

# Assisted Living Solution

Telehealthcare

23<sup>rd</sup> Sept 2025





DEDICATED  
TO HELPING  
ELDERLY AND  
VULNERABLE  
THROUGH  
USE OF



# Experts in Digital Solutions

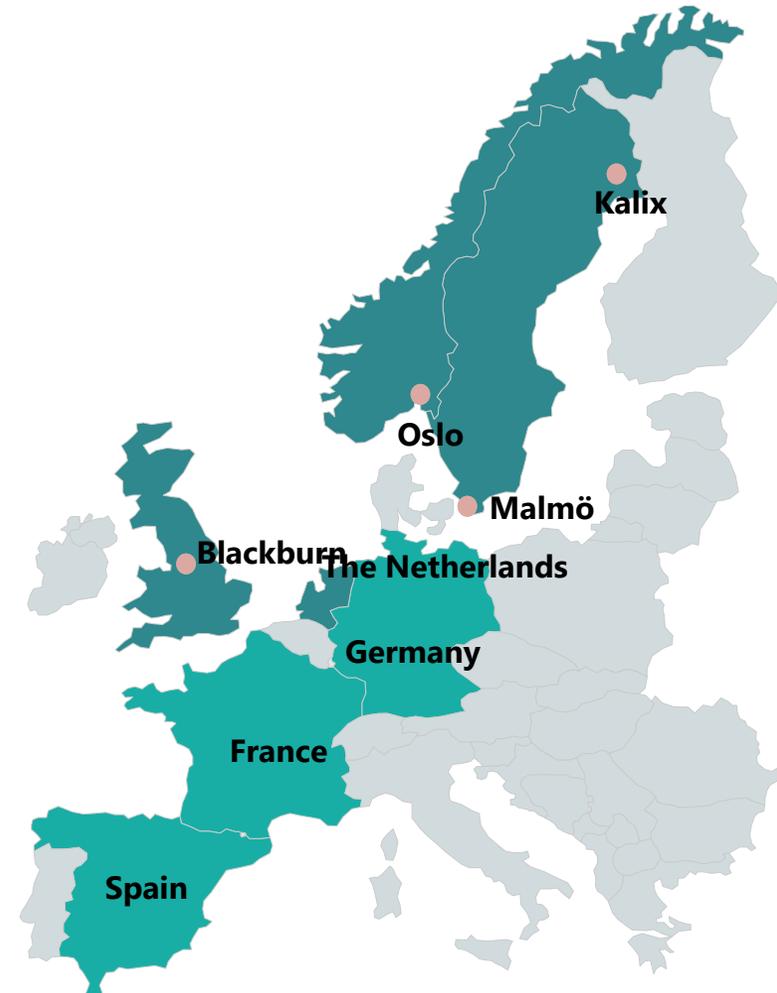
- Doro re-branded and trading as Careium from December 2021
- Established in 1974, 50 years solid history in developing personal alarms
- HQ & R&D based in Sweden
- Produced the world's first digital alarm in 2008
- Primary contribution to SCAIP development
- Market leader in Northern Europe with over 10 years' experience in supporting A2D.
- One of the largest digital telecare monitoring providers in the UK with 160,000 connections.

ISO  
27001,  
14001,  
9001

500,000+  
Digital  
units  
installed

30,000  
Alarms  
handled  
daily

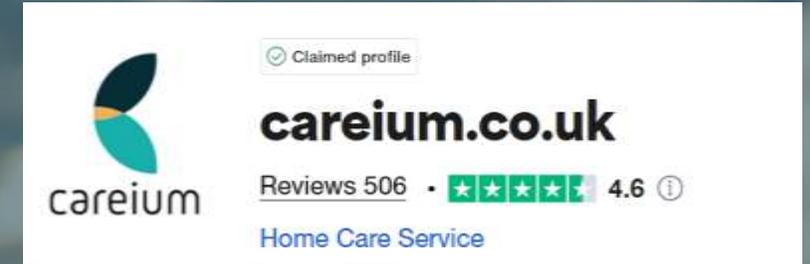
- Market Leading Position
- Market Presence



