

Stevenage Careline Alarm Service

Supporting you to keep safe, independent and included in your community



What is the Careline Service?

Stevenage Careline is the only alarm service in Stevenage providing support to anyone who feels at risk with a 24 hour response team. The service can help you:

- if you want peace of mind
- feel unwell
- feel unsafe or live alone and feel vulnerable
- have fallen or are prone to falling
- are a carer and need reassurance that your loved one can call for help.

How does it work?

You need an electrical socket, and we will 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 phone as normal.



If you do not have a landline we can still assist you with alternative equipment.

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.

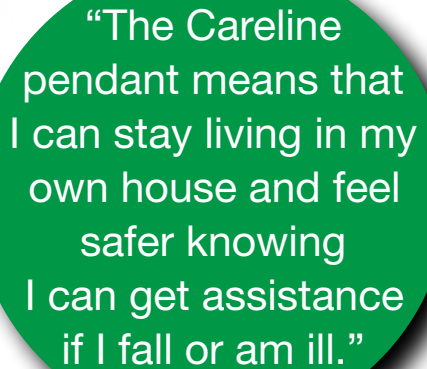
Choosing the right service for you

We have two levels of service you can choose from;

Response Service

Our experienced team of Specialist Support Officers 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 Specialist Support Officers wear a uniform and an identity badge and are checked by the Disclosure and Barring Service.



“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.”

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 a contact who lives nearby and who is able to come out to you in an emergency any time of day or night.



The process

Following a referral a Specialist Support 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 response service we will arrange for a keystore to be installed. If you have the monitoring only service we will contact your named emergency contact to confirm they are in agreement to respond to you if needed.

Once these are in place a Specialist Support 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 Response Service.

We will go through any costs with you when we visit you to discuss the service. There are no long term contracts or installation costs.

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 or we can add our response service onto another providers equipment. You can contact us yourself or ask anyone supporting you to contact us for further information (see back page for details).

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



Beverley and Sybil's story

“Having a Careline alarm has certainly improved the lives of both my mother and I. My mother now aged 94 years old with mobility issues and hearing problems was always nervous when left on her own. As a result if I had shopping or appointments etc, I always tried to do them in the afternoon when my mother took a rest.



However with a Careline alarm, I can go out at the drop of a hat, I do not stress if appointments take longer than anticipated. Knowing that someone is there should there be any mishap or accident takes away any stress. I can even go to a show in the evenings.

On my arrival home my mother will be calmly sitting with her alarm pedant around her neck knowing she is safe.

It is so reassuring knowing you have such marvellous support at the press of a button.

I cannot praise this service enough. Thank you to all concerned and for doing such a fine job.”

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 (see back page for details).

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 install a key safe.

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 Specialist Support Officers to respond or your named emergency contact if you are on the monitoring only service.

“I become less stressed knowing I can call the Specialist Support Officers, for help when needed”.



Stevenage Careline

Specialist Support Services

Daneshill House

Danestrete

Stevenage

Herts

SG1 1HN

E-mail: careline@stevenage.gov.uk

Telephone: 01438 242666

Website: stevenage.gov.uk/careline