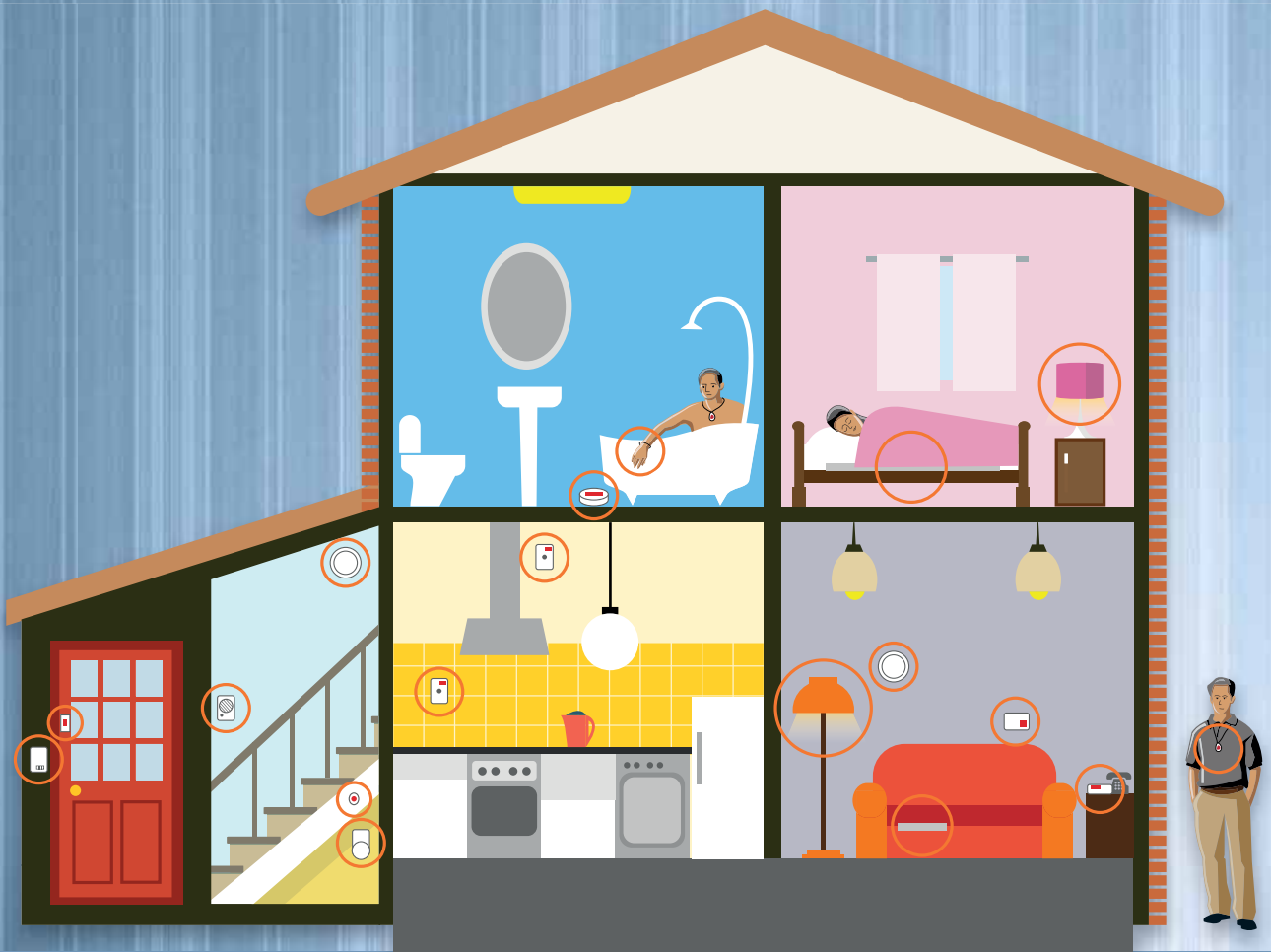




13 weeks  
**FREE trial**  
on our  
lifeline unit\*

# Helping you to live safely and independently



Tel: 01243 778688

Email: [chichestercareline@chichester.gov.uk](mailto:chichestercareline@chichester.gov.uk)

[www.chichestercareline.org.uk](http://www.chichestercareline.org.uk)



\*Terms and conditions apply



## Welcome to Chichester Careline

There comes a point in our lives when we need a little bit of extra support in order to continue to live independently. You might want to continue living in your own home; you might be recovering from a stay in hospital; have health problems; or, just want reassurance that someone is looking out for you.

