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Date: 13.04.10

Ref: Careline TSA

## **Herefordshire Careline celebrates double accreditation award**

Herefordshire Careline, one of the country's leading providers in social alarm monitoring has been re-accredited by the Telecare Services Association (TSA) for its alarm monitoring service and for the first time ever, its installation service.

Currently providing a personal emergency response service to 26,000 customers across the country, with 3,000 of those in Herefordshire, the Careline service is one of only 30 providers so far, to meet the Telecare Services Association's recently updated Code of Practice.

"We receive over 40,000 alarm calls every month to our control centre at Herefordshire Housing. Our recent satisfaction rate with customers was 98.8% so we know we're providing an excellent service. The accreditation brings everything together, assessing the quality of calls made and received, customer feedback, training and our policies and procedures, it's a rigorous process", said Simon Herdsfield, Herefordshire Careline Operations Manager.

This year, for the first time, Herefordshire Careline has also been accredited for its installation service. This formal accreditation recognises the excellent work of the installers who meet directly with the customers on a daily basis.

Herefordshire Careline's 24 hour personal emergency service is available to anyone who needs to summon help urgently, for example, vulnerable people who may be housebound, young, elderly or disabled people living alone or if you have recently been discharged from hospital and require additional support. For more information about our Careline service you can call **01432 384100**, visit [www.hhl.org.uk](http://www.hhl.org.uk) or email [community.services@hhl.org.uk](mailto:community.services@hhl.org.uk)

**Note to Editor:**

The Telecare Services Association set standards and regulations to maintain high quality service provision across the sector. The inspection process ensures that the organisation is delivering high quality services.

Herefordshire Housing's Careline is based at the housing associations head office in Legion Way, Hereford.

Pictured: From left to right, Mike Imms (Community Alarms Installer), Rupert Lawrence (Careline and Marketing Business Support Assistant) , Dennis Arrowsmith (Community Alarms Installer)

