken before client is discharged from hospital - within a couple of days of the patient being discharged from hospital, The client/nok will be contacted to double check that the equipment installed is suitable, and to ensure there are no other risks/ needs that are not being met with the installed equipment. The majority of assessments should find that the prescribed equipment is suitable and meeting the needs of the patient.</p> | <p>Careium will now be undertaking assessments over the Telephone as well as face to face with the service user/nok</p> <p>And an appointment will be made for the Careium Engineer to attend the property to carry out the installation. The same rules apply with regards to Engineer recommending an alternative solution see below:</p> |
| <p>Following assessment equipment not suitable or additional equipment recommended</p> | <p>If the outcome of assessment is that either: (a) the equipment installed is not entirely suitable, or (b) Additional equipment is recommended in order to mitigate another identified risk. Contact will be made with the referring staff worker to discuss and agree whether the recommendations can be installed. If contact cannot be made with the Social Worker at the time of assessment, no changes should be made, and this should be put on hold until a discussion has been held with the Social Worker. This may require another visit to be arranged to the property at a later date.</p> | <p>If the outcome of the assessment finds the equipment that the referrer has requested will not deliver the solution required and therefore cannot be installed,(for example a falls monitor for a client who has a profiling bed) the Engineer contacts the referrer immediately to</p> <ol style="list-style-type: none"> a. Confirm the alternative solution (than the one that was identified by the Social Worker/referrer) to be installed; b. If contact cannot be made immediately with the Social worker; c. the install will go ahead and social worker/referrer notified |

| | | |
|------------------------------|--|--|
| Completed assessments | A copy of the completed assessment and installation documentation will be forwarded by Careium to the referrer to be upload to Mosaic to inform the Care Act assessment process. | A copy of the completed assessment and the installation documentation will be forwarded by Careium to the referrer to be uploaded to Mosaic and to inform the care act assessment process. |
| Support planning | Within the SAGOP prior to hospital discharge Telecare requirements will need to be listed. (E.g. OwnFone and Telecare referral has been made and the date that the assessment and install will take place. The date the Ownfone has been issued needs to be recorded on Mosaic. During the period where support is provided by START Telecare is non chargeable, however when services progress beyond the 6 weeks the service is chargeable. Therefore if the client has ongoing care needs and care and support planning is taking place Careium Telecare charges need to be included (current costs including the assessment costs) If the individual is closed from START with no ongoing care and support needs, the individual needs to be informed that the service is chargeable and the cost of the service to them. If the resident risk is significant without telecare discussions with line manager will be needed. | All support plans require Telecare cost to be added in line with all chargeable services. If Telecare is the only service the cost will need to be discussed with the resident to ensure that why are fully aware charges will apply. Further discussions with the line manager may be needed if the resident identifies difficulties with meeting the cost of the service. |
| Monitoring of Alarms | Careium Central Call Monitoring Centre will receive alerts. Where contact with the client cannot be made, a mobile responder will be dispatched or the name contact/ local key holder. | |
| Mobile Response | Careium mobile responders are based locally and there are two mobile responders on call 24 hours a day, seven days a week. They receive electronic notifications from the call monitoring centre when a client raises the alert and will attend within an agreed timescale. | |
| Repairs | Careium customer services will make appointments and dispatch Engineers for repairs / replacements. | |
| Testing of Alarms | Careium Control Centre will ask that the client/family makes a test call on a monthly basis. Where there has not been a test call or alert raised by the client for a month. Careium will contact the next of kin/contact and send information to the referral point to confirm if there have been changes to the clients circumstances that Careium are not aware of (e.g. client in hospital, moved to a care home). Where a sensor has a fault due to low battery then this will be sent remotely to Careium who will dispatch an engineer to attend to repair or replace the equipment. | |

| | |
|---|---|
| Terminations & Collections | Careium should be notified by Encompass or Social Work team of any termination of services. Careium customer services will arrange with the client/ family collection of the equipment. |
|---|---|