Chichester Careline has been operating for over 30 years, and is run by Chichester District Council. The service delivers a range of telecare services that enable you to live safely and independently inside and outside the home. When we don't have the solution, in most cases we are able to signpost you to another agency that can. We are also able to make sure that you have access to other council services that may help you, from health and wellbeing; to home adaptation grants.

Although there is a small cost to our services, we are able to offer advice on how to apply for attendance allowance and pension credits, which may pay for, or contribute towards the support that we can provide.

Telecare is the name that we use to describe the support we deliver. This involves using technology in your home that alerts us if there is a problem. Our aim is to give you the support you need to live safely and independently.



Whatever your reason for talking to us, we are here to help. Our solutions can be tailored to meet your individual needs. Most importantly, we can provide you and your family with the peace of mind that we are with you 24 hours a day, every day of the year, at the touch of a button.

We work in partnership with local health and social care professionals, as well as the fire service, to make sure that you have all of the support you need while living at home.

All calls to our monitoring centre are recorded.

### 13 weeks FREE trial

Whether you are new to the service, or want to switch from another provider, we are currently offering 13 weeks free on our lifeline units\*. You will receive a pendant, or red button as it is sometimes known, that can be placed around your neck or wrist. When you press it, you will be connected through to our 24 hour monitoring centre in Chichester, where our highly trained staff can assist you.

**Just call us now on 01243 778688 or visit [www.chichestercareline.org.uk](http://www.chichestercareline.org.uk) to find out more.**

## Continuing to live in your own home

We offer a range of solutions that are directly connected to our 24 monitoring centre run by Chichester District Council. This is the only centre of its kind in West Sussex. This means that if you feel unwell or you need some help, you just need to press the red button and we will respond.

Our main devices are shown on the diagram on pages 6 and 7, but we have many more and can tailor a package to suit your needs. The majority of these are listed within this brochure, but we may identify other solutions once we know more about your needs. Our service not only enables you to continue living in your own home, but it also gives you and your family the reassurance that you have help at the touch of a button, 24 hours a day.

### Why choose us?

- We are your local provider.
- We tailor support to suit your individual needs.
- We can make sure that you have access to other local services and agencies that may benefit you.
- We have been delivering these services in West Sussex for over 30 years.
- We operate the only monitoring centre in West Sussex – so your calls are kept local and will be answered by local people.
- We are always here to help, offering 24/7 assistance.
- We are accredited by the Telecare Services Association.
- Our staff are highly trained and offer the very best in customer service.



You can reach us any time, any day on **01243 778688**  
or visit **[www.chichestercareline.org.uk](http://www.chichestercareline.org.uk)**

Our highly trained staff will be able to advise you on the best solutions to meet your needs.

# Independent living inside and outside the home

Take a tour of the house and find out about the many ways in which we can help you to continue to live independently.

## Entrance

### 1. Key safes

Key safes enable the emergency services to quickly gain access to your property in an emergency.

### 2. Exit monitor

This monitors the use of entrance or exit doors and lets us know if someone has left the property and not returned.

### 3. Door chains

This is a completely new style of door chain, which can also be opened by a key holder from the outside.

### 4. Wireless door chime intercom

This portable handset chime allows you to have a two way conversation with a caller when they ring your bell.

### 5. Bogus caller button

If you are concerned about a caller at your door, just press the button to alert us.

## Hallway

### 6. Smoke alarm

This alarm alerts us if there is smoke in your home.

### 7. Movement detector

This is useful for monitoring both activity and inactivity in your home, making sure that you haven't had a fall and you are able to move around your home as normal.

## Kitchen

### 8. Natural gas detector

This device warns if there are dangerous levels of gas in your home.

