

Telecare solutions for independent living / Croydon Careline, Croydon Council, London Telecare.

Contributors

Croydon (London, England). Council. Croydon Careline.
London Telecare.

Publication/Creation

Croydon : Croydon Council, [2012]

Persistent URL

<https://wellcomecollection.org/works/ga3nqpb6>

License and attribution

Conditions of use: it is possible this item is protected by copyright and/or related rights. You are free to use this item in any way that is permitted by the copyright and related rights legislation that applies to your use. For other uses you need to obtain permission from the rights-holder(s).



Wellcome Collection
183 Euston Road
London NW1 2BE UK
T +44 (0)20 7611 8722
E library@wellcomecollection.org
<https://wellcomecollection.org>

Telecare solutions for independent living





What is the **Croydon Careline** Service?

The Croydon Careline Service provides a home safety and personal security system, enabling people to live independently within their own homes. It is a 24 hour, 365 days a year service, linked to a central monitoring centre through state of the art technology in your home.

The benefits of **Croydon Careline**...

- **Speed of response** - our highly skilled operators respond to your call and take appropriate action to get the help you need, when you need it.
- **Personal service** - friendly and respectful staff
- **We won't leave you** - the operator will stay on the line until the appropriate help arrives
- **Complete reassurance** - 24 hour link to our call centre
- **Emergency Lifting Service** - we carry equipment to help you get up following a fall
- **Peace of mind** - a feeling of greater security and reduced feelings of isolation

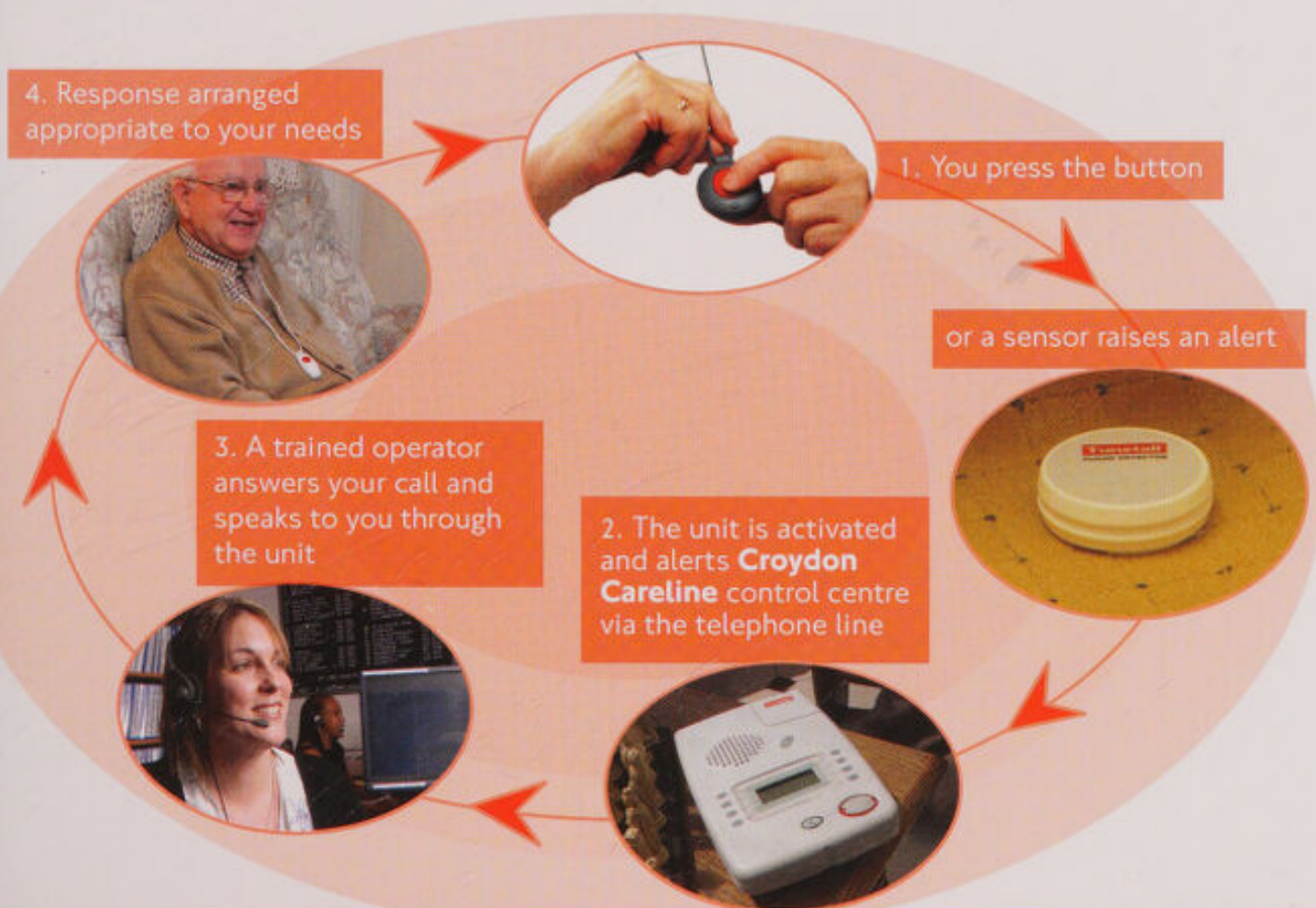
Lifeline unit and Careline button



Call us on 020 8726 6501 or 020 8654 7166

How does the service work?

