What is the Careline Service?

The Careline service is an emergency response service that gives you the freedom to live independently in the safety of your own home knowing that you can always get help when you need it.

Our service provides peace of mind and reassurance 24 hours a day, 365 days a year for people who feel at risk for any reason in their home.
How does it work?

You need a working phone line and an electrical socket, we provide you with a small unit which is plugged into your phone line. The equipment does not disrupt your phone service and you can continue to use your landline as normal.

You will be provided with a pendant which you can wear either on your wrist or attached to a neck cord.

Once you press the pendant it sends a signal to our control centre who will then answer your call via the speech module on the unit. Your call will be answered by a friendly Careline operator who will make sure you receive the support you need.
Choosing the right service for you
We have two levels of service you can choose from;

**Mobile Response Service**
The Careline operator will contact our Mobile Supported Housing Officers who will respond to your emergency call 24 hours a day. They will assess the situation and contact the emergency services if needed or doctors, carers and relatives whilst providing support and reassurance. If you need more assistance we will signpost you or refer you to other services.

All our Mobile Supported Housing Officers wear a uniform and an identity badge and are checked by the Disclosure and Barring Service.

**Monitoring Only Service**
When you press your pendant for help the Careline operator will contact the emergency services (if they are needed) and one of your emergency contacts. If you choose this service you will need to provide 2 contacts who live nearby and who are able to come out to you in an emergency any time.

“My Family feel happier knowing I can call for help at any time”
The process

Following a referral a Mobile Supported Housing Officer will visit you in your own home to complete an assessment. At the assessment we explain the different service options to you; obtain all your important information and demonstrate the equipment.

If you decide to go ahead with our service we will arrange for your lock to be changed if you are having the response service or if you have the monitoring only service we will contact your named emergency contacts to confirm they are in agreement to respond to you if needed.

Once these are in place a Mobile Supported Housing Officer will then install your equipment.
How much will this cost?
There is a small weekly charge for the rental and maintenance of the alarm equipment and the charge is slightly higher if you have the Mobile Response Service.

You may be able to get assistance with some or all of the cost depending on your individual circumstances.

We will go through any costs with you when we visit you to discuss the service.

The calls made from your Careline unit to the call centre are charged at a local rate.

Telecare Equipment
If you require Telecare equipment such as a falls detector, this can be added to our equipment at no additional cost. You can contact us yourself or ask your social worker or support worker to contact us for further information.

“The Careline pendant means that I can stay living in my own house and feel safer knowing I can get assistance if I fall or am ill.”
Frequently Asked Questions

Who can refer me for this service?
You can refer yourself for our service or your GP, Social or Support Worker can by contacting us.

Why do you need to change my lock?
If you want our full response service we will change the barrel of your lock so that our Mobile Supported Housing Officer can gain entry and can give access to emergency services if needed. We do not use key safes because we cannot always rely on a key being left there and then we would not be able to assist you when you need us most.

Do I have to be a council tenant to use this service?
Our service is for anyone in Stevenage both council tenants and home owners. If you privately rent your property we would require permission from your landlord to change the lock.

“It’s the total reassurance that I am not alone”
What if I am unable to speak to you when I have pressed my pendant?
The Careline operator will try to speak to you but if they do not receive a response they will still contact the Mobile Supported Housing Officers to respond or your named emergency contacts if you are on the monitoring only service.
“I become less stressed knowing I can call the Mobile Supported Housing Officers, for help when needed”.

We can make this document available in different languages, Braille and large print upon request. We also have access to interpreting services for people who do not speak English. Telephone 01438 242242 or textphone (for textphone users) 01438 242555.