

Taking
Care
Part of AXA Health



Technology enabled care and monitoring services

Preparing for the future

Caring for our elderly and vulnerable has never been more important. For our corporate customers, the future of Technology Enabled Care offers opportunities to tackle existing challenges. How can increasing demand be met with fewer resources? What is the best way to use new technology to help people live at home for longer?

Taking Care can help support you deliver your services and ambitions

We are passionate about Technology Enabled Care and our experience and understanding means we know how instrumental it is in allowing individuals to live independently for longer.

At the heart of Taking Care are our Emergency Resolution Centres (ERCs), which operate around the clock to provide help to those in need. We blend the latest technology with a human response and are one of the UK's largest providers of monitoring services. We offer the highest levels of operational security and resilience with a commitment to quality and customer service.

The very nature of our service provided when customers are at their most vulnerable means that we are focused on person-centred outcomes and high standards of care.

We can help you make the most of Technology Enabled Care, allowing you to provide your customers with the service they deserve.

Any questions?

Please get in touch today:

0800 085 8037 or
corporate@ppttakingcare.co.uk



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Technology Enabled Care and 24/7 monitoring is what we do. Securing positive outcomes for people and supporting them to live healthy, independent lives.

About us

Taking Care is one of the UK's largest providers of personal alarms and monitoring services. We provide around-the-clock Technology Enabled Care services to over 100,000 people throughout the UK.

We are the only Which? Trusted Trader approved personal alarm service and are the exclusive alarm provider to Age Co.

Taking Care is committed to innovation and finding new ways to use Technology Enabled Care to support our customers.

We are proud to hold the ISO 9001:2015 Quality Management Accreditation, demonstrating the robust nature of our processes and underpinning our high-quality, TSA approved service.

Our organisation is built on strong foundations, and we are a subsidiary of AXA Health.

AXA Health has been helping people to access healthcare services, including wellbeing, counselling, occupational health and rehabilitation, for 75 years.

Through our combined in-house healthcare expertise we ensure our services are always evolving - providing personalised solutions for our customers.



Trusted by

We work with a range of partners to identify areas where Technology Enabled Care services can enhance and support their initiatives. Our priority is always on the needs of the customer.

Alongside our expertise, Taking Care's family culture is one of the reasons partners choose to work with us. The nature of our service (provided when customers are most vulnerable) gives us a strong shared focus. Everyone in our business plays their part in delivering our high standards and excellent care.

Local authorities and housing associations

Taking Care has a wealth of experience supporting our corporate partners and we work with local authorities, housing associations and charities. We provide 24/7 monitoring solutions for dispersed alarms, telecare and telehealth devices, door entry systems, access control systems and grouped/hard wired schemes. We understand the challenges our corporate customers face, and through our healthcare and digital innovation expertise we collaborate to deliver the services you need.

Age Co



Taking Care is the trusted provider of personal alarms chosen by Age Co. Age Co is owned by Age UK and sells products and services designed to help people make the most of later life, with profits returned to the charity. Age UK's charitable work covers areas such as campaigning and research, information, advice, healthcare and wellbeing. Taking Care also supports the important efforts carried out by Age UK for the older population. We donated £100,000 to their Coronavirus emergency appeal launched to help people who needed assistance during the pandemic.

Home Instead



We work with Home Instead providing personal alarms and monitoring services as extra reassurance for their customers. We act as an additional layer of security and comfort for Home Instead, ensuring customers are safe in their homes 24 hours a day. Home Instead is committed

to using Technology Enabled Care to enrich its customers' lives and we have expanded our partnership through a programme of innovation using connected care platforms to deliver more holistic, preventative care.

Brain in Hand



Brain in Hand (BiH) is a digital self-management support system for people and young adults who need help remembering things, making decisions, planning, or managing anxiety. It is not condition-specific, but often used by people who are autistic, have learning difficulties, or are managing mental health challenges. BiH customers can access personal planning specialists, a web-portal, mobile software and support via phone, text or email.

Integrating intuitive, personalised web and mobile software with human support – Taking Care provides the response service to the red alerts generated by BiH customers. This is often when they are feeling anxious and require solution-based support.

To support BiH response requirements our ERC operators received enhanced training in non-directional communication to assist customers in the management and organisation of their daily activities.

