

How to apply

If you would like an application pack, or would like to arrange a demonstration, please write to:

Housing Manager (Older People's Services)
2 Parsonage Court
Rectory Lane
Loughton
Essex IG10 2BB

Or you can phone our enquiry line on:

020 8532 1065
(24 hour answerphone)

Or email: careline@eppingforestdc.gov.uk

Please note that calls to Epping Forest Careline are recorded.

If you require this leaflet in another format or language, please telephone 0208 532 1065

Epping Forest District Council
Housing Directorate, Civic Offices, High Street, Epping, Essex CM16 4BZ
Phone: 01992 564000 www.eppingforestdc.gov.uk/housing

February 2011



Epping Forest Careline

Emergency alarm service

- Independence
- Safety
- Security

Peace of mind for vulnerable people




Epping Forest
District Council

Epping Forest Careline

Who is it for?

Careline is for anyone who wants to feel more secure in their home, knowing that help can be summoned at the press of a button. You are eligible if:

- you are unwell
- you have fallen
- you are injured in some way
- there was an intruder in your property or garden
- you feel vulnerable in some way

So if you are worried about getting help in an emergency, Epping Forest Careline could be the answer.

By installing an alarm unit, you can easily contact our Careline Centre from anywhere in your home or nearby garden area. The unit is linked through your telephone line and has a pendant that can be worn round your neck.

A wide range of telecare sensors are also available, such as smoke detectors, bogus caller buttons and fall detectors. They activate the alarm system automatically and send a call to our Careline Centre.

The 24 hour Careline Centre

Epping Forest District Council operates a 24 hour Careline Centre. Trained staff at the centre are dedicated to providing support for vulnerable people.

By pressing the button on your pendant or alarm unit, you send an immediate signal to our Careline Centre. You will be able to talk to us through a loudspeaker in the unit that will pick up your voice, whichever room you are in. Whatever the problem we will do our utmost to help, from contacting your doctor to making sure a friend comes round to give you a hand.



Must I give personal details?

We will need a few details from you when we set up your alarm - such as your basic medical condition, your doctor's name, a nearby relative or friend, and the contact details of your keyholders. This information helps the Careline operator to get assistance quickly in an emergency and is treated in the strictest confidence. All calls to Epping Forest Careline are recorded. This enables us to monitor the quality of our services and helps in dealing with any queries that may arise.

What happens if I can't speak?

If you activate the alarm, but you are unable to speak, we will still be able to identify your call. It is automatically displayed on a computer screen in the control centre. We will then contact the emergency services or your contacts who will help you.

How is Careline connected?

You will need a telephone connection and an electrical socket situated on the same wall within six feet of each other. The Careline alarm system works through the public telephone network and can be used by anyone who has a direct telephone line. It has two-way speech so you can talk to us and we can talk to you. So whether you live in a town or village, or one of the district's rural areas, we can provide on-call emergency communication - 24 hours a day, 365/6 days a year.

How much does the service cost?

A price list is enclosed which includes a list of telecare sensors.