



appello

EMPOWERING BETTER OUTCOMES
THROUGH MONITORING SOLUTIONS

28/11/2019 | GILL ATKEY, MONITORING SERVICES DIRECTOR

Empowering people to lead
independent and fulfilled
lives through a blend of
people and technology.





For nearly three decade we have been leading the way in Technology Enabled Care (TECS) and business support monitoring services in the UK.

Our digital care centre is enabling us to continue this trend in a rapidly changing environment.



Some of our customers: Big and small, covering all corners of the UK.

Housing (21)

Grand Union
Housing Group

Millstream
Management

FIRST
PORT

C&C
where inspiration lives

the guinness
partnership

Caledonia
HOUSING ASSOCIATION

Plus Dane
Housing

“The feedback from residents has been overwhelmingly positive, they have been impressed by the speed of the solutions and how easy they are to use.

The install was fast, and the team at Appello worked hard to reduce any impact on residents during that time. Since then they have been on hand to help our residents make the most of the new services available to them.

For the Extra Care team, we can now proactively monitor the calls to see when and where support calls are generated, allowing us to improve the services we offer to our residents.”

Jan Davis, Dementia and Extra Care Project Officer at Grand Union Housing Group



Our digital care center: setting the benchmark for telecare in the UK



- We have invested significantly in developing a service platform that meets the changing market demands and needs of our customers.
- Our digital monitoring platform, CareNet, supports digital enabled telecare systems that offer greater speed, flexibility, scalability and resilience than traditional analogue systems.
- It's a telco grade platform meeting the highest standards of reliability. Our triple layer configuration, with unprecedented bandwidth, allows for endless simultaneous calls and 100% resilience. Our cloud based approach supports remote connectivity and enables efficient switching of operational sites.

- Support digital connections.
- Specially designed for care environment.
- Designed in partnership with developers of 999 call handling platform.

A photograph of an elderly man with glasses, wearing a light-colored shirt, holding a mobile phone to his ear. The image is overlaid with a semi-transparent orange filter.

193,650

Connections =
159,600 Residents

A photograph of a call center operator, a man with a headset, sitting at a desk with multiple computer monitors. The image is overlaid with a semi-transparent dark grey filter.

1,752,500

Operator handled
Telecare calls

A photograph of a woman wearing a headset and a lanyard, looking down. The image is overlaid with a semi-transparent orange filter.

60,550

Emergency calls
per year

A photograph of a yellow and green ambulance driving on a road. The image is overlaid with a semi-transparent dark grey filter.


166

999 calls per day

A photograph of an elderly woman with short white hair, smiling and clapping her hands. The image is overlaid with a semi-transparent orange filter.

87 years

Average age of resident

A photograph of two elderly women laughing together. The image is overlaid with a semi-transparent dark grey filter.

97%

Customer satisfaction in 2018



Our operators: specialists in telecare and supporting vulnerable individuals

- 221 Staff
- Each Operator will dial 999 **over 7 times** in a shift
- Our **Oldest Operator is 79**: tenure with the company 20 years
- Our **Youngest Operator is 17**: tenure with the company 7 months



Market leading quality and response: We consistently exceed industry benchmarks



60's

97.5%

of calls answered within 60 seconds of being delivered to the calls handling platform.

Achieved

98.06%



180's

99%

of calls answered with 180 seconds of being delivered to the calls handling platform.

Achieved

99.54%

Service Delivery: How is this achieved





Our services: a snapshot



Emergency alarm and telecare monitoring



Out of hours building and facilities call management



Supported discharge and re-ablement solutions



Powerful data to help you support your business



Lone worker solutions across multiple industries



Call overflow and disaster recovery solutions



Our service includes many value adds to benefit both you and your residents.



Maintenance & Repairs

Residents can contact the control room on a 24/7 basis to report repairs into communal areas or request assistance with sourcing a contractor for repairs in their property. For communal repairs, the control centre team will contact a contractor who will attend and resolve the issue directly. For repairs inside properties, the operator will assist if the resident is unable to source a local contractor to help & will advise the resident that this may be recharged.

Crisis & Serious incidents

The operator will escalate crisis incidents immediately to the Team Leader on shift who will activate the crisis management procedures, contacting the Duty Manager to ensure appropriate action is taken.

Carer Access

Where relevant, should a resident have a carer who needs access at the main door, Appello will work with the manager to incorporate the carer into the Carer Access scheme, this means that when they come to the door and quote a unique rolling password (this changes daily), the control centre operator will provide access to the building without disturbing you.



Did you know?



Calls are prioritised on the calls handling platform, these means that a fire emergency or resident call will always take priority over a door call from a scheme if the alarm is triggered at the same time.

Our state of the art platform allows for a 'non-critical' calls handling team who will deal with door and test calls from schemes – this allows for emergency calls to receive the highest priority.

All of the emergency services may differ in how they deliver services across the UK.