Working with us

Our vision is to become a modern, digitally enabled health partner who changes the way Technology Enabled Care is accessed and delivered. Working together we aim to enable early interventions and improve outcomes, supporting people to manage their health, wellbeing and maintain their independence.

We work with eldercare specialists and professionals to ensure our solutions are evidence-based and professionally recommended. We are paving the way to move from emergency response to prevention services.

Our solutions make the most of digital advances, using data and insights for a more

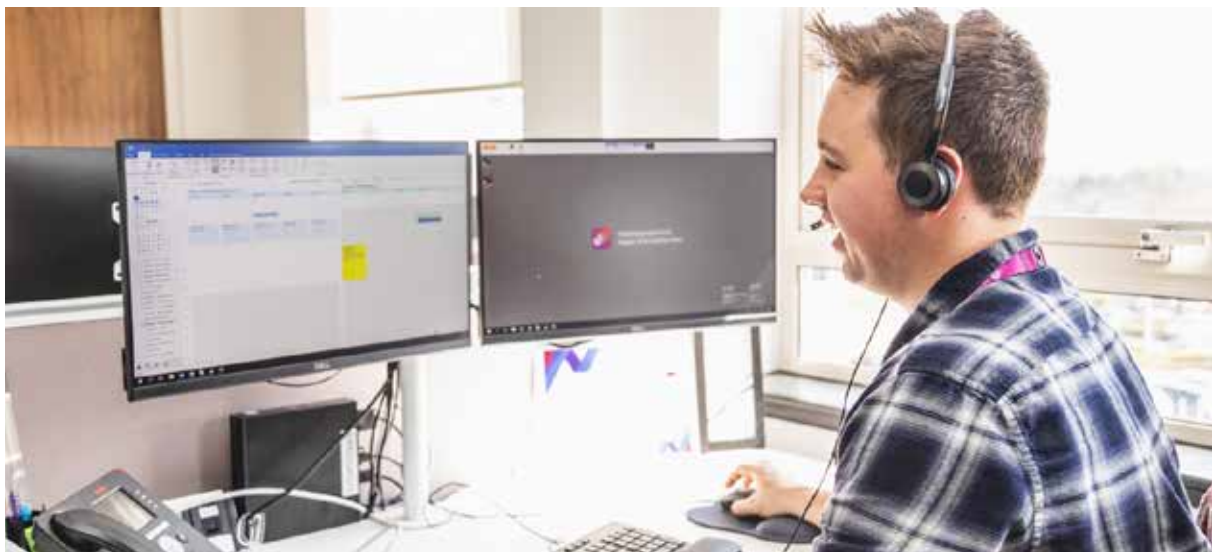
accurate assessment of peoples' needs and behaviours, allowing for proactive person-centred care. We can identify additional needs quickly, and support care packages being adapted accordingly.



We are committed to building strong and productive relationships with our customers.

24/7 monitoring

Operating from three Emergency Resolution Centres (ERCs) our monitoring services are provided 24 hours a day, 7 days a week, 365 days a year. We offer the reliability and reassurance you would expect from a life-saving service.



Our monitoring services are relied upon by a broad range of customers, and we support people from 3 to 104 years of age in a variety of different circumstances including those who are vulnerable, disabled, experiencing domestic abuse, living with dementia, have learning difficulties, or are lone workers.

The safeguarding of our customers is embedded throughout our company procedures with all staff trained to detect and recognise potential safeguarding concerns.

Our staff are at the core of our business, and we invest heavily in their development and wellbeing. We recruit nationwide and are an equal opportunities and Real Living Wage employer. All staff complete a comprehensive corporate, site and workplace induction and operators complete a full training schedule before they access live calls. Operators are also DBS-checked and trained on essentials including GDPR, health and safety, and cyber security awareness.

Through our account management and regular reporting, we can identify anomalies for individuals whose call patterns or product data informs us there might be a need for other TEC services to be implemented. All alarm calls in the first instance are treated as an emergency and our operators are supported by leading systems with detailed records and procedures to help them evaluate the circumstances and action the appropriate response.

We are accredited by the Telecare Services Association (TSA) which means all Taking Care policies, procedures and working practices adhere to their Quality Standards Framework.

