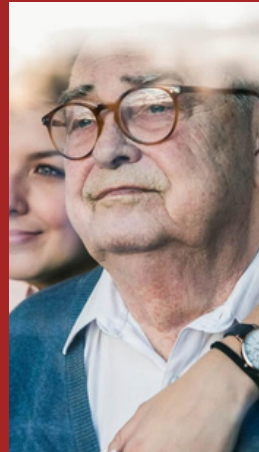




Careline
COMMUNITY SERVICE

Care alarm product range 2026/27



Operated by:
Borough Council of
**King's Lynn &
West Norfolk**



Why Careline Community Service?

As a **Careline Community Service** customer, help is just the touch of a button away. Our monitoring centre responds to alarm calls 24 hours a day, 7 days a week, giving you and your loved ones peace of mind that help will arrive when you need it most.

Only Careline Community Service offers all these benefits:

- Personal installations in your home by knowledgeable, experienced, caring and friendly staff
- No annual contract (cancel any time)*
- Personal visits for fault-finding, if required
- Free Key Safe installation in West Norfolk (subject to eligibility)
- Operated by the Borough Council of King's Lynn & West Norfolk - your trusted partner in telecare.

*alarms are charged up to the end of the month in which the equipment is returned



The Careline Community Service team.

In West Norfolk we can also connect you with our teams from Care & Repair, offering home adaptations based on your mobility needs, and our LILY service combating loneliness and social isolation.



Care &
Repair



How does it work?

1 Press the button on your pendant or alarm base unit for help:



2 Our trained operators will attempt to talk to you via the alarm and assess your needs.



3 The operator will ask a contact you've nominated to check on you. If no-one is available nearby, if you are in need of further help, or we are unable to speak with you, the ambulance service will be called for you.



Our telecare alarms

Careline Community Service offer a range of alarms to suit individual needs, degree of mobility and other equipment which may be present.

Our friendly and knowledgeable staff will help identify the best solution for you and will never “oversell” a particular product. All our alarms are provided on a rental basis and can be cancelled at any time, or replaced with a different product.

All our alarm pendants are water-resistant, which means they are safe to use in the shower or bath, but should not be fully submerged for long periods.

Falls detection

All our alarms can optionally be supplied with automatic falls detection. This is **only** recommended for people who cannot press a button after a fall, such as those who suffer from epilepsy, seizures or blackouts. Falls pendants automatically trigger a call to our monitoring centre in the event of a hard fall followed by inactivity, but activation is not guaranteed in the case of a soft or broken fall, or if the wearer is still moving, so the wearer should still press the pendant button if they are able to. **Customers who can press a button in the event of a fall should wear our standard push-button pendant.**

Digital Switchover Digital Friendly

The digital switchover is happening. BT's infrastructure company, Openreach, are switching UK phone lines from traditional analogue transmission to digital transmission.

As your trusted partner in telecare, Careline Community Service are committed to safeguarding our customers, and other telecare users in West Norfolk, by proactively offering digital-friendly alarms and sound advice during the switchover. Look for the **digital-friendly logo** on our products and see our website for the latest information:

www.careline-cs.org.uk



Careline Digital Home Alarm



Digital Friendly

Peace of mind from £5.05 weekly

Photo is illustrative. Actual alarm appearance may vary.



Independence when you want it, help when you need it.

Our Careline Digital Home Alarm:

- includes a push-button alarm pendant (automatic falls pendant upgrade available), wearable on the wrist or around the neck
- needs no phone line or internet, uses roaming sim technology
- has a 40-70 hour battery backup in case of a power cut
- pendant has a range of up to 300 metres
- connectable to many other “assistive technology” devices in the home e.g. suitable smoke alarm, door sensor, bed sensor.

Add a key safe FREE*



for qualifying West Norfolk residents
*see key safe page

	Within West Norfolk	Outside West Norfolk
installation*	£50.00	£70.00
alarm rental (weekly)	£5.05	£5.05
falls pendant upgrade (weekly)	60p extra	60p extra

prices shown are valid from 1st April 2026 and are ex VAT. Most customers will not pay VAT.



