



Herts Careline
Because independence
is important



Live life independently

Community alarm
and telecare services
in Hertfordshire



www.care-line.co.uk

0300 999 2 999



Independence when you want it, help when you need it most



Herts Careline's award-winning assistive technology service gives you the freedom and confidence to retain your independence in your own home with the peace of mind of knowing that if you fall or become unwell, you can get 24/7 reliable help quickly at any time of the day or night at the press of a button.

We know that over 61,000 people over 65 live alone in Hertfordshire and more than 90 % say they want to live independently in their own homes for as long as they possibly can. Our discreet, modern community alarm equipment can help achieve this independence for longer by offering much needed reassurance, peace of mind and emergency medical support to both you and your families.

We also work closely with health and social care professionals, carers, the NHS, GPs, nurses, support groups, charities, the Police, the Fire Service and other professional referral partners to ensure that those in their care in the community receive the benefits of assistive technology as quickly as possible.

Over 16,000 people in the local area already trust us to make day-to-day living easier and bring them peace of mind. So if you need us, we're here to help you.

Who do we help?

We look after thousands of people in Hertfordshire, making a big difference to the independence and wellbeing of people of all ages and circumstances, including:

- Those who live alone
- People returning from hospital
- Older people
- Those who are frail or at risk of falling
- People with limited mobility
- Those with learning disabilities
- Younger people with long term health needs
- Vulnerable adults
- Unpaid carers
- People with epilepsy or neurological conditions



How does the community alarm service work?

When someone joins our service, our engineer will set up a discreet, modern alarm unit in your home. Our alarm units work off the Global System for Mobile Communications (GSM) and are ready for the national Digital Switchover, so there is no need for you to have a landline telephone.

A very lightweight and splash proof pendant button is also supplied which can be worn either around the neck or on a wrist strap like a watch.



To raise an alert for help, simply press the button on the pendant and our trained operators will speak via the powerful microphone in the alarm unit to find out what the issue is and will provide the appropriate help.



Hertfordshire Control Centre – local to you

If our Hertfordshire based Control Centre receives an alert for help from your alarm unit, we will know who you are, where you live, your medical details and who you would like to come to help you in an emergency. This may be a friend, relative, neighbour or carer, or summoning our Emergency Response Service - The British Red Cross - or the Emergency Services, depending on the nature of the help you need.



Our call operators are highly experienced and trained to deal with life critical situations, and you don't need to reach your telephone to speak to us. The alarm signal has a range of 100 metres, so you are not limited to staying in one room and should feel free to use your whole home and garden as normal, wearing your pendant.



24/7 Control Room in Letchworth-Garden-City, Hertfordshire




“ *It's an excellent source of support and provided my aunt with comfort on a number of occasions when she was unwell and had to press her pendant. It is a necessity especially as I live some distance away from my aunt.*

Jackie Leach, St Albans



Emergency Response Service

When someone joins our service, we ask for two people who live close by who could be contacted in the first instance for assistance to act as ‘Responders’ if it is not a life critical emergency. It’s often reassuring for a person to have someone sit with them to wait for an ambulance if needed. However, if it’s not possible to provide this, our Emergency Response Service – The British Red Cross -  **BritishRedCross** will be despatched to assess the situation.



Many other community alarm providers only rely on family contacts and the emergency services to provide help when the pendant is pressed. But we believe our mobile response service is essential as it ensures emergency welfare assistance and reassurance as quickly as possible, especially for those who do not have family available close by or if they cannot attend to you quickly.



Both my mother and mother-in-law had the Careline system in place in their home. Both ladies found it reassuring but even more importantly my wife relied on it to ensure quick, reliable care was available and only a call away. The small fee is well worth the added reassurance.



Richard Walsh, Letchworth Garden City



99% of service users felt more reassured having our service. Customer Satisfaction Survey, 2022/23

What do I need?

We generally ask you to have the following:

- ✓ **An electric plug socket** – close to where you would like the alarm unit located. If this is not available we do offer plug adapters and extension leads at a small charge.
- ✓ **Two (or more) volunteer responders** – relatives, friends or neighbours who live nearby and are willing to be contacted if you need assistance. It is preferable but not mandatory to have someone who can be nominated as a contact. Our Emergency Response Service is included at no extra charge can attend your home if you're unwell to assess the situation and see what help you may need.
- ✓ **A key safe** – a small, secure metal box which is securely fixed to the outside of your property in a discreet location, and houses a spare key which can only be accessed when entering a secure code. It is preferable but not mandatory to have a key safe as this means the emergency services can access your home if you're unable to answer the door. We will supply and install a key safe free of charge if you don't have one, and you can specify where you'd prefer it to be located or concealed.

Our alarm units work off the Global System for Mobile Communications (GSM) and are ready for the national Digital Switchover, so do not require you to have a telephone landline.

How much will it cost?

Nationally, community alarm and telecare services are **not** usually provided free of charge by the NHS or any other charity or organisation. However, our price is substantially subsidised by Hertfordshire County Council making us very good value for money, especially when compared to other forms of support. Think of us as insurance – there when you need us.

- Please visit www.care-line.co.uk or call 0300 999 2 999 for our price.

The price includes:

- All call charges made from the equipment
- Emergency Response Service
- Monitoring of all calls
- On site maintenance of equipment
- Access to a range of other service to support independent living

Unlike some other providers, with our service there are:

- No upfront costs
- No equipment or installation charges
- No long term contracts
- No means testing
- No premium rate number costs

Are you claiming Attendance Allowance?