Our robust Business Continuity Plans (BCPs) ensure that our ERCs provide a continuous service in the event of any loss of staff, adverse weather, equipment failure, fire, pandemic or other emergency. Our BCPs are externally audited on an annual basis by AXA Health and are compliant with TSA and ISO standards. We have invested heavily in the introduction of our triple-run site infrastructure, to mitigate any interruption to our service or risk of disruption and provide a seamless service. We can provide reassurance to our customers that contingency arrangements are permanently in place across our operations.

An experienced,
digitally enabled
monitoring service

We keep ahead of all news, updates and requirements in the TEC industry by being at the forefront of the market and regularly engaging with our colleagues, regulators, equipment providers and industry leaders. We are at the forefront of market development and have access to the latest product and service offerings. We can provide clear, unbiased advice around value for money when upgrading services.

We also invest in extensive customer insight work, academic research and product pilots. Taking Care undertakes research to understand what is important to customers so that all communication about our services meets their requirements. This includes customer surveys and participation in AXA consumer panels.

Our personal approach to implementing Technology Enabled Care aims to empower and support all individuals by taking their needs and views into account. Our procedures are built around safeguarding individuals to identify risks which may affect them remaining in their home.



Sustaining your local services

Night Owl

Night Owl allows Taking Care to support your monitoring services by handling your emergency calls overnight. We developed Night Owl with our Local Authority partners to help tackle mounting service pressures and keep their essential local services sustainable. Working together, we deliver a reliable 24/7 monitoring service and become an extension of your team through the night and in times of need.

How it works

Our Night Owl service utilises the latest alarm receiving software platforms underpinned by industry leading business continuity. Using these platforms, we can support multiple control centres, with customer data segmented into a secure area which your operators will access remotely, allowing them to call handle, update data and records, and deliver your customer facing service. During your normal operational hours, it is business as usual – the only difference is that you will log into our platforms remotely from your office, home or typical place of work.

When you want us to take over your monitoring service overnight, your operators log out of the system and Taking Care operators log in. We handle your calls in accordance with your guidelines and procedures, to become an extension of your service.



Benefits

- Use of Taking Care infrastructure
- Scalability of service user growth
- No night monitoring centre or maintenance costs
- Digital ready, making migration to digital easy
- No disaster recovery investment
- Reduced operating costs
- Data held securely by design
- Calls handled by experienced TSA accredited operators
- No additional or bank resourcing needs
- No concerns around emergency cover or disaster recovery



Why trust us to help

Taking Care is an award-winning Technology Enabled Care service provider. At the core of our business is our 24/7 monitoring service managed through our Emergency Resolution Centres (ERC). We are backed by AXA and continually invest in our people and systems to provide the highest standards of operational support and resilience.

Supporting your services

Night Owl enables flexibility to manage your monitoring in the most efficient way to meet service needs. It provides you the ability to deliver your organisation's strategic ambitions and support your local community whilst significantly reducing telephony, equipment, maintenance and operating costs. Night Owl also protects against significant disaster recovery events such as connectivity or site loss, network issues and emergency closures.

What you can expect as a Night Owl customer

Professional call handling

All our operators are DBS checked and TSA accredited; selected for their compassionate natures and desire to provide a high level of customer service. Operators complete a full training schedule which includes bespoke customer procedure manuals before they have access to live calls. This allows us to become an extension of your team and provide continuity of service when covering monitoring duties on your behalf.

Reduced operating costs

Considerable savings can be made with Night Owl due to a decreased requirement for on-site infrastructure and IT support including