For example;

- Fire Authorities, may not respond to an Automatic Fire Alarm if we cannot confirm there is a fire.
- Ambulance Services, may not respond to a No Speech Call, unless we can confirm a medical emergency. They may decide to attend but at road speed and not on blues and twos.
- Ambulance services may or may not provide us with an update, for example, whether the patient has been taken to hospital.



Quality & Accreditations



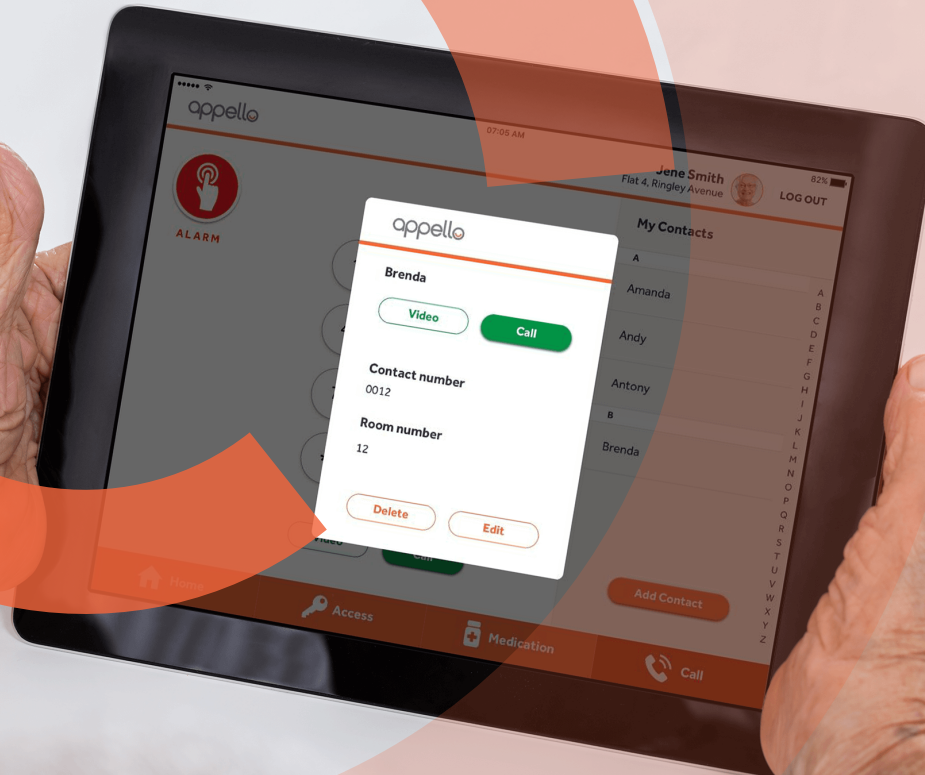
What our customers say...



97% are satisfied; **91%** say our service is good-excellent.

99% of our customers feel safer knowing they have access to an alarm in case of emergency.

98% feel that Appello offers value for money.





What happens during an analogue alarm call?



When the pendant is pressed or cord is pulled it creates an alarm activation.

For scheme equipment:

If the Development Manager is 'logged off', the alarm will route through the public telephone network to the control centre platform.

If the Development Manager is 'logged on', the alarm will wait until it times out on site (normally around 2 mins), it will then route through the public telephone network to the control centre platform.

For Lifelines:

These will dial out immediately through the public telephone network to the control centre platform. The time it takes to go from the lifeline unit to the Control centre platform is dependant on the telephone network.

For all alarms:

Once the alarm is activated, throughout the wait time, the caller will usually hear a message 'your alarm is connecting' which should reassure the caller that the activation has taken place.

When the call 'hits' the platform, the operator will have all resident & scheme details in front of them – as long as all the data has been supplied to the monitoring centre

The operator will ask how they can help and will action the call appropriately.

In an emergency, a call will be made to the nominated contact and, where relevant, a key holder will be called.

We need SLS

WHAT HAPPENS DURING A SLS (DIGITAL) ALARM CALL?

YOU RECOGNISE THE NEED TO MOVE TO DIGITAL



FLEXIBLE

Our **digital platform** means we can provide a range of offerings to meet your needs utilising the leading technology from around the world.



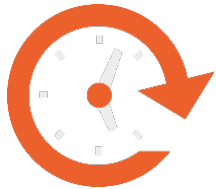
DYNAMIC REPORTING

Our reporting engine AppelloSBR enables us to provide customers with unique insight



COLLABORATION

We have developed trusted relationships with the partners and the emergency services to deliver great service to our clients and your customers.



SCALABLE

We are available 24/7 and have the experience and resources to meet your requirements.



UNIQUE EXPERIENCE

30 years experience of speaking with an older demographic and managing stressful and emotive situations in a calm manner.



RESILIENT

Within 10 miles we have a disaster recovery monitoring centre to ensure continuation of service.