- We are one of the UK's largest telecare organisations, providing products and services to many thousands of customers.
- Our state-of-the-art alarm receiving centre, using the call handling digital platform UMO, is interoperable with hundreds of devices.
- We work tirelessly to ensure we uphold the highest standards of service. We are TSA OSF and ISO Accredited. We make sure all our calls are answered within the TSA Standard timeframes.
- We are a verified and trusted company on Trustpilot with a rating of 'excellent'.
- We have our own R&D Team who is able to resolve issues quickly and adapt products based on customer feedback.



Certified Organisation



# About Us in UK

# Smarter, Safer, and More Connected Care with Our Eliza Digital Assisted Living Solution

## Why Choose

- **Innovative & Cost-Effective** – A wireless alternative to hardwired alarm systems
- **Enhanced Safety & Connectivity** – For residents and staff
- **Peace of Mind & Compliance** – Meets regulatory standards

## Key Benefits

- **Easy Installation** – No extensive wiring, quick setup
- **Flexible Placement** – Wall or desk mountable with multiple connectivity options
- **Fully Customisable** – Tailored packages to suit specific needs
- **Seamless Integration** – Works with intercom, door entry, and environmental detector

## Eliza Family of Solutions

- Digital alarm systems
- Smart environmental sensors
- Scalable and future-proof



# Why Choose Our Eliza Digital Assisted Living Solution?

## Easy Installation

- Discreet wall-mountable units (flats/communal areas)
- No complex cabling – retrofit-friendly

## Life-Saving Integration

- AICO Fire/smoke detector compatibility
- Smart lift linking (where powered)

## Smart Access & Security

- IP video door entry (BYOD smartphone answering)
- Keyless fob systems for staff/residents

## Always Connected

- Dual-SIM/rSIM & multi-network resilience
- UK-wide certified partner support



# Why Choose Our Eliza Digital Assisted Living Solution?

## Expandable Safety

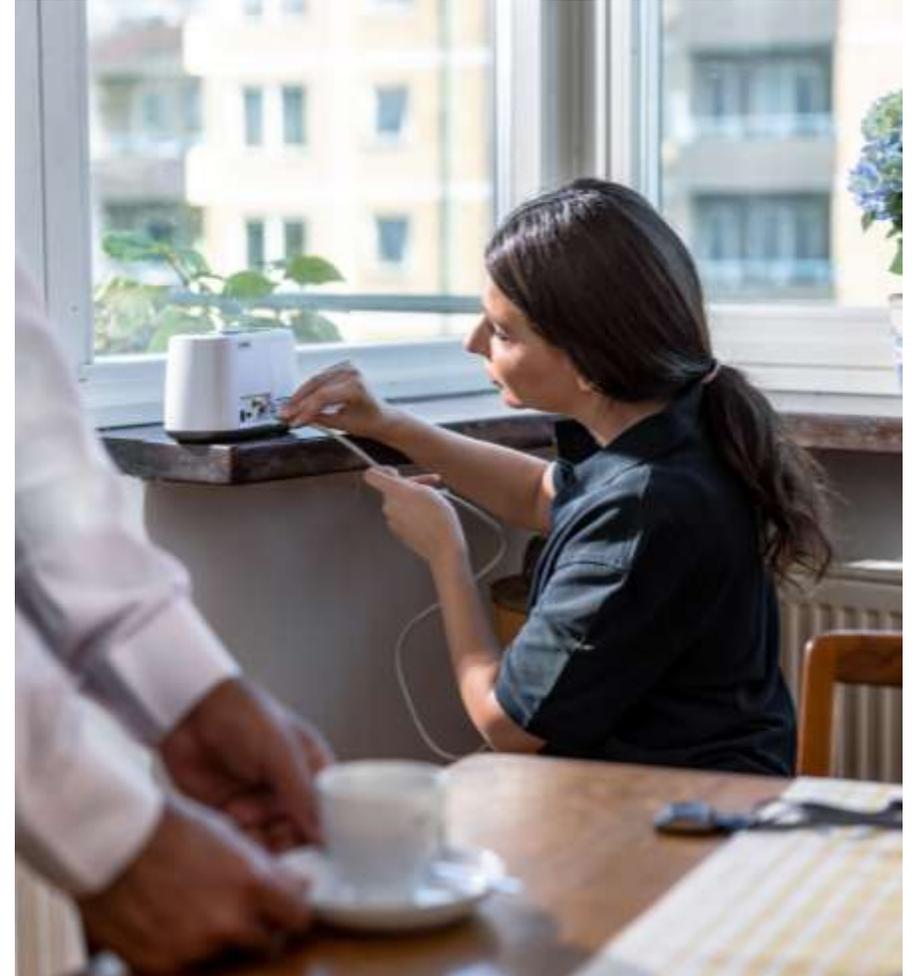
- Wireless peripherals: fall/flood/epilepsy sensors
- Manager app for multi-site alarm control

