

How to join

- **Apply online** www.care-line.co.uk
- **Email** CarelineSupport@north-herts.gov.uk
- Ask a member of the **Hertswise** team to make a Referral to us on your behalf
- **Write to** MSU / Herts Careline,
Gernon Road, Letchworth Garden City
Hertfordshire SG6 3JF

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



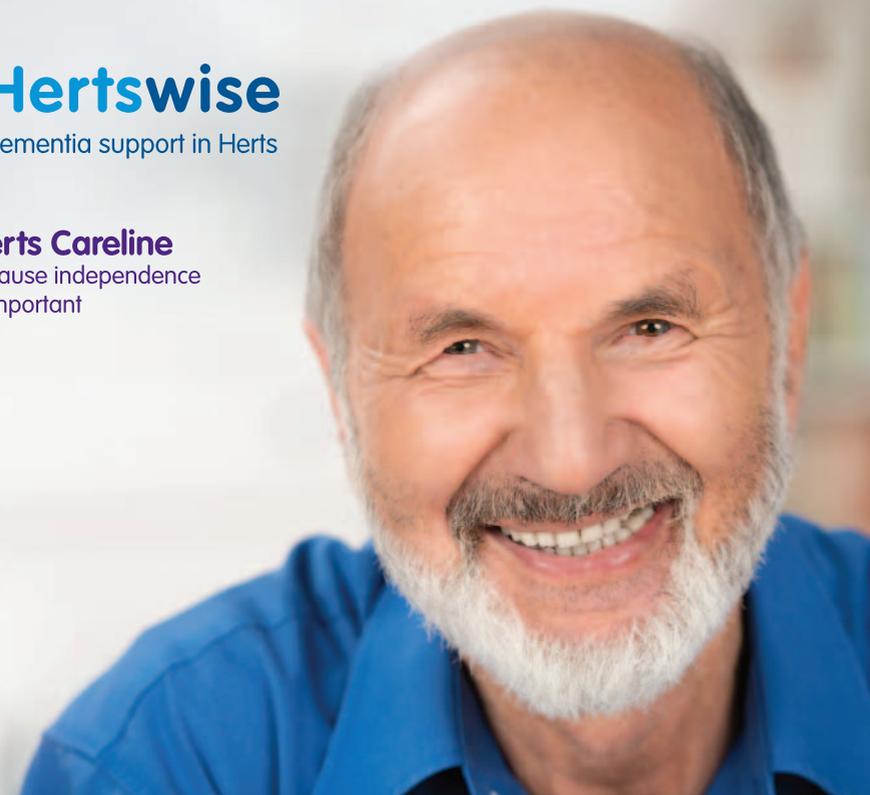
Careline is a not-for-profit service of

NORTH HERTFORDSHIRE
DISTRICT COUNCIL

Winner



Best Public / Public Partnership
Working Initiative
APSE Service Awards 2016



If you're experiencing increasing
forgetfulness or
disorientation
then technology can help you
stay independent and safe

Herts Careline provides a range of modern assistive technology services designed to support people living with memory problems or absent mindedness.

These are available to anyone living in Hertfordshire.

We currently help over 8,000 residents in Hertfordshire to maintain their safety and independence and in a recent survey 99.2% of these would recommend our service to a friend or family member. We're also *Which?* accredited in recognition of our commitment to fairness and the high quality of our services.



Staff members are Dementia Friends.



Technology can help in our everyday lives. That's why we've joined forces with other local, not-for-profit organisations to form **Hertswise**.



Promoting the use of technology to help support those living with a range of issues, from mild forgetfulness to conditions such as dementia, can help them live independently for as long as possible.

Technology can help manage risks, improve quality of life, offer reassurance, and support residents in variety of ways.

It can also reduce the risks of an accident in the home and provide help in the event of anyone feeling unwell or confused.

“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



How does the service work?

The equipment we install into the homes of our service users is linked to our Hertfordshire based Control Centre. If this equipment detects a problem it will automatically send an alert which will immediately be picked up by our team of highly trained operators who will assess the situation and send the appropriate help. This could be from a family member or friend, our mobile response service, or the emergency services. Whatever you need, whenever you need it.

Our friendly local call operators are ready to help at any time of the day or night, every day of the year. We answer 98.95 % of calls within three minutes (February 2017).

We can help you with:

- A community alarm and pendant so that you can summon help 24/7 at the press of a button
- A falls detector – so if you fall help will be on hand automatically
- Fire and carbon monoxide alarms so if there's a fire or if a gas appliance becomes faulty we can summon the emergency services quickly
- Flood detectors, movement sensors and lighting monitors – to help you stay safe
- Other technology depending on your needs



How much will it cost?

Nationally, assistive technology services are not generally provided free of charge by the NHS or other organisations. However, our award winning collaboration with Hertfordshire County Council means that we can provide a range of services at a substantially discounted cost, making Herts Careline's services very good value for money. Think of us as insurance.

We have a simple approach to pricing:

- New customers pay £3.25 per week by a monthly direct debit (cost excludes VAT as most of our customers are exempt)
- No upfront costs
- No equipment or installation charges
- No long term contracts
- No means testing

**£3.25
per week**

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

The price includes

- Installation at a convenient time
- An Emergency Response Fallback Service
- The monitoring of all calls 24/7
- The maintenance of equipment

