

11 August 2025

Telecare Services Northern Ireland

This survey is sent as an FOI (Freedom of Information) survey for public service organisations that offer alarm monitoring services for a vulnerable population. Thank you for your participation, as all your answers are very useful in helping us understand the present climate and the challenges you face.

1. What is the name of your organisation?

Belfast Health and Social Care Trust

2. Do you provide your own telecare / alarm response service? If you use an external service provider, could you please name who they are? Please tick box below re answer (s) that applies.

<input type="checkbox"/>	YES , we provide our own in-house telecare and alarm monitoring services
<input type="checkbox"/>	PARTIAL we provide equipment, but contract out to external alarm monitoring service – if this statement applies, please give name of external service provider below-
<input checked="" type="checkbox"/>	NO , we contract out fully to an external service for all telecare provision – if this statement applies- please give name of external service provider below -
<input type="checkbox"/>	External service provider is :- Radius Connect 24
<input type="checkbox"/>	NO – we do not provide telecare at all

NB – IF YOU DON'T PROVIDE ANY TELECARE SERVICES OR DEVICES – PLEASE NOTE THAT THE REST OF THIS QUESTIONNAIRE DOES NOT APPLY TO YOU – THANK YOU FOR YOUR TIME & RESPONSE TO Q 1 AND Q2.

Note: As we contract another company to provide the telecare service we are not required to complete the remainder of the questions asked.