### 9. Extreme temperature detector

This device lets us know if there has been a sudden change in temperature, guarding against hypothermia or overheating.

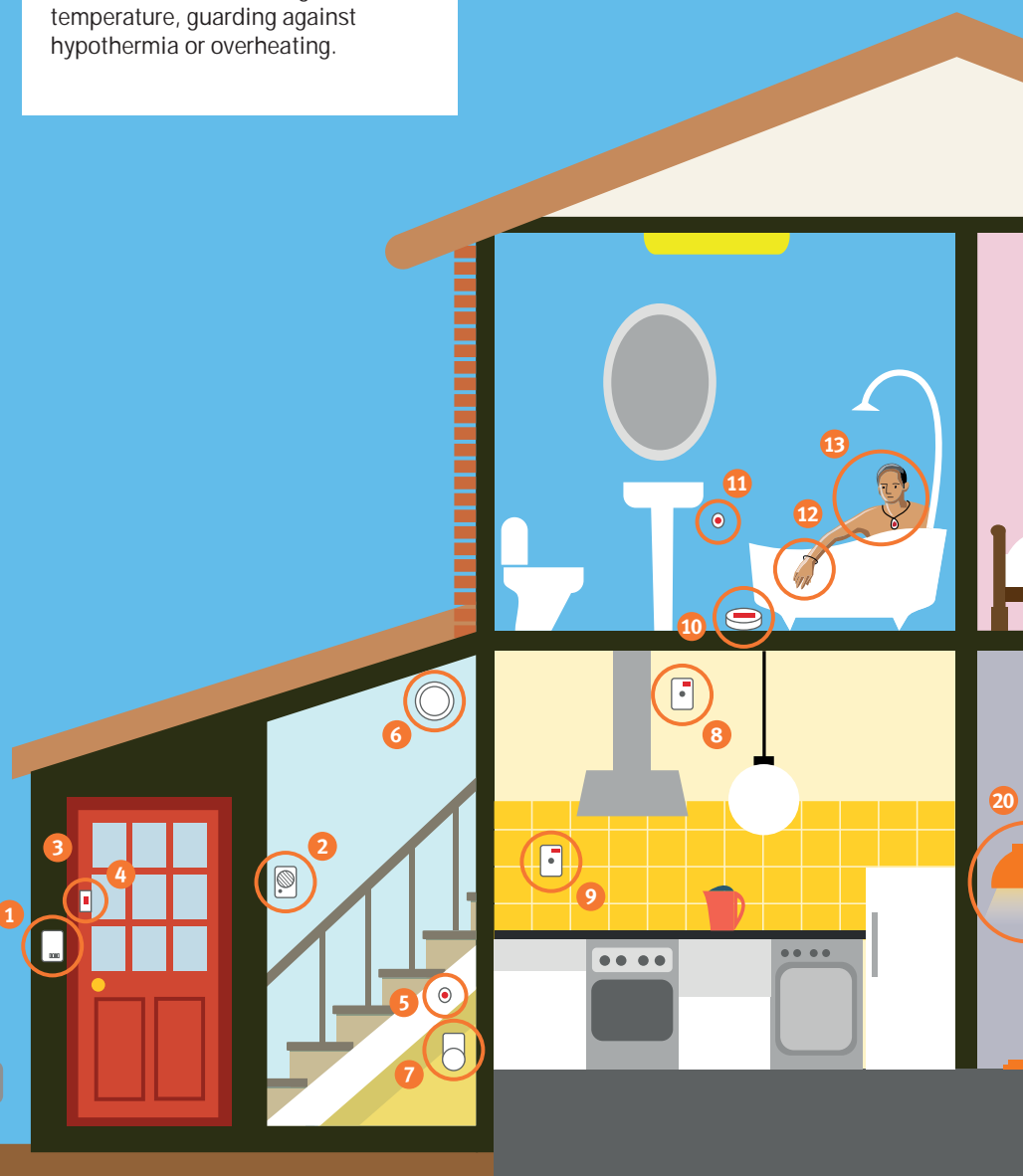
## Bathroom

### 10. Flood detector

The flood detector will warn us if taps are left on or pipes are leaking in the kitchen, bathroom or loft.

