

HOME CALL COMPLETES ITS BIGGEST EVER TELECARE UPGRADE WITH £1MILLION INVESTMENT

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HomeCall, the telecare division of Coast and Country Housing, has completed the biggest ever upgrade of its telecare system as part of a £1million investment programme.

Over 5,000 vulnerable people will benefit from new state of the art equipment and call handling software, which has transformed HomeCall's Services and contact centre based in Dormanstown, Redcar.

The new infrastructure improves the reliability of the data held at the contact centre and allows telecare customers to receive a quicker response from highly trained support staff, who they can summon at the touch of a button.

HomeCall's redevelopment also includes a complete replacement and upgrade of the HomeCall equipment which is placed in people's homes.

The changes, which have been implemented over the last two years in partnership with Tunstall, mark a big step forward for HomeCall, which is continuing to offer services to individuals, businesses and the public sector.

The upgrade also pre-empts problems which the telecare industry may face due to the BT21CN digital switchover taking place in the next few years. HomeCall's new system ensures that they are compliant with the switchover and can continue to offer a high level of service to their customers.

Jason Lowe from HomeCall said: "This £1million investment is hugely significant for us and marks a major step forward in reaching out to thousands more people with our telecare system.

"Telecare is about giving vulnerable people their independence whilst offering their relatives and friends the peace of mind that help is available should they need it."

We have seen an increase in our customer base this year as people begin to understand the customer orientated and personalised approach that our teams uphold.

"This upgrade not only benefits both our staff and customers, it also helps us to move into developing more innovative services."

For more information on HomeCall and its services, please call 01642 771300 or e mail enquiries@homecall.me

ENDS

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Notes to editors:

HOME CALL

HomeCall offers telecare services to thousands of vulnerable people, giving them the opportunity to keep their independence whilst providing them with the reassurance and peace of mind in an emergency.

When a vulnerable person presses the button linked to their monitor, HomeCall can either:

- Get in touch with a family member of a named contact on the person's behalf.
- Call the person's doctor.
- Call the emergency services.
- Deploy a HomeCall Warden

The monitor provides direct access to HomeCall's customer contact centre 24 hours a day, 7 days a week.

HomeCall Plus – is a special and personalised service, which helps to meet the needs of individual customers by offering one-to-one support and companionship. It is a regular visiting service tailored to the particular needs of individual customers.

HomeCall Telecare

HomeCall Telecare uses electronic sensors linked to HomeCall's customer contact centre to monitor signs of potential problems or emergencies that may affect people living safely and independently in their own homes.