

Bournemouth Careline

Help at the touch of the button



Bournemouth Careline
Rear of 23 Knole Road, Bournemouth, Dorset, BH1 4DJ
Tel: 01202 452795 - Email: careline@bcpcouncil.gov.uk
www.bcpcouncil.gov.uk/careline

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Your friendly, local, 24 hour Careline Monitoring Centre is available to take your call whenever you need us!

Call our friendly team to discuss your needs or to book a FREE no obligation demonstration.

01202 452795

All prices illustrated are subject to VAT and installation/service visit charges.

Prices correct April 2020-March 2021

Ask our experienced operators for more information and to discuss if VAT exemptions apply.

Careline Alarm Unit & Emergency Button



The Lifeline unit plugs into your master phone socket and a nearby electric socket (within 3mtrs of the phone supply). When you activate your alarm (via the emergency button or the base unit) it calls through to our 24 hour Monitoring Centre where our highly trained call centre operators will answer your call. The base unit contains a loudspeaker and a highly sensitive microphone, which enables you to have a two-way conversation. It also has a battery backup for up to 40 hours in the event of a power cut.

The emergency button can be worn around the neck or on the wrist. It will activate your alarm when pressed to up to a range of 50 meters (a range test will be carried out by our trained installers during the installation of your alarm). The emergency button is water resistant and can be worn in the shower. **Extra emergency buttons are available for only 53p* per week (+ VAT**)**

We require either two nominated responders with keys to the property and/or a key safe to be in situ. For clients living alone without responders we insist a key safe is installed to allow emergency access to their property.

Prices start from just £3.73 per week

	Cost
Weekly Rental	£3.73
Monthly Rental	£16.16
Quarterly Rental	£48.49
Annual Rental	£193.96
Annual Rental EXTRA EMERGENCY BUTTON	£27.30*
NON-REFUNDABLE INSTALLATION FEE	£30.00
LOST EMERGENCY BUTTON (non refundable)	£60.00

*Annual amount is correct, however the weekly and monthly charges quoted are chargeable on a pro rata basis

**VAT is usually not payable if the has an existing medical condition.



GSM Lifeline Unit & Emergency Button

The GSM unit works with a roaming mobile SIM card instead of a landline. These are useful for individuals who do not have active landlines or would like the unit positioned somewhere more practical within the home (within large properties).

	Cost
Weekly Rental	£5.62
Monthly Rental	£24.35
Annual Rental	£292.24
SIM CARD Rental - monthly	£10.00

Intelligent Emergency Button/Detectors

An intelligent emergency button with auto falls detector technology. Can be worn round the neck. It's shower proof so safe to wear in the shower.

The emergency button uses an innovative algorithm and pressure sensor which activates automatically if a **serious** fall is detected (**not all** types of falls are detected). The wearer can also manually raise an alert by pressing the face of the emergency button.



The detectors can be linked to our monitoring centre or to a carer pager.

	Cost
Weekly Rental	£0.96
Monthly Rental	£4.16
Annual Rental	£49.92

Smoke Detector

This raises an audible alert like your traditional smoke alarms, but also sends an alert to Monitoring Centre or Carer Pager. This is a life saving device for individuals who are hard of hearing, live with Dementia/short term memory, are a heavy sleeper or have limited or no mobility. A smoke detector should be fitted on each floor. Our experienced team will be able to advise during the installation of these devices. We do require a key safe to be in situ for this service.



	Cost
Weekly Rental	£0.54
Monthly Rental	£2.34
Annual Rental	£28.08

Carbon Monoxide Detector (CO2)

The CO Detector is positioned in the property near the gas appliances. In the event the CO levels rise the device raises an alarm advising the Monitoring Centre or Carer Pager of the issue, so that immediate action can be taken.



	Cost
Weekly Rental	£0.76*
Monthly Rental	£3.28*
Annual Rental	£39.30

**Annual amount is correct, however the weekly and monthly charges quoted are chargeable on a pro rata basis*

KEY SAFE FITTING SERVICE

A key safe provides a safe, secure way to allow access to your property by your nominated keyholders or the emergency services in the event of an emergency call. The key safe is fitted securely to the outside of your property and holds your house keys.

Where possible the key safe is fitted in a discreet location.

The key safe is a reassuring back-up should your key holders not be available during a request for assistance - for example they are away on holiday or missed our telephone calls.

In the event of an emergency we will provide the paramedics with your key safe details, allowing them safe, speedy access to your property. This eliminates the need to wait for keyholders to attend or cause unnecessary damage to the property, by breaking down doors to gain access.

KEY SAFE BENEFITS

- Insurance & Police approved
- Cheaper than repair costs should the police or paramedics need to force entry.
- Secure metal stand-alone box with a weather proof cover (no electrics required).
- Push button front panel used to open key safe with your chosen code.



Purchase Price
£80.00*

*£30 installation charge may apply

The C500 has achieved an independent security rating – the *LPS1175 Level 1 Accreditation* meaning that it is as resistant to an attack as a domestic front door. As a result of this, the C500 has gained Police Approval through the *Secured by Design* scheme.

- Sturdy Zinc Alloy outer shell
- Rust and water resistant
- Includes weather cover to protect and shield from view.
- 12 digit key pad gives over 4000 possible combinations
- Internal hook makes it easy to hang keys
- Police approved