



www.nshomes.co.uk

Careline Service



"to deliver excellent Housing Services"

NEWARK AND SHERWOOD HOMES
Kelham Hall, Newark on Trent, Notts NG23 5QX
Email: housing@nshomes.co.uk

GENERAL ENQUIRIES
LOCAL CALL RATE:
0845 258 5550

REPAIRS FREEPHONE:
0800 561 0010

EMERGENCIES
OUT OF HOURS FREEPHONE:
0800 561 0010

FAX:
01636 655514

MINICOM:
01636 655960

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

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

How do I get a Careline alarm?

You can telephone
0845 258 5550

Anytime between 6am and 10pm
Monday to Friday or 01636 679294/
01636 679264 at all other times 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.

If you would like this document in
another language or format, or if
you require the services of an
interpreter, please contact us.



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)

本文件可以翻译为另一语文版本，或制作成
另一格式，如有此需要，或需要传译员的
协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutro
idioma ou formato, ou se necessita de um
intérprete, contacte-nos.

(Portuguese)



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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 may incur a 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?

Carelines accounts are payable quarterly in advance. All costs will be explained during the demonstration appointment.