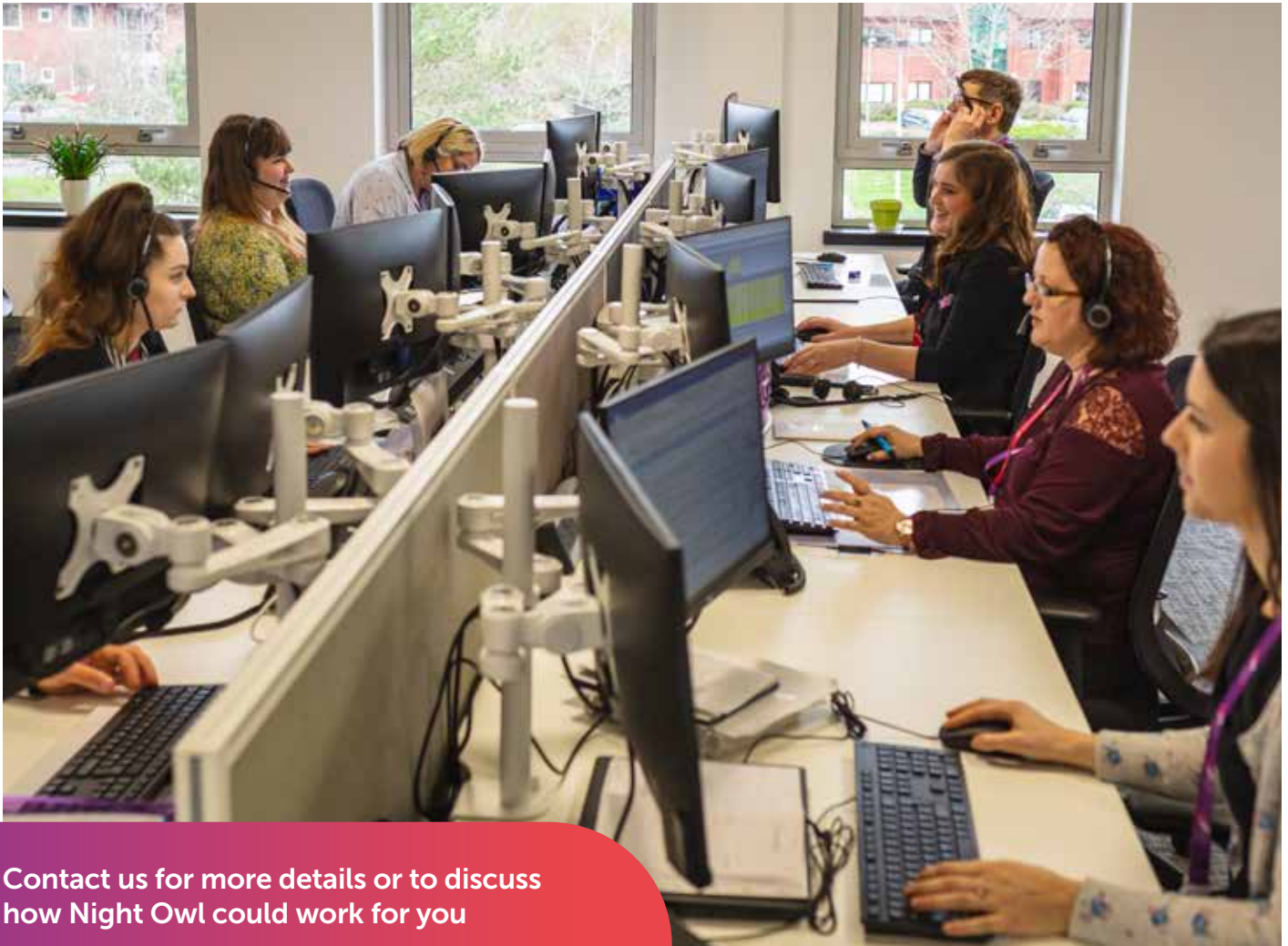
- Telephone lines
- Servers
- Licenses
- Maintenance and support
- Building running cost 24/7
- Night operators

No alarm receiving centre investment

We offer a choice of industry leading platforms which are compatible with more than 90 analogue and digital protocols including BS8521, SCAIP, TS50134-9, IPACS, STMF and NOWIP. We invest in our platforms and software to ensure they are updated and tested to support both analogue legacy devices and digitally enabled technological advances. We utilise open APIs for the interoperability of data.

No maintenance costs

With Night Owl there are no costly maintenance agreements - we have it all covered. We provide 24-hour technical support, backed by industry-leading SLAs from our suppliers and dedicated access to our in-house team of IT engineers 7 days a week, 365 days a year.



