

Southend **CARELINE**



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Today, we all care about our personal safety and want to stay independent and be secure in our own homes. We can feel vulnerable or at risk whatever our age or personal circumstances. Any one of us can have an accident, a sudden illness, be threatened by an intruder in our own home or just become less able. Families worry about parents and parents don't want to be a burden on their children.

Our service

We can offer a service that may help to lessen those fears and provide reassurance and peace of mind. Our services provides a fast, easy and reliable way to get help for you whatever the time of day or night. Southend Careline offers a confidential support service 24 hours a day, 7 days a week, 365 days a year.

In your home

Anyone of any age, who would like to feel safer, more protected or independent in their own home would benefit from this service. Our home units are ideal for people who are frail, disabled or live alone, suffer from a medical condition, have experienced domestic violence or are concerned about bogus callers. We will install a unit with a remote alarm button. We provide a range of different equipment models to meet your specific needs.

All you need is:

- a phone socket*
- an electrical power socket*
- two keyholders, local to your home and who we can contact to respond in an emergency

**Located close together, with easy access*



The Monitoring Centre

By pressing the alarm button on the Careline home unit, you will be connected directly to our monitoring centre, where our team of professionals will respond to your call. The Careline unit has a sensitive microphone and powerful speaker so that even if you are not close to the base unit you and the operator can talk to each other. Our team of highly trained and dedicated operators provides a constant service 24 hours a day and they will know who is calling, where you live and have quick access to the health and personal details you provided when you joined us.

The information includes contact arrangements for friends, relatives, neighbours, doctors, people who give you support, and emergency services. Even if you are not able to speak to us, we will still assess the situation and make sure you get the appropriate help. If necessary our operator will stay in touch and offer reassurance and advice until help arrives.



How can I find out more?

Please complete and return this coupon.

Name:

Address:

Post code:

Phone number:

I would like more information about Southend Careline

I would like a free demonstration

Please arrange to install a Southend Careline Home Unit

Please
attach
postage
here

South Essex Homes Limited
Cheviot House
70 Baxter Avenue
Southend-on-Sea
Essex
SS2 6JA

Southend CARELINE

Please contact us:

For more information about the range of services we offer and to arrange a 'no obligation' demonstration (this means you don't have to have our services if you don't want to).

Call us today on: 01702 236195
or email: careline@seh.southend.gov.uk

South Essex Homes in partnership with
Southend Borough Council – 01702 236195

Bengali

যদি আপনার মতামত এই ডকুমেন্টটির একটি কপি পেতে চান অথবা যদি আপনি আমাদের সাথে যোগাযোগ করতে চান তাহলে অনুগ্রহ করে নিচের নম্বরে যোগাযোগ করুন। আমাদের টেলিফোন অনুবাদক আপনাকে আপনার প্রশ্নের উত্তর দিতে পারবে।

Albanian

Nëse dëshironi një kopje të këtij dokumenti në gjuhën tuaj ose nëse dëshironi të na kontaktoni, ju lutemi telefononi në numrin e mëposhtëm. Ne kemi përkthyes nëpërmjet telefonit të cilët mund t'iu përgjigjen pyetjeve tuaja.

Gujarati

જો તમારે આ દસ્તાવેજની નકલ તમારી પહેલી ભાષામાં જોઈતી હોય, અથવા જો તમારે અમારી સંપર્ક સાધવો હોય, તો નીચે આપેલ નંબર ઉપર કોલ કરો. અમારી પાસે અનુવાદકો છે, જે તમારા પ્રશ્નોના જવાબ કોલ ઉપર આપી શકે છે.

Cantonese

如果你想要一份中文譯本，請撥打以下號碼與我們聯絡。我們有翻譯人員透過電話來解答你的提問。

French

Si vous souhaitez obtenir une copie de ce document dans votre langue maternelle ou si vous souhaitez nous contacter, veuillez téléphoner au numéro indiqué ci-dessous. Nous avons des traducteurs qui peuvent répondre au téléphone à vos questions.



0800 833 160

This document is also available in large print, on audio tape or CD, Braille or on CD rom. Please contact the number above and this can be arranged for you.



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