

NEWS RELEASE

28 November 2011

Winners of the TSA Crystal Awards 2011

The winners of the hotly contested TSA Crystal Awards 2011 have been announced. The TSA Crystal Awards have been designed to recognise exceptional service delivery and innovation within telecare and telehealth. Telecare and telehealth are proving to be invaluable to service users, patients, their families and carers. We regularly read about top quality service delivery, technological innovation, and organisations that go that extra mile to ensure their customers receive the very best products and services possible. The awards are now in their second year and are judged by an independent panel of judges from across the UK.

The awards feature three categories: Real benefits for the Service User or Patient, Best Innovation and Going the Extra Mile, and the winners are outlined below:

Real benefits for the Service User or patient

- Swindon Borough Council - The Homeline Team

Best Innovation

- Geonovo Limited

Going the Extra Mile

- Blackpool Council Vitaline

A fourth award for the entry that was deemed as demonstrating overall excellence across telecare and/or telehealth was also announced on the night. The judges chose this organisation as the Overall Winner for 2011 as they believe it had a sustainable model that could be applied to other service users, and actually met the criteria of all three categories.

Overall Winner 2011

Stafford and Rural Homes – You First Customer Call and Telecare Services Team

Attached Photo: Overall Winner 2011

Stafford and Rural Homes – You First Customer Call and Telecare Services Team

L to R: Karen Foster, Lorna Muir, Sarah Wyke and Roy Lilley



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Notes to Editors:

About TSA

Telecare Services Association (TSA) is the industry body for telecare and telehealth. It works with government, commissioners, suppliers and service providers in the development of telecare strategy, and promotes the benefits of telecare and telehealth, which helps older and vulnerable people to lead independent lives. It developed, and maintains, the Telecare Code of Practice – the only customer-centred code of practice available for telecare. This independently audited Code was designed in the UK by telecare experts and undergoes regular updates to remain current and relevant. A standard for telehealth is currently in development. For more information visit www.telecare.org.uk