

Celebrating
35
years of
service



Herts Careline
Because independence
is important

Winner



Best Public / Public Partnership
Working Initiative
APSE Service Awards 2016



Live life independently

Community alarm
and telecare services
in Hertfordshire



“For those who *live on their own* or *vulnerable people* this service is a *must* and from my experience, *proof of its necessity*” Alan Doggett, Hitchin



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



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

We know that:

- More than 90 % of people say they want to live independently in their own homes for as long as they possibly can.
- Over 61,000 people over 65 live alone in Hertfordshire and discreet, modern technology can offer much needed reassurance and peace of mind to them and their families.

Our service also supports the many health and social care professionals, GPs and carers who refer to us to ensure that those in their care can carry on with their life knowing that there is help available if they need it.

“ A few weeks ago I had fallen and hurt myself. I pressed my pendant and I was very impressed with the quick response and the caring way I was treated. ”

Mrs Rogers, Hertfordshire

How do we help?

First thoughts might be, “*That’s not for me!*” But what would you do if you needed help and there was no one around? Or if you were convalescing at home after a hospital stay and you wanted to know that you weren’t on your own? Or at night time if you wanted the comfort of knowing you could call for help if you took a fall or felt unwell? It would certainly bring comfort to the family members as well.



Our Hertfordshire based Control Centre’s highly trained call operators are ready to help at any time of the day or night, every day of the year, supporting the independence of our clients and getting them the appropriate help if needed. It means you’re never alone.

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.



99.2% of customers
would recommend us

2016-17 Customer Satisfaction Survey

Emergency Response Fallback 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. If it's not possible to provide this, our Emergency Response Fallback Service will be despatched to assess the situation.



We have carefully chosen Hertfordshire Fire & Rescue Service and Arena Security as our Emergency Response partners, so rest assured that professional and highly trained help will be with you quickly no matter what. This experienced mobile response team will also respond to you if your contacts are unavailable or cannot attend to you quickly.



Many other 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 guarantees emergency welfare assistance and reassurance as quickly as possible, especially for those who do not have family available close by.



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

How does the community alarm service work?

When someone joins our service our partner, Hertfordshire Independent Living Service (HILS), installs discreet, modern technology which connects into the landline telephone (if there isn't a landline we can offer an alternative alarm unit).

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.



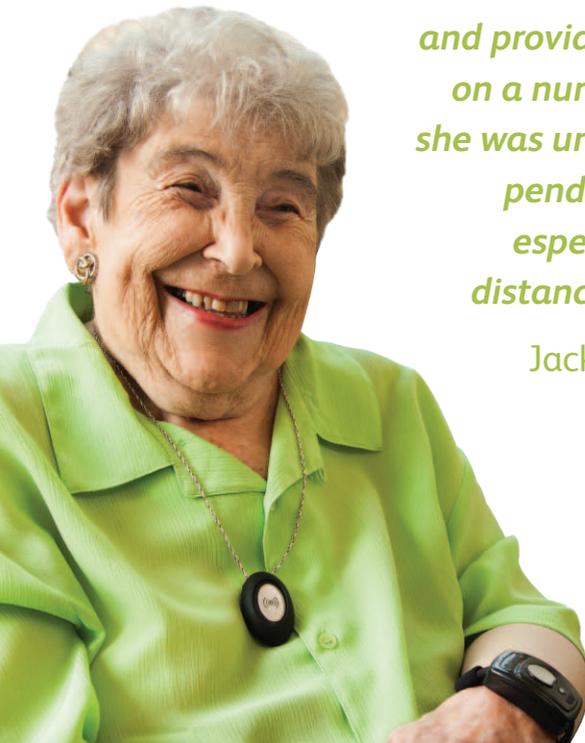
Hertfordshire Control Centre – local to you

If our 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 or the Emergency Services.

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.

“ *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



What do I need?

We generally ask you to have the following:

- ✓ **A landline telephone** – if not available we can offer an alarm unit which doesn't require a landline, for a small additional cost.
Note: The equipment works alongside your telephone and should not affect it or any answerphone.
- ✓ **An electric plug socket** – close to the telephone point. 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 Fallback 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.



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 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.

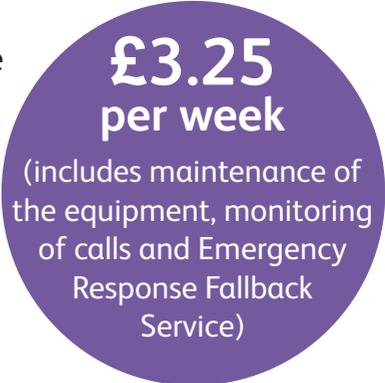
- New customers pay £3.25 per week by a monthly direct debit (cost excludes VAT, most of our customers are VAT exempt)

The price includes:

- Emergency Response Fallback 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



**£3.25
per week**

(includes maintenance of the equipment, monitoring of calls and Emergency Response Fallback Service)

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 £55.65 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 shopping voucher of your choice



98.3% of service users' relatives and friends felt they had more peace of mind because of Herts Careline's services

About Herts Careline

Herts Careline is an award-winning not-for-profit service provided by North Hertfordshire District Council in association with Hertfordshire County Council and charitable social enterprise Hertfordshire Independent Living Service (HILS). We have been providing independent living services across Hertfordshire for over 30 years and are one of the largest independent providers of assistive technology in the UK. We currently provide support for in excess of 16,000 people and take a staggering 1,000 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
- Tweet [@HertsCareline](https://twitter.com/HertsCareline)

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

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 detects stumbles, trips and falls



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



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



Pill dispenser
to help remind people of the correct time to take their medication (this is a standalone item which is not linked to our Control Centre)



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

Equipment shown is for illustration purposes and may be subject to change

“ *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





For more information

Visit: www.care-line.co.uk

Call: 0300 999 2 999

Email: CarelineSupport@north-herts.gov.uk

Write to:

MSU / Herts Careline

North Hertfordshire District Council

Council Offices, Gernon Road

Letchworth Garden City, Herts SG6 3JF



Provided in association with
Hertfordshire County Council and



Careline is a not-for profit service of

NORTH HERTFORDSHIRE
DISTRICT COUNCIL