## Ultra-Fast Digital Protocols

- Faster emergency alerts vs. analog systems
- No vendor lock-in – integrates with BMS/fire panels

## Proven Impact

- Case studies: Increased resident independence
- Operational efficiency for providers





# Monmouthshire Housing Association: A Digital TEC Success Story

## The Challenge

- ✗ Ageing hardwired systems – costly to replace
- ✗ Lack of flexibility & outdated technology
- ✗ Risk of exiting the market due to high costs

## The Solution

- ✓ Digital Dispersed Alarms (Eliza/S+) – Flexible, resident-focused emergency support
- ✓ SIM-Based Door Entry – No invasive cabling, mobile/video access
- ✓ Seamless Monitoring – Integrated with AICO smoke alarms & Careium's ARC

# Monmouthshire Housing Association: A Digital TEC Success Story

## Key Outcomes

- 70% cost savings per connection → lower resident service charges
- Fewer false alarms → reduced emergency call-outs
- Enhanced independence – Remote access, intuitive design
- Future-proof – Ready for falls detection, dementia support & more

**A scalable, affordable model for digital assisted living.**





“Careium demonstrated **great creativity** in focusing on the outcomes we were trying to achieve for our scheme residents. We were pleased with Careium’s commitment to ensuring the contract **met our needs and provided flexibility** within the process.”

Kath Deakin  
Head of Sustainable  
Communities  
Monmouthshire Housing  
Association





### Eliza

Highly versatile smart care hub elegantly designed to deliver the best possible security and reliability to users, monitoring centres and service providers alike.



### Eliza S

Slimline version of Eliza. Ideal solution where no fixed internet connection is available. Can be wall-mounted.



### Ellis

Attractively designed radio trigger compatible with all Careium social alarm. Built on the same technology as Enzo.



### Eliza S+

Latest version of Eliza. Ability to communicate via fixed ethernet in addition to mobile networks. Can be wall-mounted.



### Enzo / Enzo fixed mount

Versatile, long-range radio trigger compatible with all Careium social alarms and can be used in the shower or bath (IP67).

# Social alarms

- Eliza smart care hub family, supporting a range of features customizable to fit customer needs
- Includes versatile alarm triggers, innovative telecare and low lifetime costs
- Eliza family acts as a connection hub for new sensors and accessories within fixed social alarm offering
- Reliable and safe communication over 4G and other digital IP-networks
- Selection of other capabilities: rSIM



# rSIM® Key Benefits

**Connectivity insurance.** Heartbeat checks/connectivity SIM checks are performed every 60 seconds. Ensuring that your social alarm is always “on”!

**Automatic.** Automatically shifts SIM profiles upon issue detection, significantly reducing downtime!

**Proactive.** Proactively updates both core and local networks, not just when an alarm is triggered. Migrates to ensure connectivity in an emergency!