We will provide you with a basic package of a Careline unit and Careline button which can be worn as a necklace or wrist strap. When you press the button, it automatically dials the Croydon Careline control centre via your telephone line, and your personal details will appear on our computers. You will then talk to a trained operator, which you will be able to do from anywhere in your home, and without using your phone handset. You will let us know what assistance you need and our caring and professional staff will take appropriate action. They may contact our mobile response officers who can come to your home if needed or a family member, neighbour or contact a doctor for you if necessary. There may be occasions when they call the emergency services as their response may be more appropriate.



How does the technology help?

We can recommend a range of unobtrusive telecare sensors that can be simply programmed to your Careline unit. These can offer you a comprehensive way to manage the risks to your health or home environment, 24 hours a day, 365 days a year.

Some of the sensors available:



Flood Detector

This sensor provides an early warning by alerting our control centre if there is a possible flood in your home. Place it by the bath, shower or sink for peace of mind.



Smoke Detector

This device provides additional protection by raising an instant alarm call to our control centre if smoke is detected in your home.



Carbon Monoxide Detector

This detector provides protection by alerting our control centre of dangerous levels of carbon monoxide within a property - a potentially life saving device.



Bogus Caller Button

Installed by your front door. If you are unsure about a visitor to your home you can press the button to talk to one of the operators at our control centre.



Temperature Extremes Sensor

This sensor alerts our control centre of extreme household temperatures which could lead to unhealthy living conditions. It also provides advanced warning of fire hazards, as unlike smoke detectors, it can be situated in smoke rich environments such as kitchens. It can also raise an alert when the room temperature falls to levels that could result in burst pipes.



Natural Gas Detector

This sensor raises an alarm call to our control centre the moment a leakage of gas is detected.



Fall Sensor

This device detects if you have a serious fall and automatically sends an alarm call to our control centre.



Bed/Chair Occupancy Sensors

These sensors generate alarm calls for a number of situations eg. the user has got out of bed in the middle of the night and not returned.



Wandering Client / Property Exit Sensors

This monitors exit points within a property. It specifically monitors for wandering and has the added capability of detecting whether main exit doors have been left open and can even be linked to external lighting to offer greater protection to the user.



Movement Detector

This device can be used to raise an alarm to our control centre if you are inactive for a prolonged period of time.

Please contact me to arrange a FREE demonstration (please tick)

☐

I would like to apply to have a Croydon Careline installed (please tick)

☐

Please contact me to arrange a telecare solutions assessment (please tick)

☐

Please fill in and return to the address on the back.

(If you would like to preserve your privacy, please post this form to us in an envelope).

Title (Mr/Mrs/Miss/Ms)

First name

Surname

Address

.....

..... Postcode

Telephone

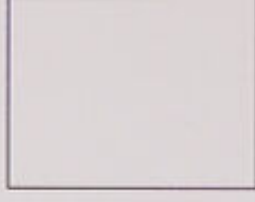
email

Where did you hear about this service?

.....

.....

Croydon Careline
London Borough of Croydon
1st Floor, Rooms 1.10 – 1.12
Taberner House
Park Lane
Croydon CR9 2BA





What do I need to get the **Careline** installed?

All that is required is a telephone line and a modern 13 amp electrical power socket within 6 feet (3 metres) of each other. If this is a problem please do not worry, just let us know and we'll see how we can help you.

Who can apply for a **Croydon Careline**?

Anyone can have a Careline whether for reasons of home safety or personal security. We aim to respond to the needs of all local people, including older people, people with a disability, and victims of harassment, domestic violence and bogus callers. Or maybe you have an illness such as HIV, Parkinson's disease, or cancer for example. A Careline gives an added sense of security to everyone who feels vulnerable.

Is there a charge?

There is a modest charge to cover the cost of monitoring, responding to calls for help, maintaining the system, and rental. An initial installation charge to cover the visit to your home and administration costs will apply.

So, how do I join or get more information?

That's the easy bit! Just phone us on the number below or fill out the attached form. We will then make arrangements for one of our professional members of staff to visit you in your home at a mutually convenient time to discuss the service, demonstrate the equipment and answer any questions you may have.

Call us on 020 8726 6501 or 020 8654 7166



If English is not your first language we will try and arrange a translation of this information on request. Call **020 8654 7166**.

Bengali

ইংরাজী যদি আপনার প্রথম ভাষা না হয় তাহলে আমাদের যদি জানান আমরা আপনার জন্য এই তথ্যের একটা অনুবাদ-এর আয়োজনের চেষ্টা করবো। টেলিফোন করুন: 020 8654 7166

Gujarati

જો અંગ્રેજી તમારી માતૃભાષા ન હોય, અને તમે માગણી કરશો તો અમે આ માહિતીનું ભાષાંતર તમને મોકલવાનો પ્રયત્ન કરીશું. ટેલિફોન નંબર 020 8654 7166 ઉપર ફોન કરો.

Punjabi

اگر انگریزی آپ کے استعمال کی پہلی زبان نہیں ہے، تو ہم فرمائش کرنے پر اس معلومات کے ترجمہ کا بندوبست کرنے کی کوشش کریں گے۔ 020 8654 7166 پر فون کیجئے۔

Urdu

اگر انگریزی آپ کی پہلی زبان نہیں ہے تو ہم آپ کی درخواست پر ان معلومات کے ترجمے کا انتظام کریں گے۔ اس نمبر پر فون کیجئے 020 8654 7166

Croydon Careline, London Borough of Croydon, 1st Floor,
Rooms 1.10 – 1.12, Taberner House, Park Lane, Croydon CR9 2BA

General enquiries tel: 020 8726 6501 or 020 8654 7166

email: careline@croydon.gov.uk



22502895301

LIBRARY
General Collections
P

3882