

Carecall

Proud to be part of SHG

Newsletter

December 2025 www.carecall24.co.uk

Carecall has gone national in 2025



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Homes Group
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Hello from Carecall

We hope this finds you well and you are continuing to enjoy living independently in the comfort of your own home. It's been another busy and rewarding year here at Carecall, and we're delighted to share what we've been up to.

We've made fantastic progress toward the digital switchover, with two-thirds of our analogue equipment now replaced. By March 2026, we expect to have zero analogue units in use.

Our Out and About Team has been active across Stockport, visiting libraries, community buildings, and hosting local events to stay connected with our customers. Also, we now offer a weekly session at Stopford House with the Adult Social Care Team, when you can pop in for information about our services.

This year, we're especially proud to share that Carecall has gone national! Our telecare monitoring-only service is now available across the UK. So, if you have friends or family living outside Stockport who could benefit from the service, we'd love you to spread the word and help them enjoy the same peace of mind you do.

For customers in the Stockport area, remember that we can also enhance your package to include falls response services for a small additional cost, giving you extra reassurance in your daily life.

We were also delighted to see Eva Holt, Head of Independent Living, represent Carecall on the panel at the TSA Annual Conference, showcasing our commitment to excellence and innovation. Plus, our partnership with District Nurses continues to grow, delivering urgent community response support for those who need it most.

And, of course, we've been as busy as ever handling thousands of calls and welcoming many new members into the Carecall family.

Thank you for your continued trust and support. We're proud to be part of your community and are excited to continue keeping you safe, connected, and supported both locally and now, across the country.

Read on to find news on local events, tips for keeping warm this winter, and helpful health and wellbeing advice.

So, pop the kettle on and settle in for this edition of the Carecall Newsletter.



Code of Practice
Accredited Organisation



Stockport Homes Group Turns 20!

In October this year, Stockport Homes Group (SHG) proudly celebrated 20 years of making a difference in our communities and here at Carecall, we couldn't be prouder to be part of that journey.

Since 2005, SHG has been at the heart of Stockport, working to provide quality homes, build strong neighbourhoods, and deliver services that help people live safely and independently. The success of the past two decades has been shaped by the voices, ideas, and support of customers like you helping SHG adapt, grow, and continue to meet the needs of everyone it serves.

To mark this special milestone, SHG hosted a series of celebrations across the borough, including the Connecting Communities events at Victoria Park, Brinnington, and Reddish. These fun-filled days brought residents together for arts and crafts, gardening workshops, face painting, and free health checks a true celebration of community spirit.



The anniversary also coincided with this year's Customer STAR Awards, recognising those who go above and beyond to support others, strengthen communities, and inspire positive change. It was the perfect way to honour the people who continue to make Stockport a caring and connected place to live.

As part of Stockport Homes Group, Carecall is proud to share in this milestone and continue supporting customers with the same passion, dedication, and community focus that SHG has championed for the past 20 years.



Carecall are ready for the Digital Switchover

The world is going digital and so is telecare! As the UK prepares to move from analogue to digital phone services by 2027, Carecall is leading the way to make sure the transition is smooth and worry-free for our customers.

We've already replaced around two-thirds of our analogue equipment, and by March 2026 we expect to have completed the upgrade of all CareCall equipment, meaning every customer will be using the most reliable, up-to-date technology available.

What is the digital switchover, and what does it mean for me?

The UK's phone network is being upgraded to a new digital phone network by 2027. This affects any devices that currently connect through a traditional landline, including Carecall equipment. Don't worry we're working hard to make sure your service continues without interruption.

Will my Carecall equipment still work?

Some older, landline-based devices will need upgrading to be compatible with the new network. We're contacting all customers to review equipment and arrange any updates well before the deadline.

How can I prepare?

The most important thing is to keep Carecall informed of any changes to your phone network and, we'll guide you through any changes to make sure your system stays reliable and easy to use. Also, don't forget to carry out your monthly pendant check.

What happens if there's a power cut or the internet goes down?

Digital systems rely on an electricity supply but don't worry. Our Carecall digital equipment includes an up to 48-hour battery backup and an in-built SIM card, so your device stays powered and you remain connected, even during a power cut.



Meet the team

At Carecall, our greatest strength is our people. Every team member helps provide reliable, compassionate support, keeping customers safe and independent. This year, we're delighted to welcome Megan, who's already supporting residents through our weekly drop-in sessions and community events.

Here are some of the people who help keep you connected and safe:



Carecall

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What Our Customers Say

At Carecall, we love hearing from our customers. Your feedback helps us keep improving and ensures we're providing the support you need to live safely and independently.