**Resilient.** Provides the additional resilience required for a digital telecare product.

**Compatibility.** Compatible with all our Eliza family of 4G devices. Moving forward we will look to integrate the rSIM® into our flagship GPS device – The Abby!

**Flexible.** In your order you specify if you require the rSIM, and we will integrate it into all your ordered Eliza devices (NB! your alarm platform must support the feature of two separate phone numbers). Alternatively we can send you rSIM's to retrofit into your Eliza family devices.

**Cost.** There will be no additional costs for the rSIM.

# Ready to transform your care environment with a wireless, future-proof solution?

Careium's Eliza Digital Assisted Living System delivers unmatched safety, flexibility, and cost savings, without the hassle of outdated hardwired systems.

From seamless fire and door entry integration to remote monitoring and smart peripherals, Eliza ensures 24/7 protection, regulatory compliance, and peace of mind for residents and staff.





# Abby

Abby is an out-and-about personal alarm with **GPS positioning and voice capability**.

With its small, comfortable design, Abby is easy to carry with at all time. And thanks to the **long battery time**, it is reliable and safe.

Abby has **self-activated and automatically triggered alarms**, including fall alarm. It also **supports remote triggers** such as Enzo and Ellis as well as **telecare accessories** such as smoke- and heat detectors.

Abby supports **2G / 3G / 4G**.



Telecare accessories  
compatible with all dispersed alarms  
provided by Careium



Enzo (alarm trigger)



Enzo Bogus



Smoke (interlinked)



CO detector (interlinked)



Heat detector (interlinked)



Extreme temp detector



Flood detector



Ping Pong / Blow



Motion sensor

Bed shaker



Pressure mat



Bed/Chair/Mat alarm



Bed/Chair magic stick



Epilepsy sensor



Pill dispenser



Vibby Oak (fall sensor)