### 11. Gem Button

This is useful alternative to a pull cord. These buttons can be placed around the home as an alternative to using the lifeline.



## Anywhere in the house

### 12. Fall detector

This automatically alerts us if you have fallen to the ground.

### 13. Lifeline pendant

You can summon help at the touch of a button within your home and garden with your waterproof lifeline pendant, which can be worn around your neck or wrist.

## Bedroom

### 14. Bed occupancy detector

This will alert us if you do not get back into bed after an agreed period of time. It can even turn your bedside light on and off when you get in and out of bed.

### 15. Automatic light switch

As soon as your feet touch the ground, this sensor will switch on a light for a pre-set amount of time.

## Lounge

### 16. Lifeline unit

The Lifeline unit is the piece of equipment that enables us to speak to you when you press your lifeline pendant. It also connects to a number of other devices on these pages and alerts us, through your phone line, if there is a problem.

### 17. Medication dispenser

This device will open and alert you when you need to take your pills or medicine.

### 18. Chair monitor alert

This alerts us if you do not return to your chair within a set period of time.

### 19. Carbon monoxide detector

If there is a build-up of carbon monoxide within your home, this device will immediately alert us.

### 20. Remote light switch

This allows you to switch lights and appliances 'off' and 'on' from the comfort of your armchair (or bed).

## Home

### 21. Mobile Warden

Our specialist staff are available 24 hours a day to visit you at home when you need help.

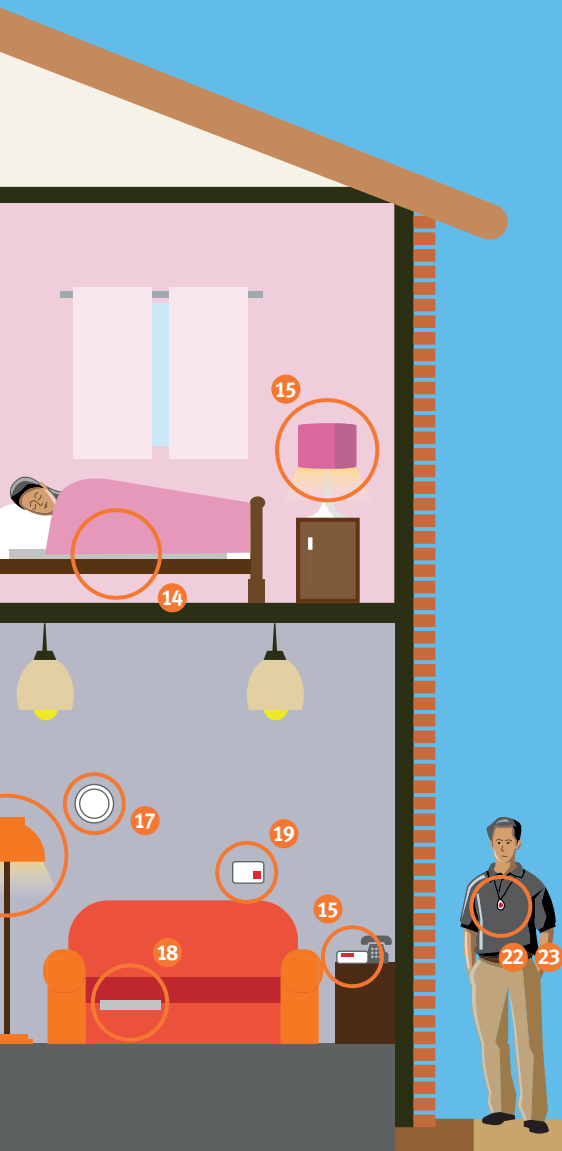
## Out and About

### 22. Mindme Locator

The Mindme Locator is designed especially for those with dementia. The device is waterproof and looks like a key fob. It can be placed in your bag, pocket, or can even be attached to your house keys. There are no buttons or flashing lights and the GPS locator identifies your location every three minutes. This means if family members are concerned, they are able to access a secure website where they can locate you. Alternatively, they can call through to our 24/7 centre for assistance.