*You may be eligible for help towards the installation cost of your new Careline alarm. We offer a grant to cover the cost of the installation of Careline digital alarms, Careline GO and falls pendant if you live within West Norfolk and are in receipt of a qualifying benefit.



Careline GO Mobile Alarm



**Digital
Friendly**

**For more active users
from £6.75 weekly**



Supporting you to remain independent, anytime, anywhere.

Our **Careline GO Mobile Alarm**:

- is small, discreet and stylish
- works with the big four mobile phone signal networks (EE, O2, Three & Vodafone - a mobile phone is not required)
- includes falls detection
- uses GPS for location tracking
- includes wireless charger

**Add a
key safe
FREE***



for qualifying West
Norfolk residents

*see key safe page

	Within West Norfolk	Outside West Norfolk
installation*	£50.00	£70.00
alarm rental (weekly)	£6.75	£6.75

prices shown are valid from 1st April 2026 and are ex VAT. Most customers will not pay VAT.



If you have a pacemaker the Careline GO must be worn on your belt, not as a pendant, and must be kept at least 25cm away from your pacemaker at all times.



Key safe



**Police
approved**



Damage-free access to your property

The ideal partner for your **Careline Community Service** alarm, this police-approved key safe securely stores a spare key on an outside wall.

Our **Key safe**:

- allows a nominated contact, or the emergency services, access to your home without causing damage
- is police accredited
- needs no batteries or mains wiring
- is rust and water resistant
- has over 4,000 possible combinations

*FREE

for qualifying
West Norfolk
residents

Supplied & fitted	Within West Norfolk	Outside West Norfolk
Key safe	FREE*	from £100

prices shown are valid from 1st April 2026 and are ex VAT. Most customers will not pay VAT.



*We offer a grant to cover the full cost of your Careline Key Safe and installation if you live within West Norfolk *and* have a disability or long-term health condition.



Linked smoke & carbon monoxide (CO) alarms



**Digital
Friendly**



Extra protection linked to your Careline alarm

Early detection and an immediate response when you need it most.

Our **linked smoke and CO alarms:**

- sound an audible alarm within the home
- automatically alert our monitoring centre who will contact the emergency services and your nominated contact
- offer protection from the devastating effects of Carbon Monoxide (CO) and/or fire including risk to life and damage to property
- are easily installed and linked to your Careline alarm unit by one of our friendly installers

Add a key safe **FREE***

for qualifying West Norfolk residents
*see key safe page



Supplied & fitted	Within West Norfolk	Outside West Norfolk
Smoke alarm**	from £100	from £110
CO alarm**	from £130	from £140

**plus a weekly monitoring charge of 90p per unit. Prices shown are valid from 1st April 2026 and are ex VAT. Most customers will not pay VAT.

Telephone **01553 616200**

email **careline.operators@West-Norfolk.gov.uk**

Website **www.careline-cs.org.uk**



Q. Which alarm should I choose?

A. Don't worry, our installers and operators will talk with you to determine which is the best alarm for YOU, your mobility and your circumstances.

Q. I have been contacted by my phone company about the digital switchover - what do I need to do?

A. Please contact us to discuss the best way forward for you.

Q. How do I pay?

A. Direct Debit is the easiest and most popular method, in 10 monthly payments per year. There is no credit charge or interest to pay.

Q. Will I be charged if I cancel my service?

A. You are only charged up to the end of the month in which the equipment is returned to us. There is no cancellation fee.

Q. Who should my nominated contacts be?

A. Your nominated contacts should be people who live nearby, who are able to check on you in person if your alarm is activated. Please get their agreement to do this, and ask them to add the phone number of our monitoring centre **01603 734422** to their mobile phone.

Q. How do I inform or update you of my nominated contacts?

A. The best way to do this is to press your alarm pendant and speak directly to the monitoring centre.

Q. Are your pendants waterproof?

A. Our pendants are water-resistant and can be worn in the bath or shower. Pendants should be worn 24 hours a day.

Q. What if I lose my pendant or some of the equipment?

A. All lost equipment is chargeable. Contact us for replacement prices.



A few comments from customers in our feedback survey this year:

“If you live on your own, you need this support.”