You may have received a call from our team recently to complete a short survey, we truly value every response.

If you haven't had the chance to take part yet, why not complete the survey now by scanning the QR code.



"I could not fault the care my parents received. Dad used the service regularly, and knowing someone was always there gave our family real peace of mind."

"What a fantastic service! Your team has been amazing with Mum, and Dad before that, always there day or night whenever we needed help. It's such a weight off our minds knowing you're just a call away."

"I was so impressed with the response when my husband had a fall — the ambulance arrived quickly, and the care shown, especially knowing he was on blood thinners, made a real difference. Thank you for your support."

"Carecall makes me feel like you're always with me, taking away any worries about being on my own. Ryan was professional and explained everything clearly — I'm thrilled with the service I receive."

Stay Warm and Well this Winter

Winter can be a wonderful and festive time, but colder days and rising energy costs can bring challenges. Use this checklist to help you stay warm, healthy, and safe and why not cut it out and keep it somewhere handy as a reminder all season?

At Home

- Heat your main rooms to around 18 °C.
- Draw curtains in the evening to reduce heat loss.
- Keep radiators clear so heat circulates.
- Wear several light layers instead of one heavy layer.
- Use blankets and hot water bottles to stay warm without overusing the heating.

When Out & About

- Wear a hat and pull a scarf over your mouth to warm the air you breathe.
- Dress in layers to protect against cold air.
- Keep moving to boost circulation and stay warm.

Health & Safety

- Stay up to date with flu and COVID vaccinations if you are eligible.
- Watch out for signs of hypothermia: shivering, confusion, pale skin, or fatigue.
- Check on friends, family, and neighbours who may struggle with the cold.

Health & Safety

- Close curtains before dark and check for draughts.
- Consider energy-efficiency grants or benefits if you're eligible.
- Maintain a stable home temperature rather than turning the heat up and down suddenly.

More than just Telecare, Carecall are here for you

At Carecall, we're more than a telecare and falls response service we're your guiding hand to living your best life, now and in the future.

As part of Stockport Homes Group, we can connect you to a wide range of services and local support designed to help you stay safe, independent, and comfortable in your home.

Home adaptations and equipment

Working closely with Stockport Homes' Independent Living and Specialist Teams, we can help arrange adaptations or provide equipment to make daily living easier and safer.

Adult Social Care

Through our partnership with Stockport Council's Adult Social Care, we can help you access the right support to stay secure and well at home.

Age UK Stockport

We're proud to work alongside Age UK Stockport, helping share information about their fantastic activities, services, and opportunities for people in later life.

Community connections

Our close work with the Independent Living Team, Age UK Stockport, and local community groups means we can help you find out what's happening in your area; from events and activities to support networks and advice.



Getting Help with Heating Costs



Getting Help with Heating Costs

It can be tempting to keep your heating off during winter to keep your bills down but there is help available.

Winter Fuel Payment

People born on or before 22 September 1959 are entitled to a Winter Fuel Payment to help with heating costs. This is a tax-free payment of between £100 and £300 to help you pay your heating bills for winter 2025 to 2026. If you're eligible, you'll get a letter in October or November saying how much you'll get. Most eligible people will be paid in November or December 2025.

Cold Weather Payment

If you receive Pension Credit or other income-related benefits, you're automatically paid a Cold Weather Payment when the average temperature is (or is forecast to be) 0C/32F or below over seven consecutive days.

Warm Home Discount

If you receive the Guarantee Credit part of Pension Credit, you are entitled to a Warm Home Discount. If you receive certain other means-tested benefits or tax credits and have high energy costs, you are entitled as well. This is a one-off discount on your electricity or gas bill, usually made between October and March. Not all energy companies participate in the scheme, so check with your supplier.

Protect yourself from flu, have the flu vaccine

NHS





staying Connected this Christmas



While Christmas is often filled with joy, celebrations, and loved ones, it can also be a difficult and lonely time for many older people. At Carecall, we understand that the festive season can bring mixed emotions especially if you live alone, have lost someone special, or feel a little more isolated during winter.

You're not alone, and small steps can make a real difference. Here are some gentle ideas to help you stay connected and supported this Christmas:

Reach Out, Little Moments Matter

A simple chat can brighten your day. Calling a friend, neighbour, or family member even for a few minutes can lift spirits on both sides. Local community groups often run festive gatherings, coffee mornings, or gentle activities over Christmas. These can be a lovely way to meet new people and feel the warmth of community.



Keep Yourself Gently Busy

Staying active in small ways can help your wellbeing	Reading a favourite book
A short walk, wrapped up warm	Enjoying a hobby
	Listening to festive music

These little routines can help boost your mood and add a bit of structure to the days.



