

“Don't worry Mrs Jones! All that matters is that you are okay.” Carelink operator

What happens if I press my pendant by mistake?

Don't worry at all. Just tell the operator that you are okay and we will reset your Carelink immediately.



How much does it cost?

Installation is completely free. The affordable weekly charges are on a separate sheet of paper that will be with this leaflet.

Is there anything else to help me stay at home?

There is a range of telecare equipment that can be linked to your Carelink system and help you maintain your safety and independence around the home. These telecare devices can minimise the risks associated with falls, wandering, cooking and inactivity.



NORTH SOMERSET
carelink
Help at the touch of a button

For more information contact us on:

01934 888 801

care.connect@n-somerset.gov.uk

www.n-somerset.gov.uk/careconnect

Carelink: Help at the touch of a button

Telecare: Help to minimise risks at home

Council documents can be made available in large print, audio, easy read and other formats. Documents on our website can also be emailed to you as plain text files.

Help is also available for people who require council information in languages other than English. Contact Carelink on 01934 888 801.



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NORTH SOMERSET
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Help at the touch of a button



“We love our home – and we plan on staying here!”



FREEPOST
Carelink
Nat 10638
Weston-super-Mare
BS23 1BR

Contact me:

Please complete your details, tear off this section, pop it in the post and we will give you a ring.

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Email: _____



“ I haven't had to press my Carelink alarm yet. But it gives me the peace of mind to carry on gardening and living life. ”



What is Carelink?

Carelink is an easy to use monitored alarm system that can give help at the touch of a button, 24 hours a day, every day. And it's free to install.

It works by linking you to our monitoring centre via your telephone line. You can activate the system by pressing a button on the pendant, unit or watch. You will be able to summon help if you are in your home or garden, up to about 50 metres away from the unit. We will advise you about this on installation.

How can it help me?

If you are unable to speak we will make sure that someone checks that you are okay. You do not need to be near the telephone to speak to us.

The system is available to everyone. It is ideal for people who would like to remain independent in their own homes but may feel that they would like to be able to summon help quickly if needed.



“ The service I received was superb. Without it I would not have survived. ”

Is it easy to install?

The Carelink system is connected for you by our experienced installers – and always by appointment. All you need is a standard telephone socket and a spare power socket on the same wall.

It only takes a few minutes to install a Carelink unit but we will need a little time with you to explain how it works and to complete the paperwork.



“ Thank you for coming to my rescue when I had a bad fall. I really appreciate your help. ”

Can I still use my existing telephone?

Yes, the system will not affect your normal telephone.

Do I have to wear the pendant all the time?

You should wear the pendant all the time, except in bed or when in the bath or shower – then you should keep it close to hand.