

How to apply

Visit: www.care-line.co.uk

Call: 0300 999 2 999 (Option 1)

Email: careline@north-herts.gov.uk

Fax: 01462 343000

Write to:
Hertfordshire Careline
55 Harkness Court
Hitchin
Hertfordshire
SG4 0BS

About Hertfordshire Careline

Hertfordshire Careline is a not-for-profit service provided by North Hertfordshire District Council in association with Hertfordshire County Council and Herts Community Meals (Hertfordshire Independent Living Service). We have been providing independent living services across Hertfordshire for over 30 years and are one of the largest independent providers of assistive technology in the UK. We currently provide support for in excess of 16,000 people and take a staggering 1,000 calls a day - at least one third of these are life critical emergencies.

Provided in
association with



Careline is a not-for-profit service of

**NORTH HERTFORDSHIRE
DISTRICT COUNCIL**

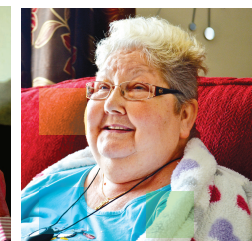


Herts Careline
Because independence
is important

at home



Your trusted community alarm service



0300 999 2 999

www.care-line.co.uk

Could you, or someone you know, benefit from an emergency community alarm?

Hertfordshire Careline's community alarm and telecare services give users the freedom to live independently in their own home with the peace of mind of knowing that if they fall or become unwell, they can get help quickly. It also reassures family members, friends, carers and healthcare professionals to know that if there is an emergency, they can be contacted quickly from our Hertfordshire based Control Centre.

Who can benefit from a community alarm?

Anyone can. For £3.25 per week (46p per day), help is on hand at the press of a button, 24 hours a day, 7 days a week. Our community alarm service makes a big difference to the independence and wellbeing of people of all ages and circumstances across Hertfordshire, including:

- Those who live alone
- People returning from hospital
- Older people
- Those prone to falls
- People with disabilities or restricted mobility
- Younger people with long term health needs
- Vulnerable adults
- Unpaid carers to help with their breaks
- Victims of domestic abuse
- Those targeted by repeat or distraction burglaries

How much will it cost?

The cost of the Hertfordshire Careline community alarm service is substantially subsidised by Hertfordshire County Council. Users pay a standard £3.25 per week (only 46p per day) by a £14.10 monthly direct debit. This covers the maintenance of all equipment, monitoring of calls and Emergency Response Fallback Service. There are no upfront costs, no equipment installation charges or long term contracts.

Hertfordshire Careline is the only community alarm provider in the county with the Trading Standards' Buy With Confidence accreditation.

No upfront costs, equipment charges or long term contracts



Choose a pendant button on a neck cord or wrist strap.

£3.25 per week

(includes maintenance of the equipment, monitoring of calls and Emergency Response Fallback Service)

"Everything has been as promised and as expected. I'm so happy to be with Hertfordshire Careline." – Mrs Russell, Hertfordshire

Live life independently - community alarms explained

A community alarm can also be known as 'personal alarm', 'care alarm', 'emergency alarm' or 'lifeline.' To use our service, we place discreet, modern equipment into the user's home. This includes a small standalone base unit which connects into the landline telephone, and a pendant alarm button which can be worn either around the neck or on a wrist strap. To raise an alert for help, the user presses the button on the pendant, and our trained operators will speak to the user to find out what the problem is and will call the appropriate help.

If our Control Centre receives an alert for help from the service user's alarm unit, our operator will speak to the user through the powerful speaker and microphone incorporated into the alarm unit. We will find out the problem and will decide whether they need the help of one of the nominated family or friend contacts, or the help of the emergency services. If the nominated contacts are unavailable, we have an Emergency Response Fallback Service who will be called to the service user's property to determine the situation and arrange further assistance if necessary. If we cannot speak or make contact with the service user, we will always arrange for help to attend their property.



100% of customers would recommend us

What do I need?

We generally ask you to have following:

- A landline telephone - we can make alternative arrangements if this is not available
- An electric plug socket - close to, or on, the same wall as the telephone point
- Two or more volunteer responders - relatives, friends or neighbours who live nearby and are willing to be contacted if you need assistance
- A key safe - a small, secure metal box which is installed on the outside of your property and houses a spare key which can only be accessed when entering a code. We will supply and install a key safe for you free of charge if you do not have one.

Free Medical Alert Card and Keyfinder Key Fob with every community alarm.