Pull Cord

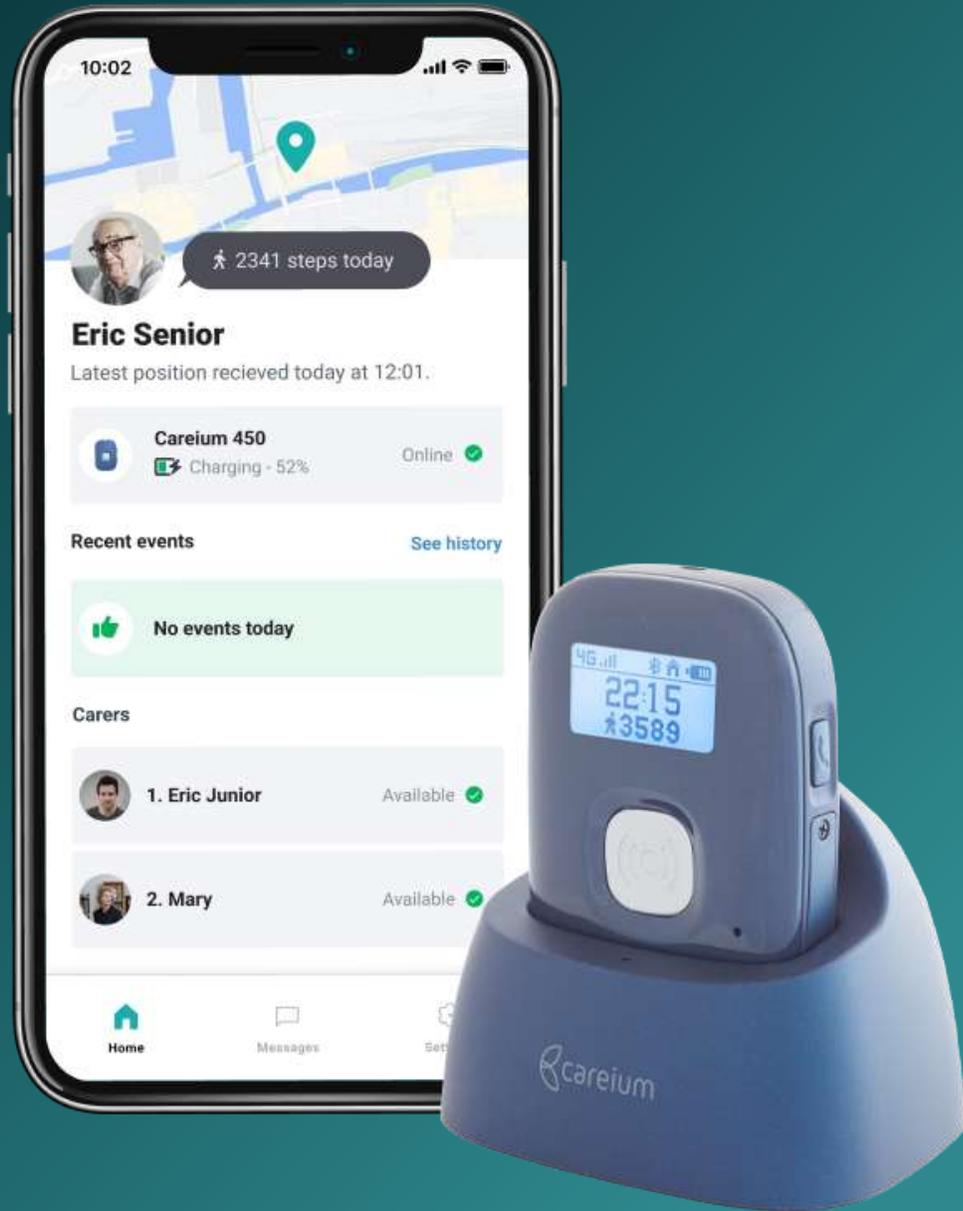


Door Exit



Piko button

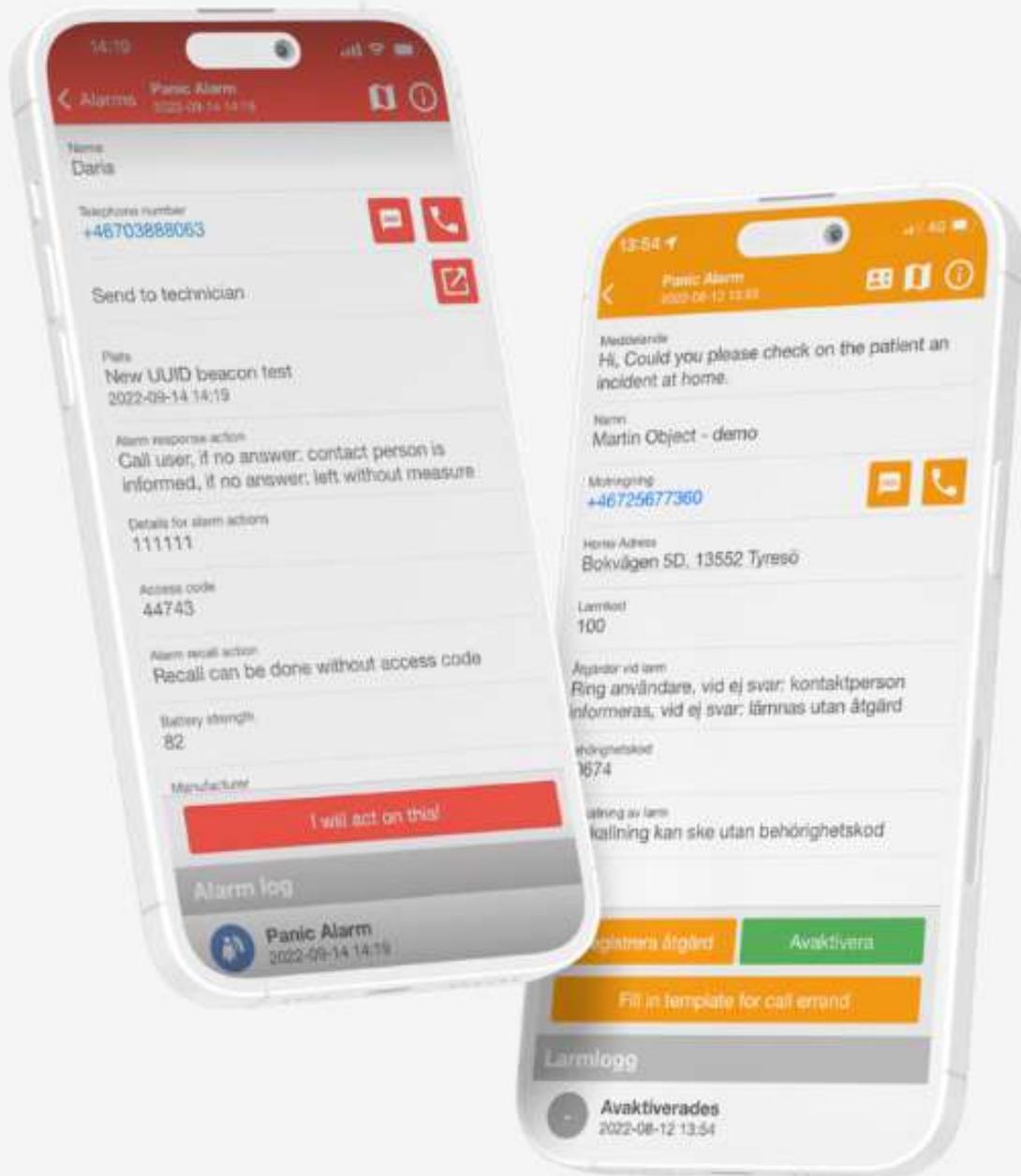




# i-care® plus

- Smartphone app that allows family & friends to be involved in the care of loved ones.
- Enable family & friends to handle alarm calls, see & track position\*, call the user, chat with peer carers and much more.
- Compatible with out-and-about telecare device Abby, as well as upcoming products.
- Download for free (Google Play / App Store).
- Requires invitation from service provider/user.

\* Only available if an out-and-about telecare device is being used



## Careium Response App

The Response App allows alarms and events to be received on a mobile device. This allows for quick and seamless communication, response and reporting.

### Features:

- Report reason and actions connected to the event
- Escalate and communicate with team members, or third-party response providers
- Flexible design that can be adjusted to receive different alarms and events
- Possibility for the response centre to assign an action to a person using the app
- Creates an auditable trail by logging all data and all info related to actions taken on an alarm



### Market-Leading Wireless Technology

- Take back control of security, costs, and time
- Designed for housing & property managers