Contact us for more details or to discuss how Night Owl could work for you

0800 085 8037 or
corporate@ppptakingcare.co.uk

Industry-leading business continuity

We have made significant investment in our business continuity infrastructure to support our customers with market-leading levels of resilience. We keep our business operational through our dual-running site systems and the ability to mobilise our workforce from home - giving us flexibility across locations and systems. Our business continuity plans ensure our ERCs provide a continuous service in the event of any loss of staff, adverse weather, equipment failure, fire, pandemic or other emergency. Night Owl provides a fully staffed business continuity service.

Reassurance about your data security

We embed a 'security by design' principle to keep your data safe and secure. We adhere to this principle through a structured approach to information governance, managed by a dedicated team of information security professionals and data protection practitioners. We undertake Data Protection Impact Assessments and rigorous technical controls are in place to manage all data.

Innovative solutions

We are committed to remaining equipment agnostic which is why we don't manufacture our products. This approach allows us to offer impartial choice when it comes to Technology Enabled Care solutions. We have an established technical team to support equipment testing and explore functionality, and our IT Team manages the integration to our ERCs. Our relationships with key technology providers means we can scope, test and pilot products ensuring that when deployed, equipment is safe and resilient.

Our knowledge and expertise in the Technology Enabled Care market means we can support customers to develop their services in a tailored, sustainable way.

We work hard to stay ahead of emerging technologies and innovation



24/7 Technology Enabled Care provider

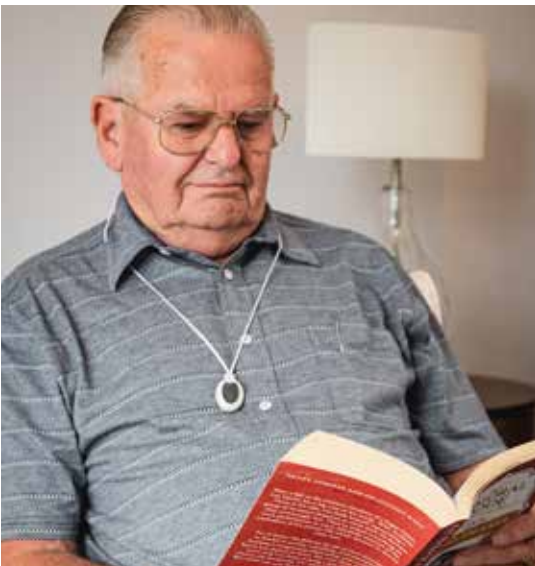


Holistic care through technology

The increasing volume, type and accuracy of data captured by in-home, wearable devices and sensors means that Taking Care can use this information to improve customer outcomes. The selection of devices and range of functionality provides customers and their families with far greater choice in taking a proactive approach to maintaining their wellbeing.

The comprehensive technology infrastructure underpinning the care package addresses the wider needs of a vulnerable person living independently. This is over and above those needs traditionally met by domiciliary care visits, including social isolation, nutrition and hydration, safety and security as well as emergency and mobile response. These needs may have previously gone undetected leading to more serious wellbeing/health concerns later.

Connected care platforms use a set of unobtrusive sensors to monitor an individual at home 24/7 and learn their normal patterns of behaviour. The platform validates the data and analyses it to generate alerts and insights about any significant changes in that behaviour. The alerts indicate when action should be taken immediately (for example the person may have fallen or left the house) and the insights indicate more subtle changes over time (if the person is moving less, visiting the toilet more frequently or not managing hydration well).



The intelligence generated by the platform enables customers to better plan, schedule and deliver care, ensuring that additional needs are quickly identified, and the care packages adapted accordingly.

Our innovation in technology and services is not designed to replace in person care but rather to compliment it. Nevertheless, the platform supports a significant reduction in the cost of care over time in several ways. By giving a complete understanding of the daily activities and behaviour of the person in their home, the platform can ensure that care resources are used more effectively and efficiently. This can lead directly to:

- Delivering care to more people without increasing the number of carers
- Providing more accurate assessments of peoples' needs and identifying changes to those needs over time
- Supporting pre-emptive care, by spotting changes in patterns of behaviour such as movement, hydration, nutrition, sleeping patterns and bathroom usage, which can be the precursor to more serious issues
- Early identification of issues which could result in hospital or care home admissions and help in avoiding higher cost care and interventions in all settings; home, care home and supported living
- Reductions or delays in the number of people admitted to care homes as the service supports people staying safe and well in their own homes for longer