### 23. Mindme Alarm

If you're feeling unwell, just press the button on your Mindme device and we will get help to you straight away. The device is waterproof and looks like a key fob. It can be placed in your bag, pocket, or can even be attached to your house keys. The GPS locator can tell us where you are and the button means that you can talk directly to us. You can also give your family access to a secure website where they can locate you if they're worried.



## Solutions at a glance

This check-list aims to help you quickly identify the key solutions that may be most appropriate for you.

Condition / Problem	Solution	Page
<b>Falls</b>	Bed occupancy detector	15
	Chair monitor alert	17
	Lifeline pendant (red button)	16
	Fall detector	18
	Movement detector	13
	Mindme Locator, Mindme Alarm and True-Kare	19
	Key safe	11
	Pager	18
<b>Dementia, Memory loss</b>	Bed occupancy detector	15
	Chair monitor alert	17
	Lifeline pendant (red button)	16
	Fall detector	18
	Movement detector	13
	Mindme Locator, Mindme Alarm and True-Kare	19
	Key safe	11
	Pager	18
<b>Mobility issues</b>	Lifeline pendant (red button)	16
	Movement detector	13
	Fall detector	18
	Bed occupancy detector	15
	Chair monitor alert	17
	Mindme Locator, Mindme Alarm and True-Kare	19
	Key safe	11
	Smoke alarm	13
	Natural gas detector	14
	Flood detector	14
	Extreme Temperature detector	14
	Automatic light switch	15
	Remote light switch	17
	Enuresis sensor	15
	Gem button	14
Pager	18	
<b>Epilepsy / Diabetes</b>	Fall detector	18
	Movement detector	13
	Epilepsy sensor	15
	Bed occupancy detector	15
	Chair monitor alert	17
	Automatic light switch	15
	Key safe	11
	Mindme Locator, Mindme Alarm and True-Kare	19
	Pager	18

Devices are regularly reviewed and are subject to change





You can also browse through our products from pages 11-19 to find out more information, or just call one of our experts on **01243 778688**.

Condition / Problem	Solution	Page
<b>Health conditions, such as Parkinson's, Multiple Sclerosis, and Motor Neurone Disease</b>	Bed occupancy detector	15
	Chair monitor alert	17
	Automatic light switch	15
	Remote light switch	17
	Lifeline pendant (red button)	16
	Fall detector	18
	Movement detector	13
	Mindme Locator, Mindme Alarm and True-Kare	19
	Key Safe	11
	Smoke alarm	13
	Natural gas detector	14
	Extreme temperature detector	14
	Enuresis sensor	15
	Medication dispenser	16
	Gem button	14
Pager	18	
<b>Recovering from a health condition, such as heart attack or stroke.</b>	Bed occupancy detector	15
	Chair monitor alert	17
	Automatic light switch	15
	Remote light switch	17
	Lifeline pendant (red button)	16
	Fall detector	18
	Movement detector	13
	Mindme Locator, Mindme Alarm and True-Kare	19
	Key Safe	11
	Smoke alarm	13
	Natural gas detector	14
	Extreme temperature detector	14
	Enuresis sensor	15
	Medication dispenser	16
	Gem button	14
Pager	18	
<b>Hard of hearing</b>	Big button telephones	13
	Door chains	12
	Key safe	11
	Smoke alarm	12
	Natural gas detector	14
	Extreme temperature detector	14



Condition / Problem	Solution	Page
<b>Poor sight</b>	Big button telephones	13
	Door chains	12
	Wireless door intercom	12
	Key safe	11
	Natural gas detector	14
	Extreme temperature detector	14
	Medication dispenser	16
<b>Medication reminders</b>	Medication dispenser	16
<b>Diagnosis of health problems</b>	Movement detectors (monitors activities of daily living)	13
<b>Safety and security</b>	Bogus caller button	12
	Exit sensor	11
	Movement detectors	13
	Door chain	12
	Wireless door intercom	12
	Key safe	11
	Smoke alarm	13
	Natural gas detector	14
	Extreme temperature detector	14
	Safe socket	16
	Gem button	14
	Pager	18
	Mindme Locator	19
	Mindme Alarm	19
True-Kare	19	
<b>Fire</b>	Smoke alarm	13
	Natural gas detector	14
	Extreme temperature sensor	14
<b>Flooding</b>	Flood detector	14
<b>Natural gas</b>	Natural gas detector	14
<b>Carbon Monoxide</b>	Carbon Monoxide detector	17
<b>Extreme temperature</b>	Extreme temperature sensor	14
<b>Reassurance</b>	All products	All
<b>Independence out and about</b>	Mindme Alarm (GPS)	19
	Mindme Locator (GPS)	19
	True-Kare	19

