



care.solutions

care telecoms, **perfected.**

better connections for
better care.



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a little about.us

We believe in the power of connection.

The kind that transforms businesses, supports people, and builds lasting relationships.

We know that, for care providers, connection is essential. It's the reassuring voice on the other end of the line, the quick response to a resident's need, and the communication that helps teams work as one. We're here to make the vital connections within your care service stronger than ever.

Running a care home is no small feat. It's a balancing act of providing excellent care while managing complex operations. That's where we come in. We provide advanced communication solutions built to meet the unique demands of the care sector.

Whether it's ensuring your team can stay in touch wherever they are, or giving families confidence that their loved ones are in safe hands, we've got you covered.



why upgrade?

Imagine a world where missed calls are a thing of the past, where downtime doesn't disrupt your care, and where every interaction - whether with families, medical professionals or staff - is seamless. That's the world we're building for care homes like yours.

From cloud-based phone systems to business-grade connectivity that keeps everything running smoothly, we help care teams deliver modern, responsive communication.

This isn't just about technology - it's about support. It's about giving you the tools to run a safer, more efficient service while creating a positive experience for residents and families.

welcome to better connections,
welcome to circle.cloud.



the **circle.cloud** advantage

We understand that care providers work differently from other sectors.

That's why our telecom solutions are tailored to meet the unique pressures of the care environment. Our systems are designed to support fast-paced, high-responsibility settings, offering the flexibility & reliability you need to maintain consistent, quality care.



the **unique demands** of delivering quality care

From supporting residents and coordinating care teams to managing external services and families, there's no room for delays or dropped calls. We understand that staff are always balancing priorities, handling emergencies, taking calls and managing medication schedules - all while providing attentive, compassionate care.



seamless communication when it matters most

Clear, reliable communication is critical in care. Our cloud-based telephone systems help avoid missed calls with features like call routing, voicemail-to-email, and call recording for accountability. On-hold messaging can share updates or visiting hours, while real-time reporting helps you manage staff and resources more effectively.



what can we bring to your care home?

We don't just offer tech; we provide solutions that support how you connect, respond, and care. Every part of our system is built to simplify communication, improve staff coordination, support compliance, and help you focus on delivering quality care.

phone.systems

the heart of your communication.

A care home's phone system is vital. It's the link between residents and families, staff and medical support, admin teams and external services. Our cloud-based systems are designed for the pace and complexity of care.



call recording

Capture and store calls securely. Ideal for safeguarding, incident reviews, and sharing information with families or healthcare professionals.



cordless phones

Keep staff mobile and reachable across the premises. Perfect for buildings with multiple floors or wings, where speed and accessibility matter.



CRM integration

Connect your phone system to resident or care records. Automatically log calls and access relevant details straight away when answering.



Enhanced Communication: Stay responsive to families, suppliers, and health professionals. Reliable, clear contact at every stage of care.



Improved Team Coordination: Help staff, nurses, and managers stay connected and informed - wherever they are in the building.



Data-Driven Insights: Use call data to track response times, spot call trends, and adjust staffing to improve care and satisfaction.

reliable.internet

the backbone of your communication.

Connectivity isn't just a convenience - it's essential to care. From digital care records to virtual GP appointments and secure messaging between teams, reliable connectivity is vital in every care setting.



reliable and robust

Designed for high demand across devices, supporting everything from care planning software to digital comms and admin. A connection you can count on.



enhanced security

Keep resident data safe with secure, encrypted networks built to meet strict data protection and compliance standards.



complete coverage

Entire premises WiFi solutions designed around your building's layout - ensuring every resident room, office and corridor is connected.



Better Care Experience: Help staff stay responsive and informed with always-on access to the tools they need.



Family Confidence: Offer reliable WiFi access for families and visitors, improving their experience and helping residents stay connected.



Seamless Operations: Support digital care notes, eMAR systems, staff scheduling and more with a stable, resilient network.

cordless.phones

DECT - digitally enhanced cordless telephone.

