

# How do I get a Careline alarm?

You can telephone  
**01623 860455**

anytime between 7am and 7.30pm  
Monday to Friday to make an  
appointment or for further information.

The Careline will be demonstrated and  
if you are happy with the equipment it  
will be fitted and left with you subject  
to a contract being signed.

## NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Notts NG23 5QX  
Email: [housing@nshomes.co.uk](mailto:housing@nshomes.co.uk)

**GENERAL ENQUIRIES**  
**LOCAL CALL RATE:**  
**0845 258 5550**

**EMERGENCIES**  
**OUT OF HOURS FREEPHONE:**  
**0800 561 0010**

**FAX:**  
**01636 655514**

**HAWTONVILLE OFFICE**  
77c Eton Avenue,  
Newark on Trent, NG24 4JH  
Tel: (01636) 655503  
Fax: (01636) 655504

**REPAIRS FREEPHONE:**  
**0800 561 0010**

**MINICOM:**  
**01636 655960**

**OLLERTON OFFICE**  
Sycamore Road,  
Ollerton NG22 9PS  
Tel: (01623) 860740  
Fax: (01623) 860729

[www.nshomes.co.uk](http://www.nshomes.co.uk)



# Careline Service

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another language or format, or if  
you require the services of an  
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Prosimy skontaktować się z nami, jeśli chciał(a)by  
Pan(i) uzyskać ten dokument w innym języku  
lub formacie albo też potrzebuje Pan(i)  
skorzystać z usług tłumacza ustnego.

(Polish)

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(Mandarin)

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(Portuguese)



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"to deliver excellent Housing Services"

Help at  
the touch  
of a button  
24 hours a day

## What is the Careline Service?

The Careline Service is the community alarm system provided by Newark and Sherwood Homes.

### Who is the service for?

The service is available to any older or vulnerable adults who would benefit from the peace of mind and security that the service brings.



### How does it work?

The alarm will plug into your telephone socket but will not affect your telephone, which you can continue to use in the normal way.

In an emergency, however, by pressing the button on the alarm unit or the mobile pendant, you will automatically be connected to the control centre.

### What is needed to install the Careline alarm?

You will need a BT phone socket where the telephone can be unplugged and a 13 amp electrical socket fairly close together as **wires must not cross doorways**.

### What happens after the Careline service is installed?

The control operator will be able to talk to you without you having to lift the receiver of your telephone. If you need help the operator will contact a friend/family member or any other service necessary. This could be your doctor or the Ambulance service.

If you don't have a friend or family member close by, a key safe can be installed outside your home so that emergency services or carers can gain access. This option is free of charge.

### What if I can't reach the phone?

One touch of the mobile pendant will connect you to the control centre even if you are in your garden.

### What if the operator can't hear me?

Your friend/family member will be asked to call on you and the control centre operator will get help to you in any emergency.

### What if I press the pendant by mistake?

It doesn't matter. The operator will check all is well before saying goodbye. This is taken as an opportunity to test the equipment.

### What will it cost?

You will be visited for an assessment by an officer of Newark and Sherwood Homes Supported Housing team. Following that assessment we may be able to help with funding.

Carelines accounts are payable quarterly in advance.