

APPLETREE  
**CARELINE**

Always here...

**Help is at hand  
24 hours a day  
at the press  
of a button**

Appletree Careline can assist you or your loved ones to remain independent at home and to maintain social or day to day activities in the community. A Lifeline pendant, fall detector or identity wristband offers peace of mind, knowing help and assistance is always at hand.

**023 8028 5523**

[newforest.gov.uk/appletreecareline](http://newforest.gov.uk/appletreecareline)



# Peace of mind

A Lifeline alarm installed at home leaves you safe in the knowledge that help is at hand at the touch of a button.

Enjoy the reassurance of an Identity Wristband when out and about in the community



Always at the end of the phone for you



Helping to keep you independent at home



A helping hand when you need it most



Staying connected so you're never alone

## What is a Lifeline Service?

A Lifeline Service uses a two-way speech system linked to our emergency response centre, where our trained operators will answer your call quickly, professionally and efficiently, ensuring that help is arranged. A lightweight pendant can be worn on a neck cord or wrist strap and works in the home or the garden, giving you the freedom to move around. Offering reassurance, security and the confidence to support independent living.

## How does the Lifeline work?

The Lifeline unit and pendant are installed by our trusted and experienced installers who will demonstrate the equipment to you and answer any questions. The Lifeline unit is plugged into an existing telephone line and nearby electrical socket.

Once your lifeline unit is installed simply press the button on the pendant that you wear or the red button on the unit to be connected to our emergency response centre staff who will have access to all your contact details and arrange the help you need.

## Is the Lifeline suitable for you?

Our Lifeline Service is suitable for all adults of any age.

Our customers include: older, frail, disabled, or vulnerable people, those with health issues, at risk of violence or who just want to take proactive steps to maintain their independence.

### How much will the Lifeline Service cost?

We offer a number of options to suit your individual needs. See our price list for details. You may be VAT exempt if you have a disability, injury or illness.

#### Additional Equipment

Extra devices can be programmed to the Lifeline unit such as, Fall Detectors, Smoke Detectors, and Carbon Monoxide Detectors. These will automatically trigger a call without the need to press a button.

#### Our Fall Detectors

Ideal for people prone to trips and falls. A Fall Detector automatically detect trips and falls and is connected to your lifeline unit which will alert our emergency response centre, ensuring necessary help is arranged without delay.

#### Our Identity Wristbands

Our Identity Wristband is a personal ID band which is flexible and waterproof. They are ideal to support confidence when out and about.

#### Costs\*

##### Rental

£3.65 per week

Includes call monitoring and maintenance

Installation £35.00

##### Additional equipment

##### Rental price per week:

Fall Detector  
£1.30

Smoke Detector  
£0.80

Carbon Monoxide Detector  
£1.55

Extra Pendant  
£0.67

Identity Wristband  
£0.47

\*Prices correct as of August 2021

#### A little bit more about us

Appletree Careline is provided by New Forest District Council and is available to everyone, irrespective of housing tenure or age - we currently deliver our service to more than 2,500 customers.

Our staff treat all our customers professionally and with respect from initial contact, to installations and call handling.

## Call us to discuss your needs

Quick and easy to install

Can be used in the home and garden

No need to remember any numbers

Simply press the button to connect to our emergency response centre

24 hours a day, seven days a week, 365 days a year

# 023 8028 5523

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