- Supporting faster discharge back home by providing a monitored environment, generating information that can be shared with clinical and care professionals as required. It offers potential for the step down from a care home or hospital to be achieved earlier
- Monitoring the individual and identifying potential health concerns before they become serious and require more expensive intervention by primary and community care resources
- Reducing the instances of unplanned and emergency hospital admissions by monitoring for issues such as dehydration, which can lead to instances of UTIs

Any recorded measurement/action received from a device or system is an object to which rules can be applied. These might involve the triggering of notifications, alerts and alarms prompting human care intervention by healthcare professionals, formal or informal carers.

With analytics and business intelligence we aim to continuously improve outcomes for customers. To this end, we are engaged in ongoing discussions with a range of suppliers of monitoring peripherals/platforms to ensure we can always provide suitable options.

Health & wellbeing



Medical support helpline

Our nurses are available night and day to talk to customers about any concern, no matter how big or small. They are specialists in a range of medical conditions and will happily discuss queries relating to minor injuries, pain management, or general health concerns. They can also help explain test results, impending treatment and give nutrition advice. Calls to the medical support helpline are not triaged meaning the first contact the customer has will be direct to the nursing team.



Medication information service

Our pharmacists are on hand to answer questions about medication and prescriptions. They can respond to queries about the type of medication prescribed, side effects, drug interactions and dosage information. They can also provide guidance on treating common ailments and managing pain with over-the-counter remedies.



Wellbeing checks

We are used to offering wellbeing checks as part of our monitoring service. These calls can be made in accordance with individual requirements, either over the telephone or a hard wired speech module. We make outbound calls for a variety of reasons, whether as a simple check to ensure someone is well, or to act as a reminder service including prompts to take medication.

We can also provide outbound calls to assist when there has been a bereavement and the individual is struggling with grief, where a family member is away on holiday, or a scheme manager is sick or absent. This service is flexible, and we will call out immediately if requested to do so when there is concern for the individual's health and wellbeing.



Collaborative care

We work alongside community health teams and social care support services to improve communication and provide a joined-up approach to care. We facilitate meetings between key teams where the responsibility and budget for social care requirements can be shared - including safeguarding action groups, wellbeing partnerships and emergency services. With a programme of education, technology deployment and community engagement, we focus on enhancing preventative pathways of care.

Added value

Mobile response partnership with St John Ambulance



Taking Care offers a unique partnership service developed with national healthcare charity St John Ambulance, which delivers the very best in monitoring and an enhanced community and medical response service. We established our joint service following research into the key factors influencing health and recovery following an alarm call. Key to a successful recovery proved to be speed of attendance and treatment.

St John Ambulance responders will attend calls where their critical clinical skills can be vital to wellbeing. Clinical observations are taken using the NEWS2 score (NHS recognised dynamic patient assessment tool) and the post-fall assessment iSTUMBLE. The attending team complete full patient reporting and are trained in advanced first aid (including the use of medical gases and fracture management), dementia awareness, using fall lifting equipment and many more essential services.

Installation and assessment

We provide an effective assessment and installation service that offers a range of options built around the needs of the customer. We optimise our customers' use of technology by remaining equipment agnostic offering impartial choice and flexibility and allowing us to explore all emerging Technology Enabled Care. We put in place bespoke welcome packs to ensure at installation, individuals have everything they need to understand their TEC. The maintenance of TEC equipment includes periodic testing, replacement or repair of faulty equipment, replacement of batteries and general upkeep to ensure the continued functioning of the equipment.

- Empowering people to live independently and safely
- Reliable 24/7 monitoring
- Highly skilled, knowledgeable Emergency Resolution Team
- A proven, award-winning service provider with over 35 years' experience
- TSA accredited, ISO9001:2015, Cyber Essentials, Which? Approved, Trustpilot rated 'Excellent'
- Robust business continuity, data security and operational resilience measures
- Helping customers transition their services – supporting legacy analogue and digitally enabled devices
- Installation, assessment, quality control, refurbishment and supply chain capability delivered in-house

If you would like to know more about the services and products in this brochure please call or email and a member of our Corporate Team will respond.

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