

Important information for care workers - supporting telecare users during the digital phone switchover

What is happening?

- Landlines in the UK are changing. This is called the digital phone switchover.

Why does this matter?

- Some people use telecare devices, like personal alarm pendants that alert call centres or carers in an emergency. These devices work through the phone line and might stop working properly after the phone line changes, unless the person you care for (or someone on their behalf) takes action.
- People who use telecare should call their landline provider as soon as possible to tell their provider that they use telecare.



- Given the importance of these alarms in an emergency, we want to make sure people with telecare alarms (and their friends and family) know what to do to keep these important alarms working properly.
- On 2nd June 2025, a national awareness campaign will launch (broadcasted through various channels, including TV, newspapers, radio and social media) to raise awareness of the digital switchover and so **you might be asked questions about the switchover by the people you care for.**

What do I need to do?

If someone you care for has a telecare device, here's how you can help:

- Encourage telecare users and/or their friends/families to act.
- **People who use telecare alarms must call their landline provider.** They should tell their landline provider that they use telecare. This is essential as the landline provider will then help make sure their alarm keeps working through the switchover. If they do not know who their landline provider is, this information will be available on their landline bill.
- If the person you care for is not able to take these steps themselves, they may need help from friends, family, carers or other staff.

Where can I get help?

The following websites will help you and the person you care for know what to do:

- [Telecare Devices – Digital Phone Switchover](#)
- [Moving landlines to digital technologies - GOV.UK](#)
- [Check your personal alarm will work after the landline switch off - Citizens Advice](#)
- [Digital phone switchover – techUK](#)
- [Public Switch Telephone Network \(PSTN\) - GOV.UK](#)



Be aware of scams and report concerns – see FAQs for more information

FAQs

How will I recognise the campaign?

You might see posters or advertisements like this:



How will contacting the landline provider help?

The landline provider will update their records so that they know that this person has a telecare device. This means they will take extra steps to help make sure the telecare device continues to work during the switchover.

Are all kinds of telecare alarms impacted by the switchover?

There are lots of different types of telecare alarms. Analogue telecare devices rely on the old analogue lines but regardless of the type of alarm, the telecare user should call the landline provider, even if they think their device is already digital.

I work in a community/sheltered housing setting with telecare devices, what do I need to do?

Some telecare alarms are built into the building while others are individual plug-in devices which may run through the individual's landline. Either way, the advice is the same. The landline provider should be contacted. If the telecare device is built into the building, telecare users (or someone on their behalf) may also want to talk to the person or service who runs their building.

I'm not very good with technology and I don't know about telecare, is that a problem?

No, you do not need to fix anything or check equipment. The most important thing is to encourage those you care for (or their friends/family) to call the landline provider if you think they use a telecare alarm.

Be aware of scams

Some criminals have used the switchover as an opportunity to scam, for example tricking people into providing their personal information, passwords or bank details. If you think someone has been a victim of a scam or fraud relating to telecare, report this as a safeguarding concern and advise them to contact their bank and also Action Fraud by calling 0300 123 2040. More information is available here: [Telecare Devices – Digital Phone Switchover](#) and [Digital phone switchover and scams risks | Local Government Association](#)

Further questions?

If you have further questions or need more information about telecare and the digital switchover, please visit:

<https://www.digitalcarehub.co.uk/social-care-technology/the-digital-switchover-from-analogue-to-digital/>

Together, we can ensure that everyone stays safe and connected during the switchover.