Keep your team connected and mobile. With our DECT cordless phones, your team stay reachable across the site, respond faster to residents and keep day-to-day communication organised and calm.



instant staff contact

Reach carers, nurses and teams anywhere in the building, whether they are on rounds, in communal areas or supporting a resident in their room.



improves resident care

Speed up responses and keep messages clear during medication rounds, daily routines, handovers and urgent situations.



safe and simple to use

Built for busy care settings, our cordless handsets are robust and easy to use. They cut noise, reduce disruption and help residents feel relaxed.



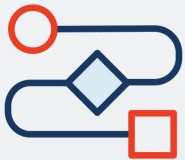
Emergency SOS & alerts: Raise an SOS from the handset and notify the right colleagues or emergency services instantly. Also link alerts to falls sensors so staff remain safe and responsive at all times.



Mobilised Team Efficiency: Keep staff mobile and effective with secure cordless handsets that support flexible working across the whole premises.



Site-wide paging & group talk: Make a quick broadcast to a team or the whole site from any handset. Ideal for urgent updates, fire drills or finding a colleague fast without disturbing residents.



enhancing your team's workflow

Care runs smoothly when tools fit the day. Our system brings calls and messages together, routes them to the right person, supports mobile working and handovers, and keeps records tidy, so your team saves time and residents are the priority.

voicemail-to-email

voicemails landing where the work happens.

If you miss a ring, the message arrives in your inbox instantly. Voicemail-to-Email means no dial-ins, no guessing, and faster follow up, even when teams are moving between sites.



quicker replies, no missed messages

Voicemails arrive in inboxes with caller details and audio, so the right person sees them quickly, reassigns if needed, and callers receive faster, confident callbacks.



smoother handovers, less chasing

Forward, tag or add messages to tasks so nothing is missed in shifts. Staff spend less time dialling for updates, freeing space for care and admin.



clear accountability and records

Shared inboxes show who replied and when, improving follow up. Emails create an auditable trail of messages and responses, helpful for training and safeguarding reviews.



ready to find out more?

Scan the QR code to see the full feature, examples of it in action, and how it can help your business today.

call.recording

automatically keep a log of all your calls.

Record calls securely to support training, quality and compliance. Replay key moments, check details, and resolve disputes with clarity. Access is controlled, with retention policies set to match your organisation's standards.



clear records on every call

Search by number, user or time to hear what was agreed. Confirm instructions, reduce uncertainty, and settle complaints or disputes quickly with transparent, reliable recordings.



secure and compliant by design

Protect residents and staff with secure storage, audit trails and access controls that meet safeguarding expectations. Objective recordings support fair reviews and raise standards across services.



coaching that lifts every shift

Use calls as training examples. Share best practice clips so new starters learn faster, experienced staff refresh skills, and teams deliver consistent performance across shifts.



ready to find out more?

Scan the QR code to see the full feature, examples of it in action, and how it can help your business today.

modern.features

doing more than just making and taking calls.

device flexibility

You can use mobiles, tablets or desk phones seamlessly, staying reachable across shifts and sites so families and clinicians reach staff.

WiFi data capture

Collect visitor details ethically, understand footfall, and improve on-site family communications.



on-hold messaging

Play updates while callers wait, sharing visiting guidance, safeguarding information and notices, reassuring families and reducing repeat questions for reception.

missed call tracking

Logs unanswered calls with details and times, helping you return enquiries from families, pharmacies and clinicians, preventing issues missed.

crm integration

Screen updates show resident records, logs calls automatically, improving continuity of care.

live analytics dashboard

Easily see queues, wait times and staff availability, enabling cover during medication rounds and visiting hours, reducing delays for families.



voicemail-to-email

Transcribes messages to your inbox, enabling quicker responses during day-to-day workflows.



call recording

Automatically capture calls for reference, training and safeguarding across teams.

