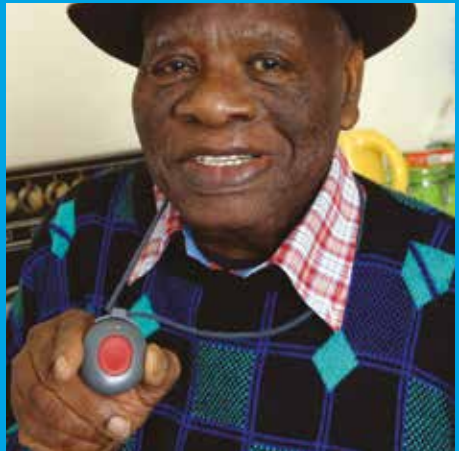


# CareLink Plus

Supporting your independence



Brighton & Hove City Council's Telecare Alarm Services

Call  
0300 123 3301

**tso**  
✓ audited compliance  
Recognised by the Telecare Services Association  
as complying with its Code of Practice  
Parts One and Two



Brighton & Hove  
City Council

## What is CareLink Plus?

We are Brighton & Hove City Council's telecare alarm service, here to give you and your family peace of mind, with emergency assistance when you need it. We provide a range of services and equipment called telecare to support you at home and when you are out and about.

Our Brighton based control centre is staffed **24 hours a day, every day of the year**. Should you need help, we are available at the touch of a button and will arrange the help you need.



### How do people benefit from CareLink Plus?

"Knowing I have the support of CareLink Plus makes me feel safe and secure in my home, confident that I can lead the life I want."

87%

of CareLink Plus users said it increased their confidence and sense of security in their own home



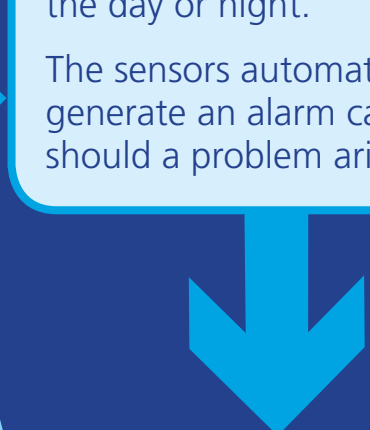
### We can organise help for you:

- If you have a fall
- If you feel unwell or have a long term health condition
- If you feel vulnerable
- If you have concerns for your personal safety
- If there is a fire or suspected fire
- If you are worried about falling during the night
- To support family or carers
- If you have dementia or memory problems
- To manage the effects of epilepsy
- To remember daily tasks such as taking medication
- Whilst you are out and about
- If you become disorientated or are unable to find your way home



# CareLink Plus

## How does it work?



**1** CareLink Plus provides you with an alarm unit which plugs into your telephone line and an emergency alarm button which you can wear around your neck or on your wrist.

When activated, an alarm call is automatically made to the **CareLink Plus** monitoring centre without the need to use the telephone.

**2** A range of telecare sensors can be provided to manage risks in your home and detect possible environmental problems such as smoke, or carbon monoxide leak. Telecare sensors can also detect if you fall during the day or night.

The sensors automatically generate an alarm call should a problem arise.



**3** We receive your alarm call and will talk to you to find out how we can help you.

We will be able to see your details on screen in the **CareLink Plus** monitoring centre so we will know who you are and important information about you.



**5** If necessary, we will arrange for one of our staff, paramedics or a doctor to attend.



**4** Should you need help, we will arrange the appropriate response. This could be to contact a family member, a nominated emergency contact, or your carer.



## To have the CareLink Plus service you will need

- **A minimum of two people who live in the Brighton & Hove area to hold your keys**, who we can contact in an emergency, or be willing to have a keysafe installed if you do not already have one. CareLink Plus supply and fit a Police approved keysafe for a one off £50.00 fee. The keysafe will be removed when the service is cancelled.
- **A landline telephone** where the CareLink Plus alarm unit is to be installed.
- **An available electric socket.**

- If any of these are a problem for you please contact us to discuss alternative options.

“Extremely impressed at the quality of service from initial enquiry to installation.”



**98%** of CareLink Plus users would recommend the service, and **58%** already have



## What does it cost?

There is a service fee which is charged monthly. All equipment supplied remains the property of CareLink Plus. Help with costs may be available following assessment.

- **The Standard CareLink Plus package costs £18.50 per month which is £4.27 per week; for customers with two key holders or one key holder and a keysafe.**

### This package includes:

- An assessment to establish what telecare equipment would meet your needs.
- Pendant alarm system.
- Installation of CareLink Plus telecare equipment.
- 24 hours, 7 days a week monitoring of alarm calls and response co-ordination.
- CareLink Plus team members available to attend your home at any time if required in response to an emergency call.
- Service and maintenance of all equipment supplied.

