



**HERTS BERNIE** gives you the  
**freedom to live independently**  
with help on hand wherever you are



**Herts Careline**  
Because independence  
is important

**0300 999 2 999**  
[www.care-line.co.uk/bernie](http://www.care-line.co.uk/bernie)



***“Herts Bernie is a 21<sup>st</sup> century reworking of the St Bernard rescue dog – a reliable friend who is there to help in an emergency.”***

***“I find the service fabulous.***

***The call operators are helpful beyond expectation.”***

Karen, Harpenden





# Introducing Herts Bernie

Herts Careline's award winning service is well know for its technology solutions that help

people to live independently within their home. And now we can also provide an additional service that supports you when you're out and about. Herts Bernie is not intended to replace our traditional property-based community alarm or telecare services, which have a number of proven benefits including the facility to link to other sophisticated technology that senses risks within the home. Herts Bernie is a unique, loyal companion to take with you when you're venturing away from home.



**Herts Bernie is a compact SOS device which helps support your freedom and allows you to summon help by simply pressing a button – wherever you are.** And with Herts Careline's Control Centre support, if you make an SOS call from the device, or if someone is concerned about your welfare, help will be on hand quickly, 24-7.

*“My father has your GPS Locator device and when he recently went missing I was very worried. Your service located him and he was found safe but rather disorientated. I'm grateful for your help and the service you provide, he is now recovering well.”*

Jill, family member, Hertfordshire





## How does it work?

Herts Bernie is a small device that combines the functions of a mobile telephone with a Global Positioning System (GPS) locator. At any time of day or night you can simply press its SOS button if you need help. A text message with a link to your location (which will open in Google Maps) will be sent to the family member or friend responder that you appoint to us upon application, as well as to Herts Careline. Your responder will assist you in the first instance, but if they are unavailable, an experienced Herts Careline operator will check to see that things are OK and to provide on the spot advice or to summon assistance if needed.



## There are two **OPTIONAL** extra services (no extra cost)

- ① If a family member or friend is concerned about your welfare, they can send a text message to the Herts Bernie device (with your prior permission) and they will receive a message back with its location – this can give much needed assurance to loved ones.
- ② Herts Bernie can be set up so that if you leave a certain geographical area (a radius which can be set from 100m to 5km from your home) the linked responder and the Control Centre will receive an automatic alert so that we can check that things are OK and you're safe. This geofence distance can be tailored and adjusted to suits your needs.



*“100% of customers would recommend us”*

Customer Satisfaction Survey, 2017-18

## What help is at hand?

If you become disorientated whilst away from home you can summon help by pressing the SOS button on the device – your responder and us can give advice on your location and how to navigate to your planned destination or somewhere safe. If more help is required we'll alert a nominated family member or friend so that you can meet up.

In emergency situations or if a friend or family member isn't available, we'll liaise with emergency services so that you are helped to a place of safety.



# Features of the Herts Bernie device

## Dimensions

65mm (2.6in) x 45mm  
(1.4in) x 16mm (0.6in)

Uses GPS to determine  
a location - accurate to  
15 metres (49ft)

Weight 35g,  
(1.2 oz.)

Pre-installed  
multi-network SIM  
connecting to the  
strongest mobile  
network is included

'On' button

Splash proof

Tamper proof

We will manage  
the maintenance  
of the device

Test button –  
2-Way speech  
capability

Comes with a stylish  
cradle for easy charging

A typical battery  
life of 3-7 days (for  
added safety it can  
send a text message  
if it is running on a  
low battery)

The Herts Bernie device is supplied with a USB 'A' Male to Micro USB type B cable, AC adaptor plug and cradle.

# Herts Bernie's Control Centre

Operated by Herts Careline, part of North Hertfordshire District Council, our Control Centre is based in Letchworth Garden City and operates 24/7.

With over 35 years of monitoring and responding to calls, we know what to do in just about any situation.

## How much will it cost?

The Herts Bernie service is £18.25 per month (+VAT if applicable) by monthly direct debit.

The price includes:

- 24/7 monitoring of all calls or activations
- Assistance when required
- Maintenance of the equipment
- Access to a range of other services to support independent living
- Key Finder Service
- Medical Alert Card Service



\*Herts Careline service typically £20 per month, Herts Bernie price is £18.25 per month (both + VAT if applicable). If you are a member of Herts Careline already and wish to also join Herts Bernie, the discount will be applied (and vice versa) T&C apply see [www.care-line.co.uk](http://www.care-line.co.uk) or call 0300 999 2 999 (option 1)

## Herts Careline

Herts Careline is a community alarm and telecare service which enables independence inside the home, for older people and vulnerable members of the community. Users wear a pendant and can summon help 24/7 by pressing the button.





# Apply today

Call **0300 999 2 999** or  
email **CarelineSupport@north-herts.gov.uk**  
and we'll post you an information pack

**For more information:**  
Visit **[www.care-line.co.uk/bernie](http://www.care-line.co.uk/bernie)**

**Write to**  
Herts Careline  
P.O. Box 10613  
Nottingham  
NG6 6DW

For legal reasons, the Herts Bernie service is only available to people who have the mental capacity to freely consent to it and sign a service agreement contract. However, if you care for a person without this mental capacity and feel it is in their best interest to have this service, you can enter into the service agreement on their behalf. All we need is for a healthcare professional to confirm that a Deprivation of Liberty does not apply then you can apply for the service on their behalf.

*We look forward to hearing from you soon*



Careline is a not-for-profit service of  
**NORTH HERTFORDSHIRE  
DISTRICT COUNCIL**