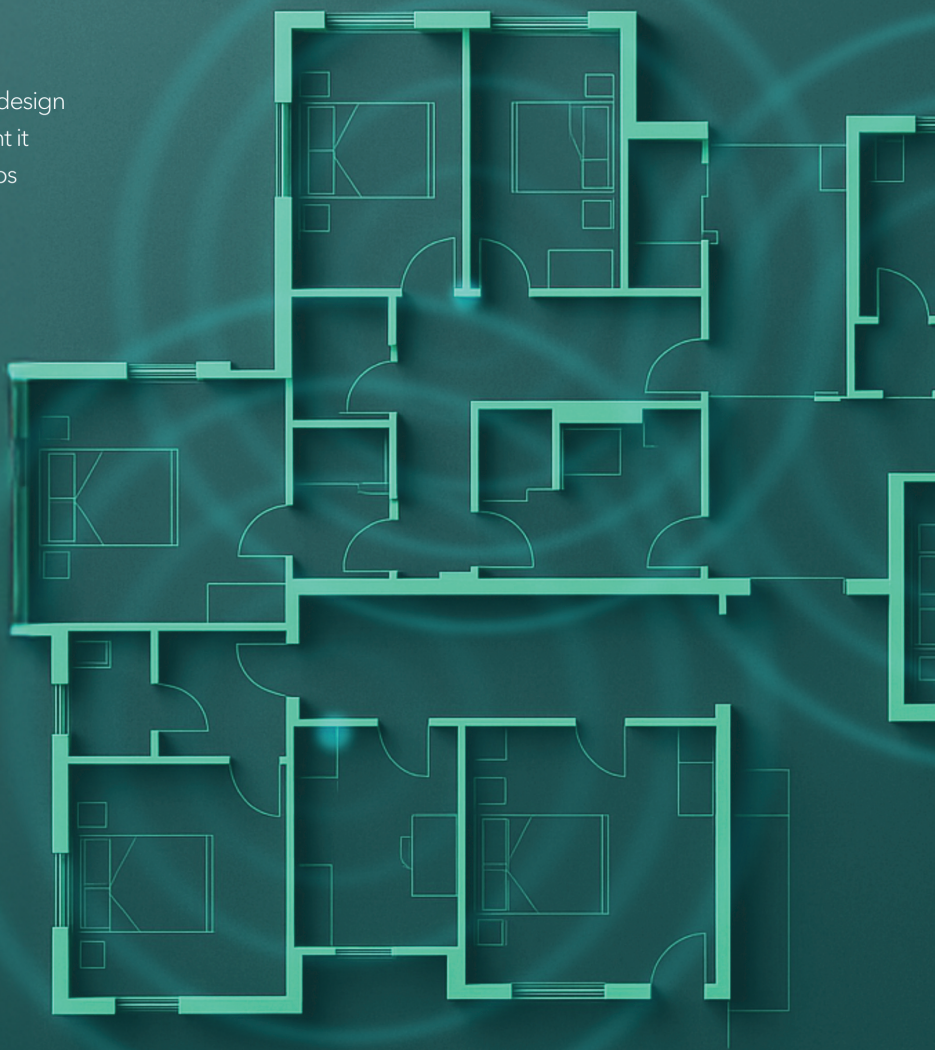
Wi-Fi that feels like home, and stays safe

Give every resident, staff group and visitor their own Wi-Fi access without anyone crossing paths. With Omada's Private Pre-Shared Key, each person or device gets a unique key that sits on its own virtual lane, so home-like connectivity and privacy can happily co-exist.

- Unique keys per resident, team or device
- Resident, staff and guest traffic kept separate by design
- Simple onboarding with captive portal if you want it
- Bandwidth policies keep telephony and care apps responsive during busy visiting hours

reach every corner, indoors and out

Outbuildings, car parks and gardens are covered using long-range point-to-point or point-to-multipoint wireless bridges. They are plug-and-play for simple links and include multiple ports for devices at the far end, all managed in the same cloud view.



fast today, ready for tomorrow

Avoid bottlenecks without ripping out cabling. Omada's 2.5G Multi-Gig switches and Wi-Fi 7/6 access points unlock higher speeds now and headroom for the future, with quiet, fanless options where you need them. A 10GB backbone between core and edge keeps everything smooth across busy floors.

