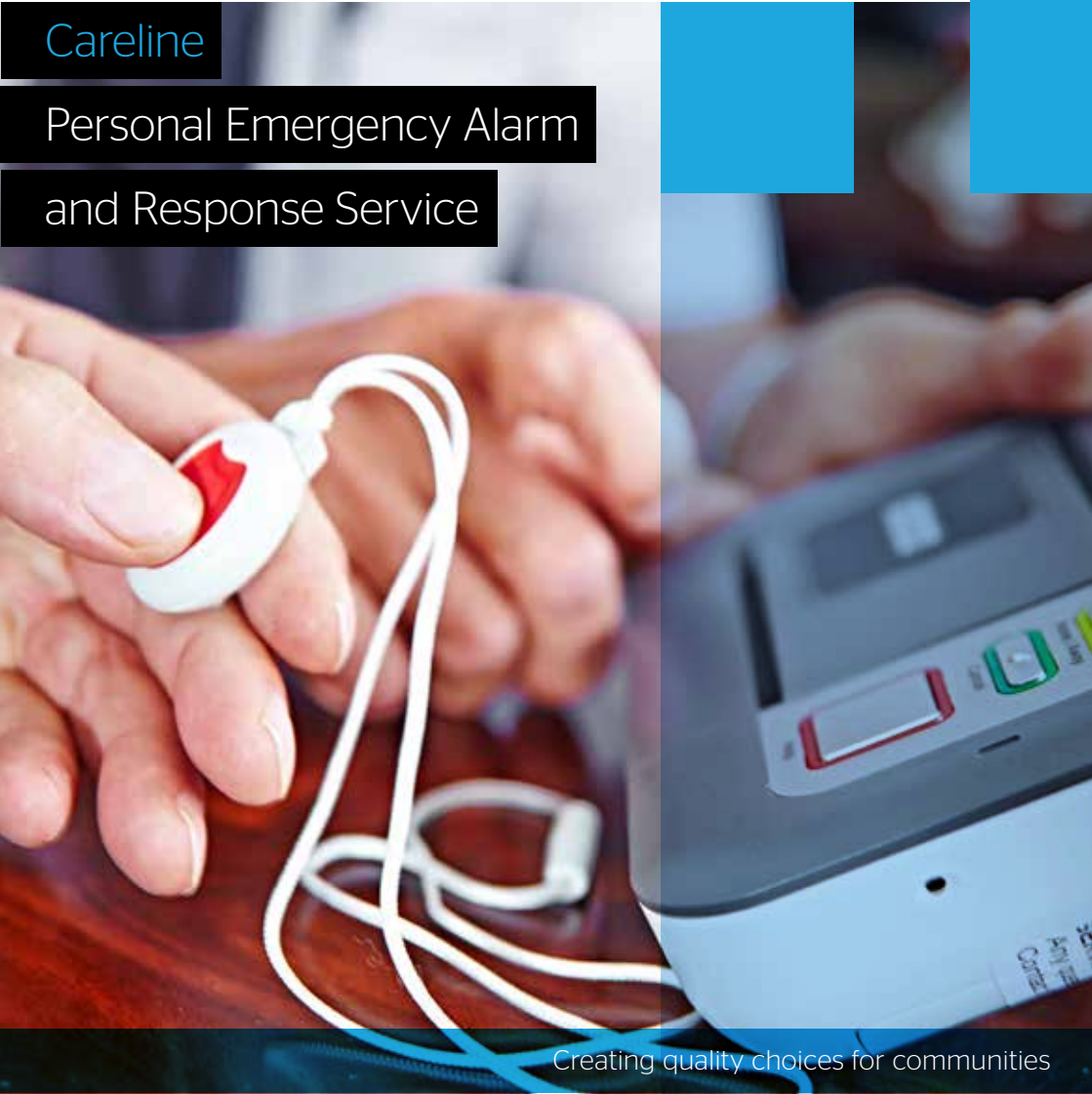




Careline

Personal Emergency Alarm  
and Response Service



Creating quality choices for communities

## Help at the touch of a button!

### What is Careline?

Careline is a 24-hour alarm service, which is connected to your home through an alarm unit linked to your telephone line. In times of emergency, help is just the push of a button away.

Our monitoring centre is based in Hereford and manned 24 hours a day by our friendly and helpful operators, ensuring peace of mind and helping you to live independently in your own home.

