

Help 24 hours a day, 365 days a year


Careline South Somerset offers you peace of mind for independent living




For more information or to arrange a FREE demonstration please get in touch:

 01935 479815

 www.carelinesouthsomerset.co.uk

 careline@southsomerset.gov.uk

 South Somerset District Council
The Council Offices
Brympton Way
Yeovil
BA20 2HT

Our fully-trained local team are dedicated to offering you the best possible service

Our South Somerset District Council team will come out to show you how everything works and we are always on the end of the phone if you have any questions

Don't just take our word for it, here are some of the comments from our customers*

“ It gives me peace of mind now I'm on my own. I was widowed and I've had several falls. I can't speak too highly of the service you give

When I fell in the garden you quickly got the neighbour to help me up. I'm 95 and my balance is poor. Thank you very much

Very satisfied and the callers are so kind

I wish I had it when my husband died. It keeps me independent in my own house and my children know I can get help

I can't see any way you could improve the service. It is a wonderful service and has given me peace of mind **”**

*Comments from our last customer survey 2017

**There for you, 24 hours a day,
365 days a year**

Peace of mind at the touch of a button

Stay independent -
our local staff offer you the personal touch to help you stay in your own home





There for you, 24 hours a day, 365 days a year

South Somerset Careline - giving you peace of mind

With Careline you know that help is there for you when you need it. 24 hours a day, 365 days a year.

Through this peace of mind you can actually enjoy the independence of living in your own home. Secure in the knowledge that emergency help or advice is available at the push of a button, without the need to get to the phone.

Within seconds you can be in direct contact with our friendly team of advisors, who are fully-trained to respond to calls from those in need. Their experience comes from handling thousands of calls a year from people who may be elderly, living with disabilities or recovering from spending time in hospital, as well as anyone who is vulnerable or living in isolation.

Easy to wear

All you have to do is choose whether to wear your personal Careline alarm as a pendant or wristband.

Comfort calling

We also offer a comfort calling service to our clients. For a small charge we will call you on a regular basis if, for example, you are unwell or returning from hospital.

Smoke and Carbon Monoxide Detectors

We can also provide smoke and carbon monoxide detectors that can be linked to your Careline unit if required. Charges available on request.



Have a FREE demonstration at home

If you'd like to know more we can arrange a **free, no-obligation demonstration** in your home. If you decide to go ahead, we can connect you there and then.

To arrange a demonstration - totally without obligation - complete this slip and return it to the address overleaf.

Name:

Address:

.....

Postcode:

Tel:

Email:

Where did you obtain this leaflet?

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How it works - it's as easy as 1,2,3

Your Careline alarm is very easy to use. It consists of a small base unit, which plugs into an electric socket and your telephone line. The pendant alarm can be worn either around your neck or on your wrist. Just press the red button on the pendant and you're through to one of our friendly operators within seconds.



Step 1

When you press the red button on your pendant or wristband your base unit will pick up the signal and connect you immediately to our 24-hour response team.



Step 2

One of our operators will take your call and get help for you, either contacting your nominated key holder or the emergency services if you need them.



Step 3

Then help will be with you as soon as possible, it's as simple as that.