- 2.5G PoE access switches for dense areas
- Wi-Fi 7 and Wi-Fi 6 access points with 2.5G uplinks
- 10GB uplinks for the core and aggregation
- Fanless models for nurses' stations and quiet zones

cameras that protect quietly and intelligently

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Keep residents safe without harsh lighting. VIGI LightPro Night Vision stays in infrared, adding white light only when people or vehicles are detected. Find incidents faster with cross-camera attribute search, and scale cost-effectively with resilient storage and higher-density NVRs.

- Low-glare night imaging improves resident comfort and dignity
- Rapid searches by person, vehicle, or clothing colour
- Active deterrence and scalable NVRs for larger homes



one cloud view for Wi-Fi and CCTV

Run Wi-Fi, switches, gateways and cameras as one system. circle.cloud manages everything in Omada and VIGI, so issues are spotted fast, fixes happen remotely, and topology, templates and tests keep attention firmly on care.

- One login, one dashboard across the estate
- Remote fixes and multi-site control as standard
- Visual topology, cable and speed tests built-in
- Templates and zero-touch provisioning accelerate rollouts significantly

UK-backed supply, support and plan

Count on a UK team, training and lifetime networking warranty. We review your setup, segment Wi-Fi with PPSK, prioritise 2.5G upgrades, modernise cameras, then manage everything together.

Omada
by tp-link



enhancing your resident experience

We don't just offer tech; we provide solutions that support how you connect, respond, and care. Every part of our system is built to simplify communication, improve staff coordination, support compliance, and help you focus on delivering quality care.

crm.integration

linking your phone system with your computer.

Connect your phone system with care software. When a call arrives, a contact pops on screen with key details from your CRM. Staff can view history, add notes during or after calls and keep records aligned without re-typing across systems.



personal context on every call

Profiles, preferences, key contacts and recent notes appear instantly. Staff greet callers by name, pick up the thread and answer accurately without hunting through different systems.



fewer repeats, smoother handovers

Call notes and history are easy to see while speaking, so callers avoid re-explaining. Teams share the same context, which makes handovers clear and issues handled correctly first time.



synced records, faster answers

Updates made from the call screen feed your CRM workflow. Staff record outcomes quickly, keep care plans consistent and give precise answers without keeping callers waiting.



ready to find out more?

Scan the QR code to see the full feature, real examples in use and how it can help your care business today.

missed-call.tracking

return every enquiry, no opportunities missed.

Every missed call is logged, prioritised, and routed for follow up. See who rang, when, and which number. Families and professionals get callbacks, and residents aren't left waiting for updates.



every missed ring captured and owned

Unanswered calls are logged across sites and teams, turned into tasks with owners and reminders. Dashboards show details and urgency, keeping data visible so nothing slips.



smart routing, faster callbacks

Missed calls route automatically to the right team with details and notes attached. Clear ownership and context speed callbacks, reduce delays, and make follow-up smoother.



reassured families, better resident care

Every enquiry is captured and answered, giving callers reliable updates and fewer repeat calls. Faster responses build confidence, and residents receive timely support without delay.



ready to find out more?

Scan the QR code to see the full feature, examples of it in action, and how it can help your business today.



circle.support for your care home

When something stops working, we're here. circle.support gives you real people, quick answers and clear fixes, 24/7. We keep your phones, internet and Wi-Fi stable, guide your team, and step in fast when you need us.



24/7 uk-based support.

Find out why we've got the best customer support in the industry...



support, under 10 secs

Your calls are answered within four rings by people who fix problems there and then.



immediate assistance

From technical issues to urgent requests, we're here to keep your systems running smoothly.



no roadblocks

Our round-the-clock availability ensures your care service continues without disruption.

In your world of care, time never stops - and neither does our support. Our 24/7 support team is always at the ready, no matter when you need us. Our experts know your systems, routines and priorities inside out. They're not just support staff; they're partners in your care.



