



Herts Careline
Because independence
is important



Winner
apse
Best Public / Public Partnership
Working Initiative
APSE Service Awards 2016

Careline is a not-for profit service of

NORTH HERTFORDSHIRE
DISTRICT COUNCIL



Assistive Technology Newsletter

March
2019



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



**Customer
satisfaction
is 100%!**



Herts Careline recently surveyed its traditional and complex needs customers and we're delighted to report that **100%** of both groups said they **would recommend us to a relative or friend**. We're over the moon about this because we pride ourselves on our professional and valuable service, so to hear this from you **means a lot**.

**REFER A FRIEND
receive £10 voucher**

Many of our customers recommend our services to friends and family. In recognition of this support we launched a Refer a Friend scheme, which means if you refer someone and quote **'FRIENDS15'** we will send you a gift voucher for £10 once they join us.

**TEST your
equipment -
PRESS
your pendant!**



**Regular testing of your
equipment** and the connection to our Alarm Receiving Centre 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, changes.



**ANNUAL SERVICE
CHECKS for
equipment**

Every year we will send an engineer to attend your home to conduct an Annual Service Check to ensure your equipment is functioning correctly. It's very important that you allow us to do this and we'll always make a convenient appointment with you ahead of time.

www.care-line.co.uk

0300 999 2 999



New Portable Pendant and Location Service – HERTS BERNIE



We have launched a new service. **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 advice or to summon assistance if needed. It's a valuable addition to the many services we have to offer.

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.**



Be the face of Herts Careline

We're looking for volunteers to be photographed in their home with their equipment, so that we can use them in our promotional brochures and on our website. We know it's a big ask but using 'real' customers helps us share with others the good work we do so that more people can benefit from our reassuring service. If you'd like to help us with this we'd love to meet you. Do give us a call on 0300 999 2 999 (option 1).

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.

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.

DON'T GIVE OUT YOUR BANK DETAILS

A client recently called to let us know that she had 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.



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