

Freeport RTKJ-HBES-HAGB
Harlow Careline Service
Harlow Council
Civic Centre
The Water Gardens
College Square
HARLOW
CM20 1WG



Additional information

All personal information provided by you is held confidentially in accordance with the Data Protection Act.

All calls are recorded for your safety and the information held for a minimum of 12 months.

Your alarm unit can also be linked with other monitoring equipment to meet your needs, for example, smoke detectors, bogus caller and door exit sensors. A personal assessment will be undertaken in your home to ascertain the equipment needed to meet your support needs.

We are always looking to improve our service and the best way to do this is by listening to what you have to say and learning from it; so your comments, good or bad, are always welcome.

Further information can be found by visiting Harlow Council's website:
www.harlow.gov.uk

What happens next?

If you would like to know more about Harlow Councils Careline service, we will be pleased to arrange a no obligation demonstration at your home.

For further information please contact Harlow Careline on **01279 446361 / 446356 / 446519** or complete and post back the attached enquiry card.

Harlow Careline



**Emergency
Alarm Service**

Harlow
Council
Working together for Harlow

I would like Harlow Careline to contact me to arrange a **FREE**, no obligation demonstration in my own home.

Mr/Mrs/Miss/MS Initial(s)

Surname

Address

Postcode

Telephone No

Please post this back to the address overleaf or hand it in at any Council office.



Harlow
Council
Working together for Harlow



Community visits

In addition to your alarm unit we are also able to offer regular weekly, fortnightly or monthly visits by a member of our Supported Housing Team, to check on your wellbeing and offer you support and assistance where needed.

How does it work?

The Telecare alarm unit is linked to the call centre through an existing home telephone line. A lightweight portable pendant, which can be worn around the house or garden, is supplied with each unit. By pressing the button on the pendant you will automatically trigger a call to the alarm monitoring centre; you can also do this by pressing the large red button on the alarm unit to ask for assistance.



The call centre operator will automatically know who is calling, even if you are unable to answer and tell us what is wrong. They will have details, provided by you, of your relatives, friends, doctors or neighbours who you would like contacted in an emergency. We will make sure that you receive the assistance you need in the fastest possible time.

How much does it cost?

There is a small weekly charge for the service. More information will be given during your no obligation demonstration.

Harlow Council's Careline service is available 24-hours a day, 365 days of the year, providing emergency support and peace of mind for elderly, disabled and vulnerable people living in the Harlow area.

An experienced call centre operator will always be on hand to respond to your call, and will summon the appropriate assistance on your behalf, whether this is to call a member of your family, your GP or the Emergency Services or to simply offer advice and reassurance.

Who is it for?

Careline is available to anyone, of any age, who is vulnerable, living alone, disabled, elderly or feels at risk for any reason, whether they are tenants (council or private), owner occupiers, or living with family.

