

Helping  keep
your independence

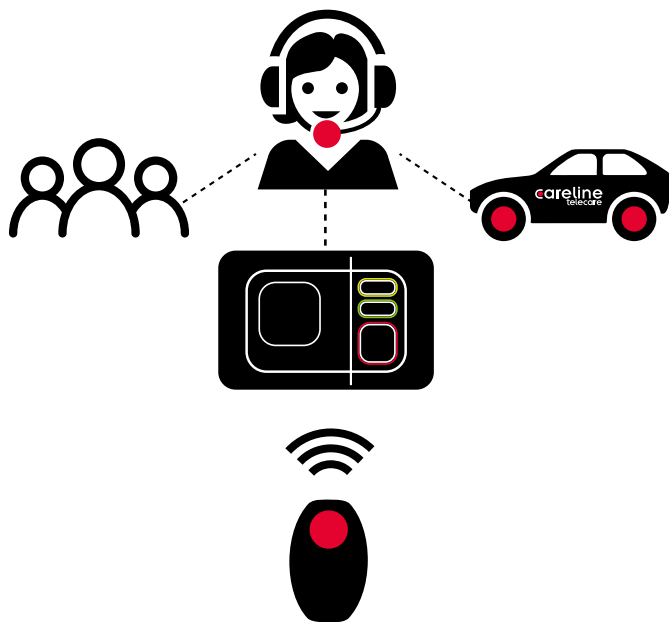
careline
telecare

 Camden

What is Careline Telecare?

Careline Telecare is an emergency response service run by Camden Council that can connect you to our trained staff round-the-clock if you have an emergency or feel vulnerable or at-risk.

With Careline Telecare, you are a button push away from getting help, 24 hours a day, all year round. It provides reassurance for you, your family and your friends.



I rely on Careline totally for my independence. I couldn't stay at home without it. I always know if I fall and press my button someone will come.

Joanna, Hampstead 

Who does it help?

Careline Telecare is for anyone who wants to live independently at home.

It is particularly useful for people who are:

- immobile or unsteady on their feet
- returning home from hospital
- living alone with memory problems
- victims of domestic violence
- living with long-term conditions such as dementia, epilepsy, heart disease, learning or physical disability and sensory problems.

It can also be used by carers to help keep the people they care for safe.

How does it work?

We install a small unit to an existing phone line near a power socket in your home* and give you a pendant button that you wear around your neck or wrist.

When the alarm button is pressed, it automatically dials through to one of

our friendly team at our control centre.

They will speak to you via the unit's loudspeaker and arrange the best help for you. If you cannot speak, your alarm tells us who and where you are so that we can help you.



*If you do not have a phone line **we are happy** to discuss alternatives.

Price and installation

It is free to receive a demonstration and to have the equipment installed.



Gold service

Full emergency call-out
Just £5.59* a week

You supply us with a set of your house keys. In an emergency we can come to your home and help you immediately. Your keys are kept securely at our control centre and can only be accessed and identified by us.

***Price in October 2017.**
Enquire for current costs.



Silver service

Alarm monitoring
Just £4.59* a week

You give us the names and phone numbers of three relatives, friends or neighbours who have your keys and are willing to help you at any time of day or night. If your alarm is activated, we alert them. If we cannot contact any of them, we call the emergency services for you.



Additional sensors and equipment

You may also be eligible for a range of assistive technology to meet your particular needs including sensors to help you monitor health conditions and detectors that can sense risks such as smoke, falls, floods and gas.

You must be assessed by adult social care to receive this support. We can tell you more about getting an assessment if you haven't already had one.

You can call **020 7974 4000 (press 1)** or email **adultsocialcare@camden.gov.uk** to request an assessment.

Book a demonstration

You can try out the alarm system in your home before you decide to have it installed.

To book a demonstration call **020 7974 1491** or fill in and send the form at the back of this booklet.

Our friendly staff will visit at a time that suits you and answer all of your questions.

If someone else refers you, we will contact you within 10 working days and arrange a visit to your home to demonstrate alarms and discuss the service within 15 days unless you prefer a later date.



Contact us

If you have any questions, please don't hesitate to get in touch.

Careline Telecare, Ludham, Lismore
Circus, London, NW5 4SE



Call: 020 7974 1491 (option 4)



Email: carelinetelecare@camden.gov.uk



Website: camden.gov.uk/carelinetelecare



Alternative formats:

If you would like a copy of this leaflet in audio form, another language or large print, please let us know.

Tell me more

I would like to arrange for a free demonstration and more information about Careline Telecare.

Name:

Address:

.....

.....

Postcode:

Phone:

Preferred contact time:

9am-12pm; 1-3pm; 3-5pm

Please send this form to us at the freepost address below. You don't need to put a stamp on your envelope.

Freepost RLYR-SGCX-GCEA

Careline Telecare

Camden Council

Town Hall

Judd Street

London

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