

What is a Careline?

It is a way of getting help through your telephone system quickly and efficiently at all times of the day or night. A small personal radio transmitter is worn as a pendant around the neck or on a wrist-strap. This is linked to a special unit – the Careline - which plugs into a modern telephone point with an adjacent 13amp electrical socket. It will maintain independence and peace of mind for the older person and their family and friends.

How does it work?

By pressing the pendant, a signal is sent to Careline, which will then automatically dial our Control Room run by Hereford Housing. Pre-programmed personal details will appear on a computer screen and a fully-trained Operator will be able to talk to the customer through a very powerful speaker and listen through a very sensitive microphone within the Careline.

How will they help?

The Control Room will quickly establish what assistance is required i.e. - an Ambulance, Doctor, or perhaps one of your nominated contacts (neighbour, friend or a family member who ideally holds a key to your property). The Control Room Staff will stay on the line to provide reassurance until help arrives. Carelines are available from £1.51 per week.

Since the computerisation of the service in 1997 SDC has helped in excess of 8500 people. Last year the Careline Service helped over 450 people, many of whom are aged 80+. We currently have 1770 customers and would very much like to reach the landmark of 2000 customers.