### Who would benefit from Careline?

- Older people
- People who live alone
- Vulnerable people
- Disabled people
- Those requiring some form of reassurance
- Individuals who have recently been discharged from hospital
- People with long-term conditions
- People with hearing or sight impairment
- People with mobility problems

There are **no age restrictions** for this service and additional sensors are available to help cope with all circumstances.

### How does Careline work?

Careline allows you to call for help with a touch of a button, which can be worn around the neck, on the wrist, or clipped to your clothing.

Once you press the button, you will be linked to Careline where our friendly and professional operators will talk to you and take appropriate action, whether it be contacting a friend or family member to alert them to the problem or contacting the emergency services.

Where possible our operators will stay on the line until help arrives. As the service is operated 24 hours a day, 365 days a year, you can be reassured that help and assistance is only the touch of a button away.

## Alarm installation and demonstration

The telecare (alarm) equipment can be purchased or rented from Careline and a comprehensive installation service is provided by our own operatives.

The installation appointment includes a full demonstration of how to use the equipment and detailed instructions on what you can expect from the service.

A small on-going charge is then made for the service, which also **includes the cost of maintenance of the equipment.**

Various payment options are available including Direct Debit and **we will not require payment at the time of installation,** but will invoice you shortly after your appointment.

**£50 installation fee for both purchase and rental options.**



## Equipment

**Lifeline Vi** - Offering the combination of simplicity with additional advanced features that enable the unit to be personalised for individual needs and circumstances.

The **MyAmie** is a small and discreet pendant designed to provide more comfortable wearing options for the user. MyAmie pendant enables the user to raise a call for help in their home or garden, within a **50m range** (the range will be tested at install) of the Lifeline home unit, simply by pressing the large red button. Includes neck cord or wrist strap attachment.

### Additional sensors

We can provide a wide range of additional sensors to help you maintain your independence and safety. They are linked to your alarm unit and when activated they place a call to the monitoring centre to alert us of the problem.

Please contact us for more information.



## Responder Service

A personal on-site response when you activate your Careline alarm.

You may have family members, friends or neighbours living nearby who you trust to respond to emergency calls when you need help or just a little reassurance. Sometimes however, these individuals cannot help or occasionally you may not want to bother them.

The Responder Service offers you and your families' peace of mind that in these instances our dedicated Mobile Responder Team can help and will personally visit your home to ensure that you are safe and well.

**The service is available 24 hours a day, 7 days a week (including Bank Holidays) so you can rest assured that your calls will be answered and help is on the way.**

## How can the service help me?

The service can help you by:

- Giving you the reassurance that help is on the way if you activate your Careline alarm and don't have any emergency contacts, or if they are unable to attend.
- Visiting you to check that you are ok if you activate your Careline alarm and do not answer or are unable to answer
- Providing you with reassurance if you are anxious or frightened
- Checking on you if you are unwell and taking the appropriate next steps if further help is required
- Calling you on a weekly basis to check that you are ok
- Testing your Careline equipment annually
- Visiting you annually to ensure that all of your personal details are correct

## How do I use the Responder Service?

All you have to do is activate your personal Careline alarm. Our Careline operators will ask you a few simple questions to see how you are and assess what help you require. If they are confident that a Mobile Responder is the best option for you then they will instruct a responder to visit you. A responder will also visit you if you activate your alarm and do not answer. The Responders aim is to be with you in 45 minutes - this is a target set by the TSA (Telecare Services Association). Our Mobile Responders will need access to your home, they can not force entry. We are happy to discuss access options with you i.e. the provision of a Key Safe. Our Mobile Responder will then provide the help you need.

## The team & vehicles

The team use 4x4 vehicles to ensure that they can reach you if weather conditions are bad, especially if you live in a rural area. The vehicles are fully equipped with first aid equipment and lifting apparatus to ensure that we can help you in any situation e.g. if you have had a fall.

All of our responders are subject to an enhanced Disclosure and Barring Service (DBS) check and carry photo I.D cards giving you the reassurance that you will be looked after by a professional. There is a limit of up to 8 call outs per person, per year, for non fall related call outs (the falls response element of this service is currently funded and therefore you will not be charged for fall related call outs). There is also an option to purchase additional visits in agreement with this, subject to review.



## What can't the responder help me with?

We cannot offer personal care, give medication or fill out medication reminders.

## Extra Sensors \*

As part of our options we offer you an additional 2 sensors with options 2 and 4. You can choose from the following:

- Smoke Detector
- Falls Detector
- Carbon Monoxide Sensor
- Extra Pendant

As mentioned on page 4 there is a wide range of additional sensors available at additional cost.

