



CARELINE PROVIDERS

What is a Careline?

A careline, which is sometimes known as a lifeline is a 24/7 home personal emergency alarm service designed to help people to remain safe and independent in their own homes.

Here's how it works:

- **Personal Alarm Device:** The user wears a pendant or wristband with a button.
- **Emergency Response:** Pressing the button connects the user to a trained operator at a monitoring centre.
- **Immediate Help:** The operator can speak to the user through the alarm unit to establish the need and contact emergency services, family, or carers if needed.
- **Sensors:** Some carelines include linked sensors such as smoke detectors and automatic fall detection, which triggers an alert even if the user can't press the button. There may be an additional charge for these sensors and the monitoring of them.

Choosing a Lifeline Careline Provider: What to Ask

All UK careline providers are now switching to digital equipment to meet new OFCOM regulations. When contacting a provider, make sure to:




- Ask for digital equipment
- Request up-to-date pricing

It's a good idea to compare at least two providers before making a decision.

Key Questions to Ask Each Provider:

- **What are the rental costs?**
Ask about the cost of the home alarm unit and any additional sensors you might want
- **Is a keysafe required?**
If so, find out the cost of supplying and fitting one
- **Is there an installation fee?**
Some providers may charge for setting up the equipment
- **What is the weekly monitoring charge?**
This is the ongoing cost for 24/7 emergency support, some providers charge more for monitoring additional sensors

While we are unable to recommend a specific provider, we encourage you to explore the options available and choose the one that best suits your personal needs

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|  | <p><u>Careline Dorset Life Line Fall Pendant Careline365</u></p> | <p>Telephone: 808 304 4240</p> <p>Email: info@careline.co.uk</p> |
|  | <p><u>Personal Alarms & Monitoring Systems - Mi-Guardian by Livity Life</u></p> | <p>Telephone: 0800 130 0011</p> <p>Email: info@mi-guardian.co.uk</p> |
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