

How do I find out more?



Phone: 01483 743647

Email: careline@woking.gov.uk

Web: www.woking.gov.uk/careline

Or visit the Woking Borough Council offices

Careline

The 24-hour emergency alarm service

A transcript of this document can be provided for visually impaired people, either in large print, braille or on tape. Please contact the number below if you require further information.

01483 755855

If you require a translation, please contact:

Se avete bisogno di una traduzione si prega contattare:

Si usted requiere una traducción de esta información por favor contacte a:

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যদি আপনার অনুবাদের দরকার হয় তাহলে অনুগ্রহ করে যোগাযোগ করুন:

如果您需要翻译，请向下列地点联络: wits

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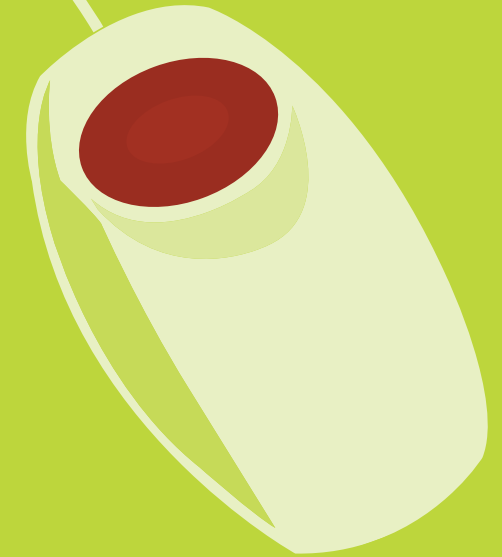
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www.woking.gov.uk



Careline

The 24-hour emergency alarm service

Reassurance for an independent life



What is Careline?

Careline is a 24-hour emergency call system, allowing you to live independently in your own home, safe in the knowledge that help is at hand, 365 days a year.

“It gives me a safe feeling of not being alone and is like having a guardian angel at a mere arm’s length away.”

Mrs B of Brookwood

Who is Careline for?

Careline is for residents of any age, living in the Borough of Woking, who value their independence, but need the reassurance that help is at hand if they need it.

Careline customers include:

- older people
- people living alone
- people recovering from ill health or bereavement
- people with learning disabilities
- people with a physical illness/disability
- people experiencing, or at risk of, burglary, domestic violence or racial harassment

When can I use Careline?

Careline can be used at any time of day or night, when you need help in an emergency or when you’re feeling unwell. It can also be used for:

- contacting police and fire services
- assurance against bogus callers and distraction burglaries
- collection of emergency prescriptions.

What does Careline consist of?

Careline consists of a base unit that is installed in your home and a pendant trigger that can be worn discreetly around your neck or on your wrist.



There is also a range of optional sensors to help you, such as bed and chair occupancy sensors, pill dispensers, smoke and fall detectors. All of which work in conjunction with the Careline base unit.

How does it work?

When you are in your home or garden, as soon as you press the button on the pendant, the alarm contacts the care centre. You can then speak directly to a trained operator without having to get to your phone.



Even if you are unable to speak, the operator will know who is calling and send for help.

They also act immediately to alert relatives, neighbours or emergency services.

Are there any other benefits to Careline?

As a Careline client, you will also benefit from our personal visiting service.

Working closely with carers, health and social care professionals, Careline Visitors maintain regular contact with you.

They offer advice, assistance and support, from benefits checks and completion of attendance allowance forms, to arranging the fitting of key safes or grab rails.

The Community Alarm Telecare (CAT) Project

For people who have recently been in hospital, or a victim of a distraction burglary, Woking Borough Council is able to provide the Careline alarm system free of charge for a 12 week trial period. This will enable you to maintain your independence at a time when you may need some extra help.

How much does Careline cost?

The equipment is leased from Woking Borough Council on a monthly basis at a reasonable and competitive price.

Discounts are available if you are in receipt of a means tested benefit.

For a full appraisal of your needs, please contact Careline Team on **01483 743647**.