Devices are regularly reviewed and are subject to change

## Our products

We offer a range of products that aim to help you to continue to live safely and independently. The majority of these are listed in this brochure, but we may identify other solutions once we know more about your needs.

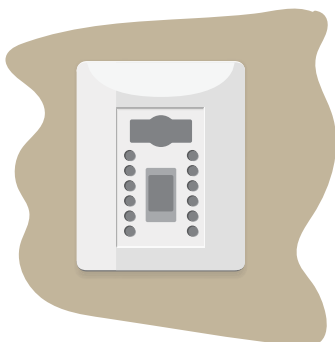


## Entrance

### Key safe

If you want to make sure that someone can reach you in an emergency, a key safe is an ideal solution. They are fitted outside of your property and can only be opened with a code that we hold on your behalf. If we need to call out the emergency services to your property, it means that we can give them the code, so that they can reach you as quickly as possible. If you use our Mobile Warden Service, it means that we can also come and check on you if you are feeling poorly and can't get to the door.

**Good for:** *reassurance, falls, mobility issues, epilepsy, dementia, hard of hearing, health conditions, recovering from a health condition, poor sight; safety, emergency access, and family and carers' access.*



### Exit sensor

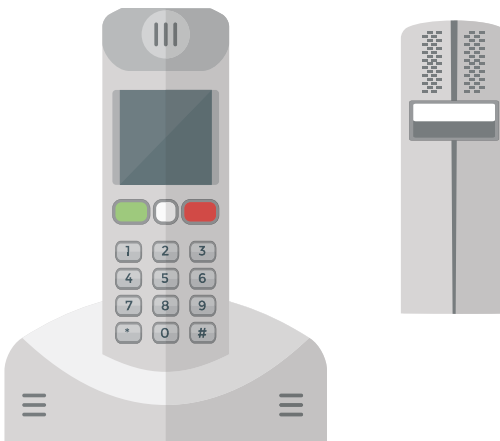
The sensor is designed to improve the safety of people who are likely to wander off and put themselves at risk, such as those with dementia. The sensor is located above the door and can detect if someone has walked out and not returned. The alarm can be activated at particular times of the day and will alert us if the person has left the property.

**Good for:** *wandering, dementia, reassurance, and enhanced security.*

### Door chains

Our special door chains have a lock that can only be opened with a key, giving you extra security when you open the door to someone. This can be unlocked from either side of the door, meaning that a family member with a key can also gain access to your property in an emergency. This gives you extra reassurance and security when checking the identity of a caller. These are not suitable for UPVC doors. You will need to make arrangements for this to be fitted.

**Good for:** *enhanced security, and reassurance.*



### Wireless door chime intercom

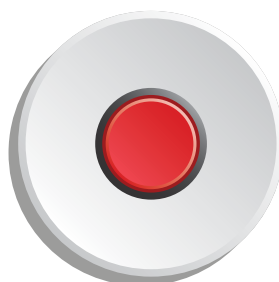
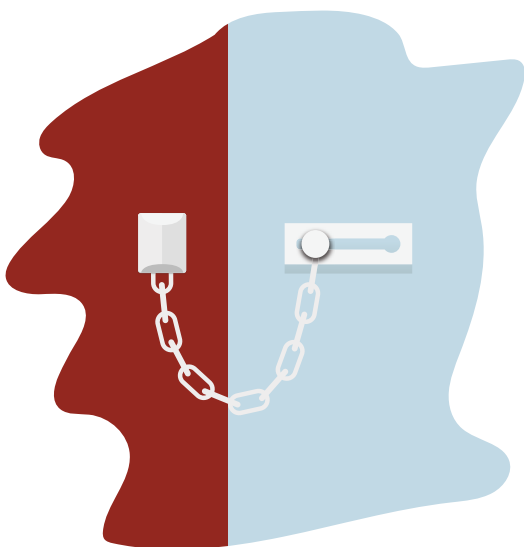
This portable handset chime, allows you to have a two way conversation with a caller when they ring your doorbell. This means that you can check the identity of a caller before opening the door and providing them with access to your property.

