

What happens when you apply for the service?

A member of the team will come to your home for an initial visit and explain how the service operates in detail and what you can expect.

They will ensure that you have all the information you require to make a decision.

There is no charge for the initial visit. You can choose from a number of options as to what best suits your requirements and budget.

If for any reason it is decided that you are not likely to benefit from the service, then with your permission a referral may be made to other services more suitable to your needs.

Menu of Services

You can choose from a menu of services and equipment to suit your need:

- 24/7 Monitoring & Emergency Response Service
- Equipment Monitoring
- Well-being visits
- Assistive Technology
- Equipment Assessment, provision and installation
- Family Carers Emergency Planning Service

Our Monitoring and Response services are available separately, however by taking advantage of our combined package, significant savings can be made.

For details and prices see the service charges insert in this leaflet.



Suffolk Careline
in association with
Suffolk County Council



How do I find out more information or apply?

By Phone:

0845 600 7724

By Post:

Suffolk Careline
Unit 77, Basepoint Ipswich
70-72 The Havens
Ransomes Europark
Ipswich
IP3 9SJ

By Email:

enquiries@suffolkcareline.com

Services Delivered by:

Community Voice Ltd—
Members of the Chartered Institute of Housing

Accredited to:

- Telecare Services Association
- Care Quality Commission
- Contractors Health and Safety Assessment Scheme



Calls to this number are charged at your standard BT Local Rate, calls from mobiles may vary. Calls to our centre may be recorded.



**24 Hour Monitoring
and Emergency
Visiting Response**

*Telecare services helping you
maintain independence in
your home*



Call 0845 6007724
www.suffolkcareline.com

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Suffolk
County Council

Who we are

Suffolk Careline is a not-for-profit Community Interest Company set up by Suffolk County Council in partnership with Community Voice Ltd.

Our objective is to be of benefit to the community and in particular to provide assistance and support to older, disabled or vulnerable people requiring assistance and support to remain in their own home.

What we do

We help people to maintain their independence by providing telecare alarms and a range of associated equipment that gives people confidence and peace of mind to know that assistance is available at any time.

In addition we also provide an emergency visiting response service designed to respond to a call anywhere within Suffolk.

Who will benefit

Anyone that would like the reassurance of knowing that if necessary they can easily contact a professional, trained operator, who can quickly assess the situation and ensure that the appropriate action is taken.

How does it work?

Monitoring

We provide an alarm that consists of a base unit and a separate pendant button.



The lightweight button can be worn either on your wrist, your belt, or around your neck as a pendant. If you need help all you have to do is press the button and it will connect you directly to our dedicated response centres. Help is available at the press of a button, 24 hours a day, every day of the year.

Assistive Technology (AT)

We can also provide a range of equipment known as assistive technology which is tailored to your needs and contacts the monitoring centre in the same way as a pendant alarm.

Assistive Technology can include:

- Smoke Alarm
- Fall Detector
- Bed Sensor
- Pager
- Wander Reminder
- Property Exit Sensor
- P.I.R Sensor



Our friendly response centre operators are trained to assess your situation and provide immediate assistance by contacting family members, friends or neighbours you have chosen or the emergency services if required.

If you are unable to speak to us we will send one of your nominated people to check that all is well. The button can even work outside of your home, although to a limited degree.

24/7 Emergency Visiting Response

Our Response Service can give you additional peace of mind if your friends or family are not able to respond to your needs.

We respond throughout Suffolk and are available 24 hours, 365 days a year.

Our friendly expert response teams are positioned around the county to enable them to respond to calls as quickly as possible. Our target is 45 minutes but we are often much faster.

Our responders are friendly trained first aiders who have been Disclosure and Barring Service (DBS) checked. They are able to provide emergency personal care and are always available.

Regardless of whether you have fallen, feel unwell or need some other form of assistance or reassurance, a responder is ready and able to provide the help you may need.



Is Careline suitable for all people?

Whilst Careline can help large numbers of people to remain at home and can cope with a wide range of situations, there are some circumstances where Careline is not appropriate. For example, if the person needs on-going personal care. In these situations people will be directed to other services that are more appropriate to their needs.