



Herts Careline
Because independence
is important



Careline is a not-for profit service of

NORTH HERTFORDSHIRE
DISTRICT COUNCIL



Assistive Technology Newsletter

March
2020



Welcome to our annual newsletter, bringing you information about our latest developments and new services to keep you safe and independent at home.

★ ★ ★ Feedback from you ★ ★ ★

We listened to your feedback from our customer satisfaction survey, so would like to outline a few pointers:

-  **The pendant is waterproof.** You can wear it in the shower but please don't submerge it in the bath (place it close by when bathing in case you need it)
-  **The pendant doesn't interfere with a Pacemaker -** its perfectly safe to have both
-  **Power cuts - there's a back up battery** in the alarm unit which works in a power cut
-  **Never worry if you press your pendant by mistake -** just tell us you're OK and we'll reset the alarm from our end
-  **If you press your pendant and we can't hear you,** for example if you are far away from the unit or in another room or in the garden, rest assured we will receive the call regardless of being able to hear each other. If you don't reply or we cannot hear what you are saying then we will always presume you need help and get help for you.
-  **The range of the alarm can be extended** by a Repeater box if required
-  **Telephone line faults -** it is the responsibility of your telephone provider to fix a line fault (this only applies to alarm units working off the analogue system) Unfortunately we cannot call them on your behalf due to Data Protection issues. If you tell them you have a Careline this should give you a priority in terms of it being fixed. Your alarm may not work until this is up and running again so it's paramount that the fault is dealt with.

REFER A FRIEND receive £10 voucher

Many of our customers recommend our services to friends and family. In recognition of this support, our Refer a Friend scheme will send you a **£10 M&S voucher** if the person you refer joins our service. Simply quote **'FRIENDS15'** to us.

TEST YOUR EQUIPMENT – press your pendant!

Regular testing of your equipment and the connection to our Control Room is an important element of your service and helps provide maximum reassurance that everything will work in an emergency. Please make a note in your diary to perform a test call once a month. Please also remember to tell us if any of your details, or your contacts' details, change.



Portable Pendant Location Service – HERTS BERNIE

Herts Bernie is our portable pendant and location service which can be used outside the home. This small device combines the functions of a mobile telephone with a GPS locator. At any time of day or night – wherever you are - you can 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’s control room. Your responder will assist you in the first instance, but if they are unavailable, our experienced operators will check to see that things are OK and to provide on the spot help.

Priority Services Register (PSR)

Did you know about the PSR? It’s a **free service** provided by suppliers and network operators to pensioners and those living with certain health conditions. They offer services including **priority support in an emergency, assistance with meter readings** and advanced notice of power cuts, amongst many other issues. To be added to the Priority Services Register, you simply need to contact your energy supplier.

Leave us a Google Review!

We love to hear customer feedback, it helps us improve and develop our service. If you have a Gmail email address, we’d appreciate it if you could leave us a Google Review. Just type ‘Herts Careline’ into Google and click ‘Write a Review’ down the right hand column. Thank you!



ANNUAL SERVICE CHECKS for equipment

If you have our telecare service i.e. smoke detectors, fall detectors, complex needs equipment, every year we will send an engineer to attend your home to conduct a Service Check to ensure your equipment is functioning correctly. It is very important that you allow us to do this and we’ll always make a convenient appointment with you ahead of time.

POWER CUT 105

Do you know who to contact if you have a power cut? 105 is the new number to call. It’s free of charge and will put you through to your local network operator who can give you help and advice.

Do you need additional telecare?



We want to make sure you and your relatives are aware of how to upgrade or change your service if your needs change – usually at no extra cost. If you have a standard alarm unit and pendant, but feel there are other risks in your home such as fire or the issue of you falling, we have other equipment that can be programmed into your existing equipment to help keep you safe for longer. **You can call 0300 999 2 999 (option 1) to discuss your options.**

DON'T GIVE OUT YOUR BANK DETAILS

Sometimes our customers tell us they’ve had a bogus call from a company regarding emergency alarms. She thought it was a genuine call from us until he asked for her bank details. Luckily she didn’t give out her personal information and hung up the call. Keep your bank details safe.