**Good for:** *enhanced security, people with poor sight; and reassurance.*

### Bogus caller button

If you are concerned that you are at risk from a bogus caller, just press this button, which is mounted on the wall, and we will instantly know that you need help.

**Good for:** *victims of bogus callers, domestic violence or racial abuse; reassurance; enhanced security.*



# Hallway



## Smoke alarm

We can supply you with a special smoke alarm, which will not only alert you, but it will also immediately alert us too. We will then speak to you through your lifeline unit and depending on the situation we will contact the Fire Service, or get you the help you need. This has already helped to save hundreds of lives and is ideal for those who are hard of hearing.

**Good for:** *people who are hard of hearing, poor sight, health conditions, recovering from a health condition, reassurance, safety, mobility problems, and dementia.*

## Big button phones

We have a number of big button phones, which are designed for different purposes. We have three different versions that can especially benefit those who are hard of hearing and those with sight impairments.

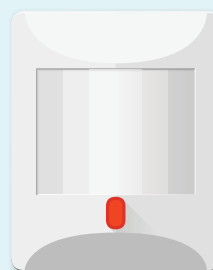
**Good for:** *hard of hearing and poor sight.*



## Movement detector

Our movement detectors monitor activity and inactivity within your home. We have a range of options that are set to a timer. If there is no activity within the period set, our centre is immediately alerted so that we can ask someone to come out and check on you. We also have a new system that consists of six monitors that are placed around the home. Not only do they monitor if you are moving around, but they also measure the light and temperature levels. They can be placed by the fridge or kettle, so that your loved one can be reassured that you are accessing regular food and drink; plus two of the monitors have door magnets and so you can tell if a door has been opened or not. They also come with visitor cards that can be given to a cleaner, carer, family member, neighbour or even social services – so that your loved ones know that you have been visited. All of this information is logged into a website that you and other family members can access at any time. This system can also be used by medical professionals to help diagnose certain conditions or determine if someone needs the next level of care.

**Good for:** *diagnosis of health problems, health conditions, recovering from a health conditions, mobility problems, dementia, reassurance for families, memory loss.*



# Kitchen

## Natural gas detector

Our natural gas detector is designed to detect if a gas stove has been left on. It not only alerts you that there's a problem, but it also alerts our 24 hour centre, who will call through and check on you, or get you further help.

**Good for:** *memory loss, dementia, reassurance, mobility issues, hard of hearing, safety, poor sight.*



## Extreme temperature detector

Our extreme temperature detector monitors for excessively high and low temperatures and a rapid rise in temperature. The device will alert our centre if there is a problem, including if the temperature drops to a level that places you at risk of hypothermia.

**Good for:** *memory loss, dementia, reassurance, mobility issues, hard of hearing, safety, poor sight.*



### Other products that may be useful in the kitchen

- Lifeline pendant – see page 16
- Flood detector – see page 14
- Movement detector – see page 13
- Fall detector – see page 18

# Bathroom

## Flood detector

The flood detector is a small wireless sensor that can provide an early warning of flooding. The sensor is placed under the sink or in the bathroom next to the toilet or under the bath. If the sensor detects water, it will alert both you and our centre. This device links to your lifeline unit.

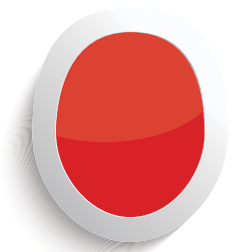
**Good for:** *poor sight, memory loss, mobility problems, dementia.*



## Gem button

This is a useful alternative to a pull cord. These buttons can be placed around the home as an alternative to using the lifeline. Just press one and we will know you need help.