## Key Safe \*\*

We can supply and fit the Supra C500 key safe. It is a strong mechanical box that provides a secure method of externally storing keys. Should keys be needed by carers, Mobile Responders or emergency services if you are unable to answer the door they are easily accessible by a combination code.

The C500 is the only Police approved key safe.

\*If you already have a key safe at your property we will adjust the cost of your package accordingly.

## Daily Welfare Call

Would you like someone to call and check you are "ok"? Our Daily Welfare calls can be on a nominated day or every day, the choice is yours. On your chosen day/s one of our operators will call and check all is ok. If we do not receive an answer we will inform your nominated emergency contact/s. If you subscribe to our Responder Service we can arrange for them to come out to your home and check on your welfare.

\*with the Responder subscription a weekly welfare call is included.



## Rental Options

	Option 1 £4.16 per week	Option 2 £5.91 per week	Option 3 £7.66 per week	Option 4 £9.41 per week
<b>Alarm Unit</b> Includes maintenance as standard	✓	✓	✓	✓
<b>Pendant</b>	✓	✓	✓	✓
<b>24/7 Monitoring</b>	✓	✓	✓	✓
<b>2 Extra Sensors *</b>		✓		✓
<b>Key Safe**</b>	£1 per week	£1 per week	✓	✓
<b>Mobile Responder</b>			✓	✓
<b>Daily Welfare Call</b>	88p per call	88p per call	88p per call	88p per call

**All Prices exclude VAT**  
**Bespoke packages available on request**

\*see page 7

\*\*see page 7



## Purchase Options

	Option 1	Option 2	Option 3	Option 4
	Initial Payment £168 Plus £2.23 per week	Initial payment £307.34 Plus £2.83 per week	Initial Payment £168 Plus £4.73 per week	Initial Payment £372.34 Plus £5.33 per week
Alarm Unit Includes maintenance as standard	✓	✓	✓	✓
Pendant	✓	✓	✓	✓
24/7 Monitoring	✓	✓	✓	✓
2 Extra Sensors *		✓		✓
Key Safe**	£1 per week	£1 per week	✓	✓
Mobile Responder			✓	✓
Daily Welfare Call	88p per call	88p per call	88p per call	88p per call

**All Prices exclude VAT**  
**Bespoke packages available on request**

\*see page 7

\*\*see page 7

## Terms and Conditions

- Urgent installations are completed within 48 working hours
- All contracts are for a 3 month initial term
- Invoices are quarterly and payment can be arranged via Direct Debt if required.
- NO payment required at Installation.
- Maintenance of equipment is included in charges as standard.
- Prices apply to the period 1st April 2017 – 31st March 2018 and are subject to change
- VAT may apply if you do not meet the exemption criteria – the team will be happy to discuss this with you.
- A key safe must be available to receive the Mobile Responder Service
- Mobile Responder is currently only available in Herefordshire. If you do live outside the county and would be interested in the service please mention when calling. We welcome feedback to support future service planning.

## TSA Accreditation

As members of the TSA (Telecare Services Association) we adhere to the TSA code of practice. The accreditation for telecare control centres ensures that all services carried out are reliable and consistent for all our customers. We have held accreditation for monitoring since 2000 and installations since 2011. In 2015 with the launch of our Responder service we successfully achieved the responder element of the accreditation.

## For more information

If you would like more information about anything within this leaflet or would like to discuss becoming a Careline customer please contact the team on 01432 384100 or email: [community.services@hhl.org.uk](mailto:community.services@hhl.org.uk)

Careline is a service provided by Independence Trust, part of the Herefordshire Housing Group.



If you require this information leaflet in Braille,  
large print or audio format please call  
**0300 777 4321**

Minicom users please call: **(01432) 378 487**

Versions in other languages 

#### Polish

Informacje na temat zasad zamiany nieruchomości na inną. Osoby, które chcą otrzymać tłumaczenie tego dokumentu prosimy o kontakt pod nr tel. 0300 777 4321.

#### Russian

Это - информация о том, как обменять ваше жилье. Если вам нужен перевод этой информации, пожалуйста, звоните 0300 777 4321.

#### Portuguese

Estas são informações sobre como trocar a sua propriedade. Se pretender obter esta informação traduzida ligue para 0300 777 4321.

#### Lithuanian

Tai informacija apie tai, kaip apsiukeisti būstu. Jei norėtumėte gauti šios informacijos vertimą, prašom skambinti telefonu 0300 777 4321

Stay informed. Follow us on:





## Head Office

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