Caring for Yourself Counts

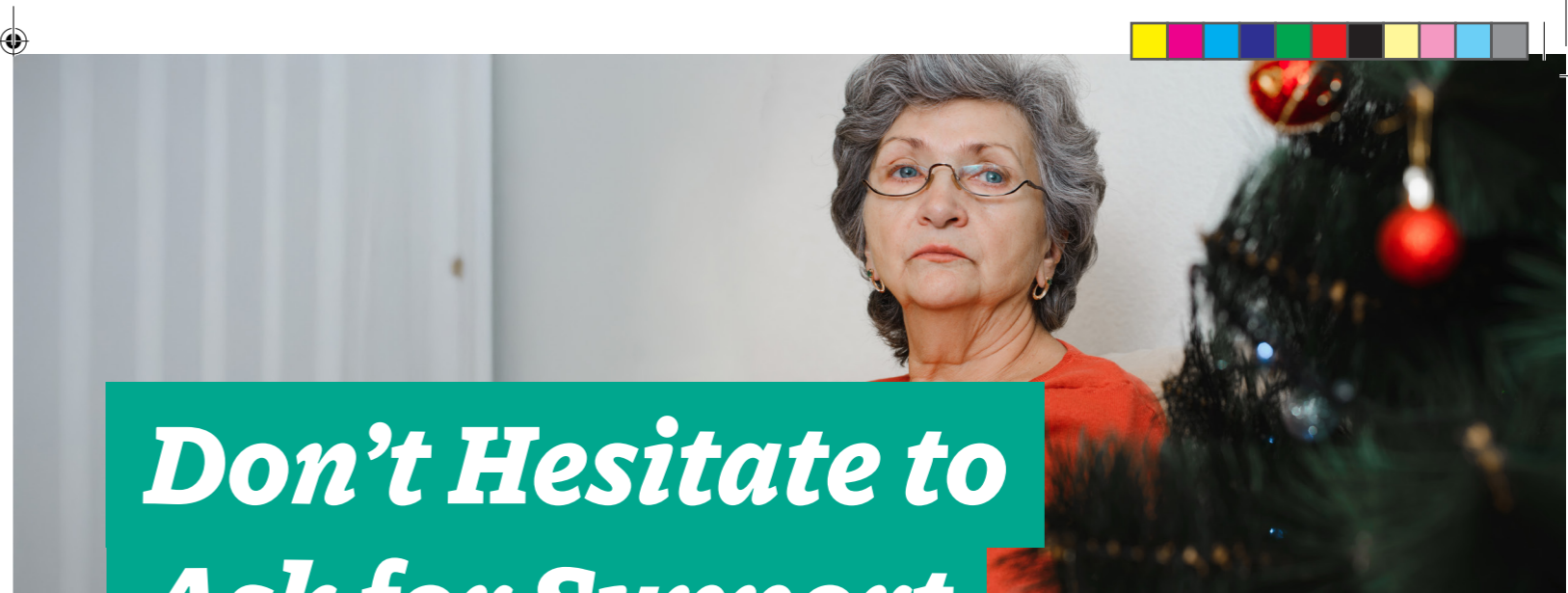
Winter can be draining, so be kind to yourself.

Try to eat regular meals, keep warm, rest when you need to, and enjoy small comforts a warm drink, a cosy blanket, or a favourite film.

Don't Hesitate to Ask for Support

If you're feeling low, anxious, or overwhelmed, talking to someone can make a huge difference.

Beacon Counselling part of **making space** offers caring, confidential support for anyone who needs a listening ear.



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 **0161 440 0055**

 **admin@beacon-counselling.org.uk**

Please note: Beacon Counselling is not an out-of-hours or crisis service.

If you need urgent emotional support, you can contact:

 **Samaritans: 116 123**

 **Open Door: 0161 549 9717**

Always call 999 in a life-threatening emergency.

If You're Caring for a Loved One

This time of year can be a chance to check in and share a little company. A quick phone call, doorstep chat, or cup of tea can mean more than you realise.

Remember, Carecall Is Always Here

If you're a Carecall customer, you're never truly alone. Help and reassurance are always just the press of a button away, day or night.

2026

Activity calendar

Here are just a taste of events and weekly activities available throughout the borough, everyone is welcome!

Please call **0161 474 3776** for more information.

