

Tele-assistance service in Palm de Mallorca



SERVICES FOR THE ELDERLY
SECTOR:
SOCIAL AND HEALTH CARE

Palma de Mallorca Town Hall awarded Clece a 4 year contract for providing a tele-assistance service to the Balearic capital. The estimated value of the contract is one million Euros. This service provides for the needs of 1,200 users, especially the elderly who live alone or disabled people who, thanks to tele-assistance, can request help from their own homes in the case of emergency, just by pushing a button.

Clece has a 24 hour, 365 days-a-year operations centre and a team of 10 professionals comprising a social worker who is responsible for coordination, an IT and terminals installation technician, and two professionals for call-out.

In addition, the service includes new security measures such as key-holding for user homes and a vehicle for immediate interventions.

TRANSPORT FOR IMMEDIATE INTERVENTIONS

1,200

USERS

24

HOURS

365

DAYS PER YEAR

