

Careline services for residents

Our aim

Welcome to the council's Careline services. Our aim is to provide a personalised service for all residents of the borough to help them maintain their independence and to live in their own home for as long as possible.

The benefits of the service include:

- Help available at the touch of a button, 24 hours, 365 days a year
- Peace of mind for friends and family, knowing that if there is an emergency then Careline can help
- No contract limit
- All calls to and from the office are recorded to ensure we always give an excellent service.

Who is the service for?

The service is available to all residents of the borough. The service is of particular benefit for people thought to be at risk for various reasons including:

Older people living alone or frequently left alone

- Ill health
- Frailty
- Disability.

and people who may be exposed to, or suffer from crime or the fear of crime through:

- Domestic violence
- Hate crimes
- Bogus callers.*

By offering

- Help with social or medical emergencies and short term medical problems
- A quick response for sufferers of domestic violence, racial harassment and bogus callers
- Security for lone workers and residents living alone.

*For domestic violence/hate crimes/bogus callers we only offer a silver service (see over page).

The service

Depending on the level of service you purchase we offer the following:

Gold service

- We hold one set of keys to your property or access your keysafe
- Visits to assess if emergency services are required
- We can open the front door for the emergency services
- We can open your door for you if you get locked out
- We will enter your property if the emergency button has been pressed and there is no reply from you
- We will not enter the property in the event of a no-reply to a regular visit (we have a no-reply procedure which may involve contacting the police and giving them access).

Silver service

- We do not have keys to your property
- We can contact a nominated person who has access to your property.

What Careline offers

- 24 hours a day, 365 days a year service
- At the touch of a button there is always someone there to help in emergencies
- A button that can either be worn round the neck or on a wrist band
- Adapters for those who have difficulty pressing the button (this adapter will not work with wrist bands)
- If we hold keys, we ensure that these keys are coded and are kept in a secure, safe place with access only available to Careline staff
- Contacting your nominated key holder
- Have listed all informed medical problems
- Professional dedicated staff on hand all year round.

What is Careline not allowed to do?

Because of risks to staff or yourself we cannot:

- Lift you or use a hoist to assist you
- Give you any medical assistance or advice
- Help you with any home care jobs
- Visit, if it is not deemed an emergency.

What you need to access the service

- A phone line with a modern jack point
- An electric socket within six feet of the phone connection on the same wall
- One set of front door keys, for us, or your keyholders.

The cost

- There are no charges for the alarm equipment
- There is no installation fee.

There is a monthly charge for the gold and the silver service.

How do I join?

Telephone us on 020 8741 4008.

We will take your details and discuss your options. We will then make an appointment to install your care line, show you how to operate it and do a test call. We will also give you a copy of our welcome pack which clearly explains how this service works

The People First website

The People First website is an easy-to-use online resource that puts you in touch with a wealth of information and local services that can help you live the life you want, be independent, and find the help you feel you might need. The website is provided by the Adult Social Care service of Hammersmith & Fulham Council, the Royal Borough of Kensington and Chelsea and Westminster City Council.

Contact your council

To ask for more information about the Care Act or other care and support issues, or to request an assessment of your support needs contact your council direct:

Telephone: **0845 313 3935**

Email: **h&fadvice.care@lbhf.gov.uk**

You can also ask questions specifically about the Care Act by emailing **careact@lbhf.gov.uk**

Leaflets

There are a range of leaflets from your council on issues covered by the Care Act, and on other issues which may be of interest to you. To access leaflets telephone your council using the details above, or go to the Leaflets Library at the top of the home page at **www.peoplefirstinfo.org.uk**

Independent information and advice

The following organisations offer specialist advice on a wide range of issues including health and disability, care and support options, money, benefits and accommodation. *Those marked with an asterisk offer some level of information and advice about the Care Act.*

Action on Disability*

A user led organisation managed and controlled by disabled people, campaigning for the rights of disabled people, delivering accessible activities, information, advice and advocacy services.

Action on Disability

The Greswell Centre, Greswell Street, London SW6 6PX

Telephone:

020 7471 8510

www.actionondisability.org.uk

Age UK*

The country's largest charity dedicated to helping everyone make the most of later life through providing services and support to inspire, enable and support older people.

Age UK

Hammersmith and Fulham,
105 Greyhound Road,
London W6 8NJ

Telephone:

020 7386 9085

www.ageuk.org.uk/hammersmithandfulham

Carers Network*

Carers Network is the first point of contact for unpaid adult carers living in Hammersmith & Fulham who need information, advice or support about being a carer.

Bishop Creighton House,
378 Lillie Road,
London SW6 7PH

Telephone:

020 7386 9417

www.carers-network.co.uk

Citizens Advice Bureau*

Helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.

Hammersmith and Fulham
Citizens Advice Bureau,
The Advice Centre,
338 Uxbridge Road,
Shepherds Bush
London W12 7LL

Telephone:

020 7385 1322

www.hfcab.org.uk

Mencap

Mencap H&F provides a range of services and campaigns with people with learning disabilities and their families and run a support group for carers of people with a learning disability.

HF Mencap,
65 Aspenlea Road, Fulham,
London W6 8LH

Telephone:

020 8748 5168

www.hfmencap.org

Mind*

Mind provides advice and support to people with mental health needs and their carers.

H&F Mind, 309 Lillie Road,
Fulham, London SW6 7LL

Telephone:

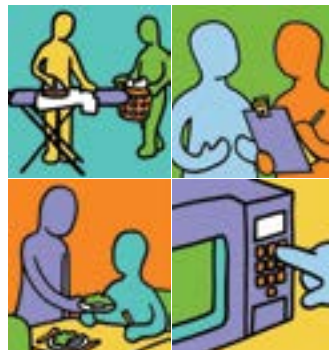
020 7471 0580

www.hfmind.org.uk

Leaflets you may find useful



Deferred payments
Paying for your care home costs



Home care services
Supporting you to continue living at home



**Carers and
the Care Act 2014**



Speaking up for you
Information about advocates
and advocacy services



Tick below if you would like a copy of this leaflet in:

Large print

Braille

Name:

Address:

Postcode:

Telephone:

Please return this section to:

Sensory Impairment Team,
145 King Street,
Hammersmith,
London W6 9XY

Telephone:

0845 313 3935
9.00am - 5.00pm
Monday to Friday

Email:

h&fadvice.care@lbhf.gov.uk

How you can help us

We welcome feedback on how we might improve our service. If you would like to make a comment, compliment or complaint, please contact:

Customer Feedback Team

Adult Social Care,
Floor 4,
Hammersmith
Town Hall Extension,
King Street,
Hammersmith, London W6 9JU
Telephone: 0800 587 0072
Email: ascustomerfeedback@lbhf.gov.uk

For further information please contact:

Careline services

T: 020 8741 4008
E: careline@lbhf.gov.uk

For more information about our services and publications view them on www.lbhf.gov.uk or www.peoplefirstinfo.org.uk



www.peoplefirstinfo.org.uk
for a wide range of information about local activities and services to help you stay independent.