0:07

average wait time



0:17

longest wait time



58%

1st contact resolution

*correct as of September 2025.

tailoring telecom solutions for care.

www.circle.cloud



a solution tailored to you.

**Getting to know you and your
business' needs...**



custom-built systems

We design and implement specifically for your care service's unique needs and layout.



seamless integration

From hardware to software, we ensure everything works in perfect harmony.



minimised disruption

Our tailored approach minimises friction, reducing disruptions to your daily care routines.

Your care home is unique, and your communication system should be too. Despite our system being adaptable to any and all circumstances, we don't do one-size-fits-all solutions. Instead, our tailored services ensure that your system fits your exact needs and is as bespoke as the care you provide.



your system, your way.

tailoring telecom solutions for care.
www.circle.cloud



the circle.cloud difference

why choose us over other telecoms providers?



support, under 10 secs

Your calls are answered within four rings by people who fix problems there and then.



experienced teams

Decades in telecoms means we plan rollouts, number porting and provide training properly.



controlled solutions

No middlemen. We operate our own platform ourselves, letting us diagnose and resolve issues quickly.

4.9 ★ 1K+ reviews   **Trustpilot**



"easiest installation we've ever experienced, with zero interruption"

4.9 ★ 1K+ reviews  Trustpilot



"5 star service, 5 star product and 5 star information"

4.9 ★ 1K+ reviews  Trustpilot



"customer service is outstanding. always a prompt response to any queries"

4.9 ★ 1K+ reviews  Trustpilot



our circle.values

Our values aren't marketing buzzwords. They're the foundation of everything we do. They shape our culture, guide how we serve customers, and define the quality of solutions we deliver. Each value is a genuine promise: to our clients, our partners, and our people. To always provide clarity, care, and excellence.



As the tech world evolves, we're here to keep pace.

Our mission is to **adapt, evolve & craft**
the tools of tomorrow, today.

what this means for you...



forward-thinking solutions

We continually innovate to bring you modern tools that address care sector challenges & opportunities.



tailored technology

Designed for care settings, our systems integrate smoothly with operations and enhance the resident experience.



continuous improvement

We refine products and services based on your feedback, so you stay ahead of tomorrow's needs.



We know that technology can be confusing. That's why we make everything **as simple as possible for everyone we work with.**

what this means for you...



user-friendly interface

Our systems are intuitive and easy to use, letting care staff focus on residents, not tech.



streamlined operations

We automate admin tasks, reduce manual effort, and simplify workflows, freeing time for care.



hassle-free implementation

We handle setup, configuration & maintenance, so you can stay focused on your residents.



Whether it's our tech solutions or supportive workplace,
**our mission for everything we do is to
serve & uplift all.**

what this means for you...



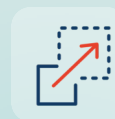
actionable insights

Our tools and reporting help you make informed choices and optimise daily care operations.



unwavering support

Our team is always available to resolve issues and provide guidance whenever you need it.



scalable solutions

Our systems grow with you. Add users, features or locations without disruption.



let's elevate your care...

The future of your care service is within reach. We've shown you how tailored telecom solutions can transform operations, improve resident outcomes, and empower your team. Now it's time to take the next step.

Why choose circle.cloud? Because we offer more than just technology; we offer a partnership built on trust, innovation, and unwavering support. We understand the unique challenges in care today, and we're committed to helping you thrive.

The time to act is now. Don't let your care home fall behind in today's fast-paced digital landscape. Partner with us and discover the difference that tailored telecom solutions can make. Let's raise the standard of care together. Contact us today to schedule a consultation and see how we can help your service reach new heights.



AXEL MOLIST CORDINA
FOUNDER & CEO

4.9



1K+ reviews

 **Trustpilot**



get in touch

Let's raise the standard of care together.
Scan the QR code and get in touch today.



business telecoms, **perfected.**

4.9 ★ 1K+ reviews  ★ Trustpilot