Attendance Allowance is a benefit available for people aged over 65 years who need help at home due to illness or disability. It's not means tested and currently worth from £68.10 a week to put towards services such as Herts Careline. Find out more by calling the Attendance Allowance helpline on 0345 605 6055.

Other benefits

When joining Herts Careline you will also receive:

- **A FREE Medical Alert Card** – to put in your purse, wallet or bag so if you become unwell away from home we can provide advice and information to the emergency services
- **A FREE set of handy Key Finder Fobs** for your keyring which can help return your keys to you if ever you lose them
- **Refer a friend offer** – if you join the service and refer a friend, if they sign up you receive a £10 M&S voucher



99% of service users would recommend us to a friend or relative. Customer Satisfaction Survey, 2022/23

Telecare and other technology solutions

To join our telecare service, please speak to your social worker, health care professional, GP, nurse or carer so that they can make a referral to us.

Many social care professionals, carers, GPs and nurses trust us to provide support to those in their care who are particularly vulnerable. Upon referral from one of these professionals, we can provide a service with a higher and enhanced level of support via a comprehensive range of cutting edge telecare sensor technology.

A tailored package of sensors can be provided to meet the specific needs of every resident, enabling them to live independently at home for as long as possible. These sensors will link via the community alarm unit to our Control Centre in the same way, but will automatically trigger if they sense a risk. This means the householder has a high level of automated support. It can be in the form of, but not limited to:



Falls detector
that automatically triggers if it senses a fall



Ambient temperature monitor
used to detect abnormal temperatures, or a sudden rise or fall in temperature if someone has difficulty managing the warmth of their home



Carbon monoxide detector
used to sense dangerous levels of carbon monoxide associated with gas appliances



Stove Guard
a discreet device that sits on the ceiling in the kitchen, and cuts off an electric cooker at the source if it gets too hot or if there is a risk of fire. It significantly reduces the risk of a fire ever happening, and it's already proving a life saver for many who live with dementia, epilepsy and other conditions.
This service from us was a Finalist in the National Security & Fire Excellence Awards 2019.



Smoke detector
a potential life saver
for when there's a
threat of fire



Bed and floor mats
to ensure a person
has returned to their
bed or a room during
the night



Bespoke solutions
for complex
epilepsy and
another
neurological
conditions



Deaf smoke alarm / vibrating pad
a smoke alarm kit exclusively for
those with hearing issues. If a fire is
detected the smoke alarm sounds, the
strobe light flashes, the pillow pad
vibrates and an alarm call is triggered



Passive Infrared Sensor (PIR)

to ensure a person has returned to their bed or a room during the night



Flood detector / barometric plug

the risk of flooding can be managed by the use of a barometric bath or sink plug and / or a flood detector linked to the Control Room.



Supporting Herts County Council with AT Digital

We can install small, discrete sensors which are placed around the home to collect data that will help us identify and respond to any incidents, emergencies or changes to a person's normal routine that may be a sign of a change in their health. There are a wide range of sensors available which can be used to support you with your specific needs, including motion sensors, heat and light sensors, smart plugs, toilet sensors, falls detectors, and door sensors which can be fitted to front and back doors as well as on fridges and medicine cupboards.

Please contact HCC for this on **0300 123 4042** or email **assistivetechology@hertfordshire.gov.uk**



Home and Away Service

A community alarm unit and portable pendant with GPS technology that can be used outside the home and gives family members a location in the event of emergency. Whether at home, in town, out walking or visiting a friend, the GO pendant can be taken out with the person. Combine it with a SEVEN base unit and it doubles up as a home community alarm too. Additional telecare sensors can be linked to the base unit offering a complex needs solution for at home and outside.



Vivago Care Watch

A new technology that can monitor a person's health, sleep patterns, mobility and general wellbeing whilst they are wearing it as well as an emergency alarm button to press to come through our control room. Family and carers can also monitor the data from the care watch with permission. This service is available without referral and there are different options available for inside Hertfordshire and outside of Hertfordshire residents.



A Pill / Medication Dispenser

This is a carousel with slots which can be loaded with pills, and can be dispensed at pre-set times each day to remind someone to take their medication. This can be monitored by the control room if required.

Visit our website for the latest information!

- Apply to join us online
- View our videos to see our equipment in action
- Latest news
- Follow us on social media
- Send us a message

www.care-line.co.uk



“

The occupational therapists use the Herts Careline systems a lot, they love it. They have been used many times and really helped the prevention of admission to hospital.

Sarah Willmot,
Emergency Care Practitioner,
HomeFirst

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94% of customers believe their friends and relatives enjoy peace of mind knowing they have the Herts Careline service. Customer Satisfaction Survey, 2022/23

About Herts Careline

Herts Careline is an award-winning not-for-profit service provided by North Herts Council in association with Hertfordshire County Council. We have been providing assistive technology services across Hertfordshire since 1982. We currently provide support for in excess of 16,000 people and take a staggering 1,500 calls a day – at least one third of these are life critical emergencies.

How to join

- **Apply online** - for your convenience our secure online form allows you 24/7 access to make an application, visit www.care-line.co.uk
- Call **0300 999 2 999**
- Email CarelineSupport@north-herts.gov.uk
- Write to:
Herts Careline,
P.O. Box 10613,
Nottingham NG6 6DW



If you need help completing the application form we have a free home form filling service available upon request.

Provided in
association with
Hertfordshire
County Council



Careline is a
not-for profit
service of

