



Call24Hour receives official recognition

Thumbs up for life-saving alarm service

Call24Hour, the life-saving alarm service has received a big thumbs up from Telecare Services Association (TSA) which is the national body that sets the standard for Care Line services.

Call24Hour, which provides round-the-clock cover to over 9500 people, has been awarded official recognition by TSA for achieving compliance with their Code of Practice for Social Alarms Services.

Paul Gee, Chief Executive of TSA said "We are delighted with the success of Call24Hour. 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 Call24Hour. 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."

David Norman, Chair of Call24Hour says the thumbs up from the TSA is a great boost. "We have a great team at Call24Hour 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 an excellent service to our customers."

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