



Recognition for Devon response centre

A Plymouth based response centre, which operates a life-saving alarm service, has been praised by a national accreditation organisation, for the second year running.

Call24, which offers round-the-clock cover to over 9,500 people and enables them to stay in their own homes, has received a big thumbs up from Telecare Services Association (TSA). The Telecare Services Association is the national body that sets rigorous standards for alarm response organisations such as Call24.

Call24 is a partnership between affordable housing provider, Tor Homes, and Plymouth City Council.

At the touch of a button, people have immediate access to help from staff at the Response centre, based in Plymouth.

Paul Gee, Chief Executive of TSA said: We are delighted with the success of Call24. The TSA Code is rigorous and is constantly being developed to make sure it meets the needs of the government's health and social care policies.

It is so important to the welfare of vulnerable and older people that there is an independent watchdog on alarm centres such as Call24. During our inspection of their policies and procedures, it was evident that the organisation is committed to providing the quality of service which its customers deserve.

Howard Toplis, Chief Executive of Call24, said: We have a great team at Call24 and they have pulled out all the stops to achieve this recognition. We know we have to continually work to improve our performance and this independent evaluation has recognised our commitment to providing an excellent service to our customers.

Giles Perritt, Head of Performance, Policy & Partnerships at Plymouth City Council said: The Council is committed to providing excellent services to our citizens. We want to extend our Telecare services and Call24 provides solutions that are simple, practical and easy to install.

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