

# DIGITAL TELECARE

Scottish Local Government



south ayrshire  
health & social care  
partnership

# THE DIGITAL SWITCHOVER

As one of our Community Alarm service users, the South Ayrshire Health and Social Care Partnership (SAHSCP) want to keep you informed about some upcoming changes that may have an impact on the service you receive.

## CHANGES TO YOUR TELEPHONE LINE:

All telephone companies in the UK are changing their existing telephone lines over to a new digital telephone system as the current phone lines are getting old and difficult to maintain. The telephone companies have set a target to have all phone lines upgraded to a digital version by 2025.



Digital telephone line connection

## HOW WILL THIS AFFECT MY COMMUNITY ALARM SERVICE?

The alarm equipment you currently have was designed to work with the existing old telephone network. Whilst your alarm will still work with a digital line, it may not work reliably, potentially meaning that calls are delayed or may fail to connect you to the control room. We want to avoid this therefore we are currently working on a programme to replace your existing alarm with a new digital version, which will ensure you are still receiving a reliable service.

## WHAT DO I NEED TO DO?

Keep using your telecare equipment as normal, we will be calling you individually to arrange an appointment to get your equipment upgraded as we progress the programme of exchange.

## WHAT ELSE DO I NEED TO KNOW?

Please be aware that as communication companies progress their digital upgrades, it may, on occasion, cause small blips in connectivity for your phone and alarm communications – these will be temporary and of short duration. If you do experience any problems of this nature, press your pendant and let control room staff know so we can ensure our records are updated.

With approximately 2500 service users on the SAHSCP Community Alarm Service, it could take us some time before we can get round everyone, therefore we ask for a little patience from our users. Please be reassured that we are working hard to get this right and make sure you experience as little disturbance as possible.

If you have any queries and would like to speak with someone please contact by email: [telecare@south-ayrshire.gov.uk](mailto:telecare@south-ayrshire.gov.uk) or call 01292 880929.