“A most efficient, courteous service. Very clear instructions, patiently given.”

“Having a personal alarm installed gives me and my daughter peace of mind if I should need some immediate assistance, whilst still living independently.”

“It helps to make me more safe and secure especially with my sons both living abroad.”

“Tracey was professional, patient and very understanding. Excellent communication skills, very happy with the process today.”

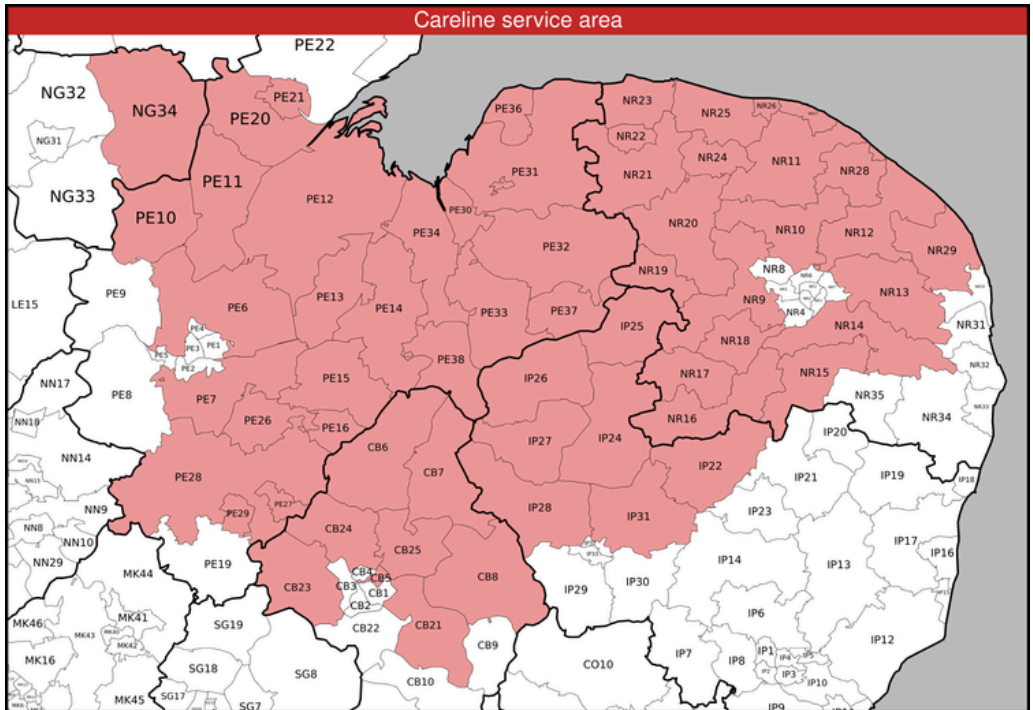
“Nigel is a people person, visit was enjoyable, everything explained clearly.”

“My contact with Careline has been excellent in all respects.”

“Mum regained confidence, very happy.”

“Valuable service. Everyone i have spoken to has been amazingly helpful and nothing was too much trouble. Incredible staff, well done.”

“Should have done it sooner!”



Careline is available throughout the following postcode areas only, shaded pink on the map. We're sorry but Careline installation is not available outside these areas.

PE 6, 7, 10, 11, 12, 13, 14, 15, 16, 20, 21, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38.

CB 5, 6, 7, 8, 21, 23, 24, 25.

IP 22, 24, 25, 26, 27, 31.

NR 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29.

NG 34.

Telephone **01553 616200**

email careline.operators@West-Norfolk.gov.uk

Website www.careline-cs.org.uk

Live
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MADEY
DUETTOS
Isaac & Florence

Operated by:
Borough Council of
King's Lynn &
West Norfolk

www.kingslynncornexchange.co.uk

Careline Community Service
Telephone **01553 616200**
email careline.operators@West-Norfolk.gov.uk
Website www.careline-cs.org.uk

9am - 5pm Monday - Thursday
9am - 4.45pm Fridays



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