

Careline

24 HOURS A DAY SERVICE EVERY DAY OF YOUR LIFE

Personal Alarm



A responsive and caring service at a reasonable cost



Careline Personal Alarm

Mobility problems
Medical conditions
Prone to falls
Learning difficulties
Mental illness
Vulnerable or isolated
Victim of crime

Careline is a personal alarm service provided by the Borough Council of King's Lynn and West Norfolk, serving Norfolk, parts of Cambridgeshire and Lincolnshire. The Careline Personal Alarm means that help is just the touch of a button away. It allows people who might be vulnerable, isolated, or who suffer from medical conditions to live independently, secure in the knowledge that help is at hand if they need it.

It is monitored 24 hours a day, seven days a week, giving you and your loved ones peace of mind.

Borough Council of
King's Lynn &
West Norfolk



**Home
Improvement
Agency**
Making Homes Warm, Safe & Secure

For more information, please contact Careline on:

01553 760671

or visit

www.careandrepair-wn.org



How it works

Keysafe



If you need a keysafe, we can help, just ask when you enquire about your Careline alarm.

The visit

A Careline officer will visit you to take some information so that we can set up your personal record. This information is only used by Careline for the alarm service. We use the information to make sure we get you the right help when you need it.

The officer will ask for your name, address, information about any relevant medical conditions and the details of at least one person who can be contacted in the event of an emergency. Ideally, at least one of your nominated contacts will have a key to your house, so that they can get in if you are unable to open the door. Your nominated contacts might be friends, neighbours or family members. Information can be updated at any time.

To arrange a visit and to obtain more information please fill in the pre-paid application form at the end of this leaflet.



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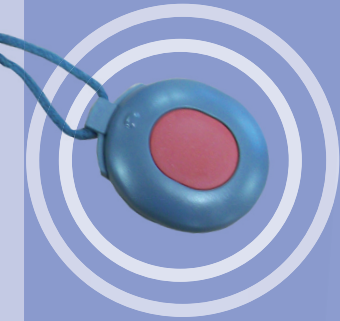
The equipment

You will be given a pendant (example pictured on left), which can be worn around the wrist or neck, giving you the freedom to move about your home and garden. It will be active for a good distance and covers most average-sized houses and gardens. Our officers will test the range of the pendant with you so that you will know where it will work in your property.

You will also be given a Careline alarm unit (example pictured below) which the officer will connect to the telephone and electricity supply in your home. The box has a powerful speaker and sensitive microphone so even if you are some distance away from it, you should still be able to hear the operator and they will be able to hear you.

Careline can also provide information about additional equipment known as assistive technology. These are items which will operate automatically through your Careline alarm unit, such as a smoke detector and fall detector. If you would like to know more, we can help, just ask when you enquire about your Careline alarm.

Alarm Pendant



The button on the pendant activates the alarm call by sending a signal to the Careline alarm unit.

The range of the speaker/microphone varies, but our officers will test this with you so that you know what you will be able to hear.

It is also fitted with a back-up battery, so if there is a power cut, it will still function for up to 12 hours.

Your Careline Personal Alarm Unit



Speaker

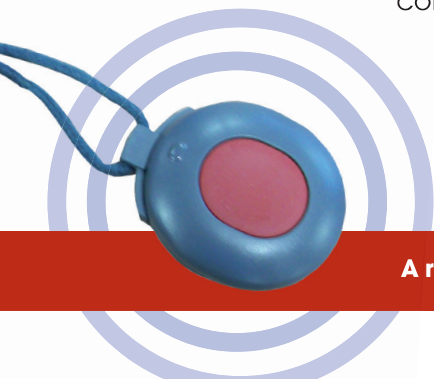


The emergency call

If you have a trip, fall, medical emergency or need help, press the button on the pendant. The Careline alarm unit will make a series of beeping noises to let you know it has been activated. It will send a signal to the alarm unit in your home and this will automatically dial the control centre, where an operator is available 24-hours a day, ready to take your call.

Each pendant has a unique identification number. This means that as soon as the call connects, the operator can see who is calling and has access to the information you have supplied about your needs and nominated contacts. Even if you cannot speak or are too far away from the speaker in the alarm unit to be heard, the operator will begin to contact people on your list, or contact the emergency services.

For the security of clients and staff, all calls to the control centre are voice recorded.



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Call or email to arrange a visit, demonstration or installation or alternatively fill in the pre-paid application form on the next page.

How much does it cost?

See separate price list. Charges include rental of the pendant and Careline alarm unit, 24-hour operator assistance, and any necessary repairs. Invoices are sent annually.

Payment can be made monthly or every six months. Payments can be made by direct debit or by calling 01553 760671 (9am-5pm Monday-Thursday and 9.00am – 4.00pm on Friday). Credit and debit cards are accepted.

Contact us:

Tel: 01553 760671

Email: careline.operators@west-norfolk.gov.uk

For more information: www.careandrepair-wn.org

Application Form



I would like someone to contact me to discuss having a Careline Personal Alarm.

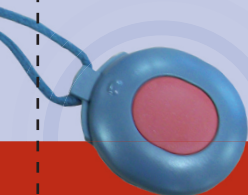
Name:

Address:

Postcode:

Telephone number:

Please complete and return this form to Careline.
Prepaid, no need for a stamp.



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BUSINESS REPLY SERVICE
Licence No ANG30018

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CARELINE
BOROUGH COUNCIL OF KING'S LYNN
AND WEST NORFOLK
KING'S COURT
CHAPEL STREET
KING'S LYNN
PE30 1BR