### Subject to assessment, this package can include:

- Fall detecting pendant, shower pendant or fixed pendant at ground level, or fixed pull cord, or bogus caller button fixed by your front door.
- Automated reminder alerts or well-being checks that raise an alarm call if you fail to respond.
- Smoke detector and carbon monoxide detector linked to our monitoring centre.

- **The Enhanced CareLink Plus package costs £22.17 per month which is £5.12 per week; for customers with no keyholders and/or customers who require specialised telecare devices.**



“The service puts my mind at rest when I am away from my partner.”

This package includes all **Standard** services:

- An assessment to establish what telecare equipment would meet your needs.
- Pendant alarm system.
- Installation of CareLink Plus telecare equipment.
- 24 hours, 7 days a week monitoring of alarm calls and response co-ordination.
- CareLink Plus team members available to attend your home at any time if required in response to an emergency call.
- Service and maintenance of all equipment supplied.
- Fall detecting pendant, shower pendant or fixed pendant at ground level, or fixed pull cord, or bogus caller button fixed by your front door.
- Automated reminder alerts or well-being checks that raise an alarm call if you fail to respond.
- Smoke detector and carbon monoxide detector linked to our monitoring centre.

**Plus** the following subject to assessment:

- GSM pendant alarm system that operates without a landline telephone connection, using the mobile network.
- GPS locator for use outside the home.
- Bed and chair sensors to alert to falls.
- Heat, flood, pressure and movement detectors.
- Epileptic seizure sensors.
- Door opening detectors.
- Systems to wake or alert onsite carers.



“When I am in trouble help is only the push of a button away.”

## Living Well with CareLink Plus

The **Living Well** project aims to support timely discharge from hospital, prevent avoidable admissions and promote living well at home. In addition to the CareLink Plus telecare alarm services **Living Well** can also help support with:

- Finding practical help to improve health and wellbeing.
- Provision of daily living equipment and advice on major adaptations.
- Signposting and referral to support services such as money advice, advocacy and home help.
- Access into work and training.



- Finding activities in your local area and accessing community transport.
- Befriending.
- Advice and support for carers.
- Keeping warm and staying safe at home.

CareLink Plus telecare services are available on a free 4 week trial to anyone who is being discharged from hospital or supported by Community Short Term Services, is being cared for by an informal unpaid carer, or is being supported as part of the **Living Well** project.

“Excellent value for peace of mind”

## CareLink Anywhere

Would you benefit from support when you are out and about? Or are you without a landline telephone service and would benefit from a quick and easy way to summon emergency assistance in your home if you have a fall or become unwell?




By simply using your mobile phone, you can make an alarm call direct to the CareLink Plus monitoring centre.

CareLink Anywhere can support you in your own home and whilst you are out and about, wherever you are. You can go about your normal daily activities with the reassurance of knowing that help is only the push of a button away.

- CareLink Anywhere is an additional £5 per month which is £1.15 per week for existing CareLink Plus customers
- If you choose to have CareLink Anywhere alone it costs £12 per month which is £2.77 per week.

# Applying for CareLink Plus

For more information about of our services, contact us:

- Telephone: 0300 123 3301
- If you experience hearing or speech difficulties you can contact us via text on 07908 823134
- Fax: 01273 692079
- Email: CareLinkPlus@brighton-hove.gov.uk
- www.brighton-hove.gov.uk/CareLinkplus
- You can now follow us on  @CareLinkplus
- Write to us at: Suite 6A, Patching Lodge, Park Street, Brighton, BN2 0AQ

All telephone lines are voice recorded.

We will arrange for an officer to come to your home to assess your needs, demonstrate the equipment, and fully explain the service.

All costs quoted are correct at time of print (April 2016) but may be subject to change.

CareLink Plus supports



## Translation? Tick this box and take to any council office

ترجمة؟ ضع علامة في المربع وخذها إلى مكتب البلدية.	Arabic <input type="checkbox"/>
অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান।	Bengali <input type="checkbox"/>
需要翻譯? 請在這方格內加別, 並送回任何市議會的辦事處。	Cantonese <input type="checkbox"/>
ترجمه؟ لطفا این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید.	Farsi <input type="checkbox"/>
Traduction? Veuillez cocher la case et apporter au council.	French <input type="checkbox"/>
需要翻譯? 請在這方格內划勾, 并送回任何市议会的办事处。	Mandarin <input type="checkbox"/>
Tłumaczenie? Zaznacz to okienko i zwróć do któregośkolwiek biur samorządu lokalnego (council office).	Polish <input type="checkbox"/>
Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office).	Portuguese <input type="checkbox"/>
Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz	Turkish <input type="checkbox"/>
	other (please state) <input type="checkbox"/>

This can also be made available in alternative formats, eg large print, Braille, audio or BSL. Please contact us to discuss options.