

# Careline services for residents



# Careline services

## Our aim

Welcome to the council's Careline services.

Our aim is to provide a personalised service for all residents of the borough to help them maintain their independence and to live in their own home for as long as possible.

## The benefits of the service include:

- Help available at the touch of a button, 24 hours, 365 days a year
- Peace of mind for friends and family, knowing that if there is an emergency then Careline can help
- No contract limit

- All calls to and from the office are recorded to ensure we always give an excellent service.

## Who is the service for?

The service is available to all residents of the borough. The service is of particular benefit for people thought to be at risk for various reasons including:

- Older people living alone or frequently left alone
  - Ill health
  - Frailty
  - Disability.
- and people who may be exposed to, or suffer

from crime or the fear of crime through:

- Domestic violence
- Hate crimes
- Bogus callers.

### **By offering**

- Help with social or medical emergencies and short term medical problems
- A quick response for sufferers of domestic violence, racial harassment and bogus callers
- Security for lone workers and residents living alone.

## **The service**

Depending on the level of service you purchase we offer the following:

### **Gold service**

- We hold two sets of keys to your property
- Visits to assess if emergency services are required
- We can open the front door for the emergency services
- We can open your door for you if you get locked out
- We will enter your property if the emergency button has been pressed and there is no reply from you

- We will enter your property if another council department contacts us to report a no reply for a regular visit.

### **Silver service**

- We do not have keys to your property
- We can contact a nominated person who has access to your property.

## **What Careline offers**

- 24 hours a day, 365 days a year service
- At the touch of a button there is always someone there to help in emergencies
- A button that can either be worn round the neck or on a wrist band
- Adapters for those who have difficulty pressing the button (this adapter will not work with wrist bands)

- If we hold keys, we ensure that these keys are coded and are kept in a secure, safe place with access only available to Careline staff
- Contacting your nominated key holder
- Have listed all informed medical problems
- Professional dedicated staff on hand all year round.

## **What is Careline not allowed to do?**

Because of risks to staff or yourself we cannot:

- Lift you or use a hoist to assist you
- Give you any medical assistance or advice
- Help you with any home care jobs
- Visit, if it is not deemed an emergency.

## What you need to access the service

- A phone line with a modern jack point
- An electric socket within six feet of the phone connection on the same wall
- Two sets of front door keys, for us, or your keyholders.

## The cost

- There are no charges for the alarm equipment
- There is no installation fee.

There is a monthly charge for the gold and the silver service and in some cases the service is free of charge.

## How do I join?

Telephone us on  
020 7386 8763.

We will take your details and discuss your options. We will then make an appointment to install your care line, show you how to operate it and do a test call. We will also give you a copy of our welcome pack which clearly explains how this service works

## Any questions?

For more information and a quote contact us at:

Careline services

☎ 020 7386 8763

email:

careline.services@lbhf.gov.uk

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Return this section to:

Careline services

147 Stevenage Road

Fulham

London SW6 6PB

## **We will**



- Listen to what you tell us
- Respect your confidentiality
- Respond fairly and efficiently to your enquiries
- Make an appointment for you
- Indicate when your case will be resolved
- Answer the phone within five rings
- Reply to letters within ten working days
- Advise you about other services and agencies which may be able to assist, if we cannot help you.

If you would like any part of this document interpreted into your own language or produced in large print or Braille, please telephone 020 8753 6411

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[www.lbhf.gov.uk](http://www.lbhf.gov.uk)

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