



CASE STUDY - AGED CARE

CARRINGTON

Comscentre - connecting aged care

Background

Carrington Aged Care owns and operates four Victorian-based aged care facilities - The Mews, Hilltop, The Terrace and The Gables. Founded by the Gunn family over twenty years ago, today it provides premium care for over 200 residents.

Carrington needed to improve communication between its four sites using VoIP (Voice over Internet Protocol), as well as updating its data network. The brief was also for an 'expandable' package to meet current and future business needs, as future sites roll out within the Carrington group.

Peter Gunn - CEO - Carrington Aged Care

We offer a high-end service for self-funded retirees looking for 24/7 care. We provide additional services such as internet at a low cost as well as phone access for residents - this adds to the value package we offer. Our four sites required an integrated system that would save us money via an improved telephony and data VoIP service.

Solution

Previously there were separate phone lines for every room across the Carrington facilities, which meant every time a resident moved out the phone account was cancelled and reinstalled in a new name. This was laborious and inefficient. Comscentre simplified the system's structure by installing the one phone line to the PABX, with room lines as extensions off the PABX.

Trevor Inglis- Project Manager - Comscentre

The focus was to provide residents with an in-house phone system to make external and internal calls. Carrington Aged Care could then re-bill its residents using the Comscentre reporting system, and make a small profit.

Drew Freeman - Engineer - Comscentre

It is a good deal for a nursing home because instead of paying for 50 lines for 50 rooms, they paid for just 10. Carrington could still charge the people in each room their normal monthly rental, making a profit.

Carrington required a clean network - one cable for phone and internet from the one data point. This meant fewer cords under beds and power could also be run across this cable or PoE (Power over Ethernet).

Results

Peter Gunn - CEO - Carrington Aged Care

We are able to offer a better service to our residents by offering data (internet access) through our Comscentre network. We are also saving considerably on local calls by dialling through the IP network.

Staff are happy with the improved phone system. They can transfer calls between sites and our receptionist can monitor who's on which phone - you just don't get that on an analogue system.

Carrington will soon roll out another facility in Camberwell, Melbourne and Comscentre will once again be assisting with installation.

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