Stockport Venues Key

- OTC** Oak Tree Court, Cheadle
- RG** Russell Gardens, Heaton Norris
- WC** Wimborne Close, Cheadle Hulme
- QC** Queens Court, Marple
- QG** Queens Gardens, Cheadle
- TH** Torkington House, Hazel Grove
- LH** Lumb House, Bramhall
- BC** Birch Court, Marple
- BL** Brookhead Lodge, Cheadle
- BRC** Brereton Court, Cheadle Hulme
- SG** Smithy Green, Cheadle Hulme



January 2026

Week commencing 5th January National Trivia Day brew & quiz events from 2pm - 4pm Cost £1.00 OTC RG	Week commencing 12th January Chinese New Year meals from 4pm - 6pm Cost £4.00 WC QC	Week commencing 26th January Burn's Night meals from 4pm - 6pm Cost £3.00 QG TH
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February 2026

Week commencing 2nd February World Heart Month Armchair Exercise events FREE Various Schemes	Week commencing 9th February Be My Valentine Afternoon Tea from 3pm - 5pm Cost £5.00 SG	Week commencing 16th February Pancake Day meals from 9:30am - 11:30am Cost £3.00 SG QC WC BC TH
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March 2026

Week commencing 2nd March British Pie Week meal and quiz events from 12:30pm - 2:30pm Cost £4.00 RG QG	Week commencing 9th March Mother's Day Cupcakes Various Times FREE OTC RG QC WC LH BC
Week commencing 16th March St Patrick's Day Breakfast Butty from 10am - 12pm Cost £3.00 QG OTC WC QC	Week commencing 19th March International Read to Me Day from 2pm - 3pm FREE Various Schemes



Get connected with Age UK Stockport

Carecall is proud to work in partnership with Age UK Stockport, supporting older adults across the Stockport area.

Did you know that Age UK Stockport, provide weekly sessions to support local people to build confidence with technology and stay connected.

If you'd like to improve your digital skills, why not drop into one of Age UK Stockport's free Digital Support Sessions, held three times a week at the Digital Hub, 2 Castle Street, Edgeley (SK3 9AB)

Monday
10:00am – 12:00pm

Wednesday
12:00pm – 2:00pm

Thursday
10:30am – 12:30pm

Whether you're learning to use a smartphone, send an email, make a video call, or browse the internet safely, the friendly team of Digital Volunteers including helpers from Sky, Stockport College, and DigiKnow are there to guide you every step of the way.

Tech doesn't have to be daunting with a cuppa in hand, you'll discover that learning new digital skills can be fun, rewarding, and a great way to stay in touch with family and friends.

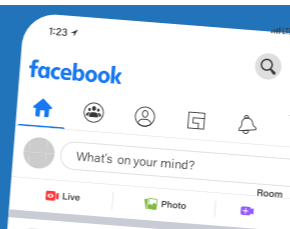
So, bring along your device, pop in, and explore the digital world, one click at a time!



To find out more about these sessions call: **0161 480 1211**



If you use Facebook to stay in touch with friends and family, why not follow us too? You'll get the latest news, updates, and information about our events all in one place, delivered straight to your feed!



Your Carecall Safety Checklist

Keep this checklist somewhere handy on your fridge, near your calendar, or somewhere you'll see it regularly as a helpful reminder to stay safe and prepared.

- Test Your Pendant**
Check your Carecall pendant once a month to make sure it's working. If there are any issues, call **0161 218 1655** so we can fix it.
- Update Your Details**
Make sure your contact information (for you and your emergency contact) and medical information are up to date. Contact us if anything changes.
- Check Your Home:**
 - Are your stairs even and safe?
 - Is your bed at a comfortable height?
 - Are your electrical cables in good condition with no loose wires?
 - Are there any uneven or loose flags in your garden?
- Going Away?**
Let us know if you're going on holiday or will be away from home for an extended period.

Tip: Pop a note on your calendar to test your pendant and review your details every month a small habit that keeps you safe all year!



Safeguarding

We take your safety seriously at Carecall and our responsibility to safeguard our clients from abuse because no one should have to put up with it. Disability, illness or frailty means that many adults over the age of 18 must rely on other people to help them in their day-to-day living.

Carecall works closely with Adult Social Care Teams to ensure people are safeguarded from this and all our staff receive training on this. If a

member of our team suspects abuse or are informed by you of an abusive situation this will be passed over to a manager who will work closely with the Adult Social Care Team. We will help to make you safe and give you advice and choices according to the level of risk.

If you wish to report abuse on behalf of someone you are close to or on behalf of yourself, please contact The Adult Social Care Team on 0161 217 6029.



To get in touch with us

 0161 218 1655

 carecall@stockporthomes.org

or fill in the form at

 www.carecall24.co.uk/contact-us

 Carecall, Cornerstone, 2 Edward Street, Stockport SK1 3NQ.

If you would like this information in a different format, please let us know by calling 0161 217 6016 or email feedback@stockporthomes.org