

A leading provider of telecare, telehealth and electronic assistive technology



there for you,
anytime...



About us

Welbeing is one of the leading telecare organisations in the UK providing telecare and telehealth services to organisations who deliver care and support to vulnerable people. We offer high quality, fully integrated managed services and work closely with our clients to develop innovative, cost effective solutions to meet their specific requirements.

Welbeing was originally set up by Wealden District Council and Eastbourne Borough Council as a joint venture in 2005. In 2013 to support a strategy of continued UK wide growth Welbeing changed its legal status to become a private limited company.

This has allowed the necessary investment for expansion by Eastbourne Borough Council and is a major step forward in Welbeing's plans to fast track the growth of the company.

Today, we employ more than 100 people with a state of the art 24/7/365 response centre and stand-alone disaster recovery centre operating across two sites in East Sussex. Welbeing currently monitors in excess of 51,000 (as at Autumn 2014) telecare alarm devices, of which around 10,000 are private pay clients.



Working in partnership

We are the chosen partner of public sector organisations such as County & District Councils, NHS Trusts, sheltered housing providers, social services, care agencies, and voluntary organisations as well as private companies. We are able to help by increasing efficiency and reducing costs of your telecare service without any compromise on the quality of delivery:

East Sussex County Council: Provision of countywide integrated telecare service to 4000, including assessment, supply and maintenance of equipment and monitoring.

Severnside Housing: Transfer of 4,800 service users to facilitate the closure of the monitoring centre. Welbeing also provides general call centre services to support the housing management function outside office hours.

Amicus Housing Group: Welbeing provides telecare services and in 2012 acquired CASA Lifeline from Amicus.

Central Bedfordshire Council: 2,000 connections transferred from the Council's in-house monitoring centre which closed.

Tamworth Council: This project involved the transfer of 1,700 service users to Welbeing. Welbeing provides a fully managed equipment service on the ground in Tamworth and has a local office.

Additional services

Out of hours call handling service: Our team of highly trained staff can transfer this part of your business over to us with ease. We provide out-of-hours for a range of local authorities and housing organisations taking repair and maintenance enquiries on their behalf.

Telehealth: Welbeing is committed to the provision of telehealth and how it can help to empower patients taking control of vital aspects of their health, and how it can help to reduce pressure on acute services.

Lone workers: Offering peace of mind to vulnerable lone workers who feel safe knowing they are supported 24/7. Ideal for staff working on their own, entering dangerous or unknown places or involved in volatile situations.

“The whole team valued such great training sessions during the morning with your team. Everyone felt very inspired after the demonstration of the range of equipment.”

Claire Davies, Occupational Therapy Assistant, West Sussex County Council

“Welbeing provide us with great integration and support with marketing and are flexible with training and awareness raising to meet our needs.”

Caroline Hall, Contract Officer, Telford & Wrekin Council

“Thank you very much for your most interesting and informative talk yesterday. Everyone I have spoken to found it extremely beneficial.”

Nirmala Pisavadia, Sensory Impairment Reablement Team, East Sussex County Council

“I have been consistently impressed with the Welbeing service, their commitment to partnership working and personalised support.”

Staffordshire County Council

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