- Proven expertise across Europe
- Solutions built for real daily challenges
- Easy, efficient, and empowering

### IPGUARD APP – Smart Access

- ✓ Residents answer via smartphones/tablets
- ✓ No cabling or proprietary hardware
- ✓ Fast installation – done in a day
- ✓ Wireless, flexible & always evolving

**Secured by Design**



Official Police Security Initiative

# Strategic Partners in Safety & Innovation

With decades of combined experience and industry-leading accreditations – including TSA TEC Quality, SafeContractor, NICEIC, and BAFE – our partner alliance delivers fully compliant, cutting-edge protection for housing and care providers.



## **Orestone Controls - Engineering Trusted Safety**

- ✓ 5+ years in multi-disciplinary security & life safety
- ✓ Expertise: Fire & Evacuation, Assisted Living, TECS
- ✓ TEC-certified engineers & technicians



## **GBR - Digital Transformation Leaders**

- ✓ 30+ years in tech-enabled care (TEC)
- ✓ End-to-end expertise: installations, end-user needs, 999/Urgent Care collaboration
- ✓ Unparalleled UK-wide service



## **Sentinel - Reliable Warden Call Solutions**

- ✓ Seamless contract mobilisation & service delivery
- ✓ Proven track record in large-scale operations
- ✓ Performance-driven & process-optimised



# Thank you!

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