

# Taking the call that matters / making the call that counts

## About Astraline

Astraline was launched by “Johnnie” Johnson Housing to provide customer-led, flexible safety services. We were delighted to achieve audited compliance with the TSA Code of Practice in August 2002 and continue to achieve this high standard year upon year.

## Other services from Astraline

- Telehealth Services
- Repairs Reporting Service
- Lone Worker Safety Services
- Anti-Social Behaviour Logging Service

## Contact

For more information on any services from Astraline, please contact us on:

**Tel:** 0845 057 7091

**Fax:** 01625 870115

**Email:** [astraline@jjhousing.co.uk](mailto:astraline@jjhousing.co.uk)

**Website:** [www.jjhousing.co.uk/astraline](http://www.jjhousing.co.uk/astraline)

This publication is available in large print, audio, braille and alternative languages formats. Please contact the marketing team on 0845 604 1095

### Other brochures in the series

(Please visit [www.jjhousing.co.uk/astraline](http://www.jjhousing.co.uk/astraline) to download pdf versions):



Information Helpline:

**0845 057 7091**

[astraline@jjhousing.co.uk](mailto:astraline@jjhousing.co.uk)



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Jun 2009 A





A part of "Johnnie" Johnson Housing Trust

# Telecare Services

Anti-Social Behaviour Logging

Telehealth Services

Lone Worker Safety Services

Repairs Reporting Services



Telecare Services



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# Astraline Telecare Services

Astraline can provide high quality, cost effective Telecare Monitoring Services for vulnerable people from its state of the art 24 hour Alarm Receiving Centre based in Poynton.

We are driven by the need to ensure a high quality service to our clients and our fully trained, dedicated staff will go the extra mile to ensure that they achieve this goal. We understand the needs of the vulnerable clients that this service supports and want to work with you to develop this service.

Astraline does not believe in a philosophy of "One size fits all" and our services can be tailored to suit you and your customers.

The ARC (Alarm Receiving Centre) is staffed at all times and undertakes an independent audit each year to ensure that high quality service standards are met across all areas of the

operation. Astraline has been successfully audited by the TSA (Telecare Services Association) since 2002 and continues to strive for high quality.

Whilst new in the UK, our Verklizan control centre system from Holland is used extensively across Europe. It is state of the art and open platform architecture provides the flexibility to connect existing and new technologies to further support and develop Telecare Services.

We are able to monitor any Telecare systems from the UK that are 21st Century Network compliant and can monitor any Telecare protocol.



“To be the people who always deliver the most res

For the protection of our clients, we record all voice communication within the ARC and use a sophisticated system that digitally codes the recordings, so that any alterations to the recordings are known.

Astraline is seen as having a synergy with our clients and we can help you:

- Provide a high quality Telecare Service to your customers
- Reduce costs with our competitive pricing – especially important with the requirements of Supporting People
- Develop your Telecare strategies through working groups and assisting at demonstrations
- By remaining equipment neutral, we can offer advice on systems that can connect to our centre
- By working with you as a partner to develop and provide the services you want for your residents for the future
- “Brand” the service specifically for your organisation so that it demonstrates your dedication to Telecare and a seamless link to monitoring.



For further information about these services or to talk about how Astraline could assist you, please contact us and we will be happy to help.

Telecare Monitoring ranges from standard alarm systems, inactivity monitors, to smoke, CO2, flood and fall detectors.

**tqa**  
✓ audited compliance  
Recognised by the Telecare Services Association  
on complying with its Code of Practice Part One

ponsive, customer focussed call handling service”