**Good for:** *reassurance, health conditions, recovering from a health condition, mobility problems, hard of hearing, safety and security.*



### Other products that may be useful in the bathroom

- Lifeline pendant – see page 16
- Movement detector – see page 13
- Extreme temperature detector – see page 14
- Fall detector – see page 18

# Bedroom

## Bed occupancy detector

This is a fantastic device for making sure that you are safe during the night. If you get out of bed the sensor can also link with the automatic bed switch to turn a bedside light on. The sensor will then monitor the amount of time that you are out of your bed, and if you are not back within a set period, it will alert our centre. The sensor can also detect if you have failed to go to bed at night or if you have not got up in the morning.

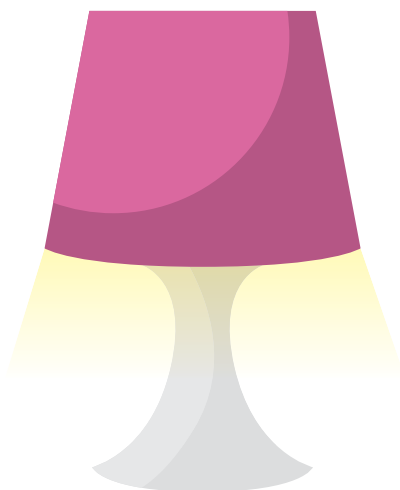
**Good for:** *reassurance, health conditions, recovering from a health condition, falls, dementia, memory loss, wandering.*



## Enuresis sensor

This sensor is placed under your bed sheets to detect any accidents that may occur during the night. It consists of a thin, waterproof, durable mat and a radio device. It can also be used in a wheelchair or armchair. It's manufactured from a cotton fabric that is comfortable under a bed sheet. If you have an accident, the sensor will discreetly alert us and we will make sure that your nominated person comes round to help you.

**Good for:** *bladder problems, health conditions, recovering from a health condition, mobility problems, dementia and memory loss.*



## Automatic light switch

As soon as your feet touch the ground, this sensor will activate light for a pre-set amount of time. It can work in conjunction with a number of other solutions that we provide, including the bed occupancy detector.

**Good for:** *reassurance, health conditions, recovering from a health condition, falls, dementia, mobility issues, memory loss, wandering.*

## Epilepsy sensors

These special sensors monitor movement, sound and your vital signs while you are in bed in order to detect an epileptic seizure. This can be connected to a pager to alert a family member or friend; or it can connect to the lifeline unit, which will alert our 24 hour monitoring centre. Suitable for tonic clonic type seizures.

**Good for:** *epilepsy.*

### Other products that may be useful in the bedroom

- Lifeline pendant – see page 16
- Movement detector – see page 13
- Remote light switch – see page 17
- Gem button – see page 14

# Lounge

## Lifeline unit

Our lifeline unit is connected to your telephone line. If you need help it will contact our 24 hour monitoring centre in Chichester. This is a small unit that sits alongside your telephone. It has a speaker integrated into it, which means that if there's a problem we can talk to you through the loud speaker. This then links to one or more solutions in your home – including our lifeline pendant, specialised fire alarm and bed sensor.

For those people without a landline, we also have another lifeline unit, which works using a SIM card. This works in the same way as a mobile phone would by connecting to us using a mobile network in your geographic location.

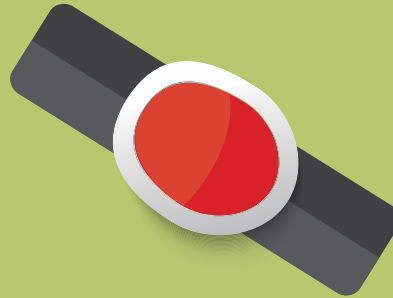
**Good for:** *all situations that assist independent living, reassurance, falls, bogus callers, domestic violence, health conditions, recovering from a health condition, dementia, memory loss.*



## Safe socket

This makes sure that alert calls from your devices are prioritised and get through to our monitoring centre, even if you are on the phone or you have left it off the receiver. It allows the Lifeline unit to seize the phone line from other connected devices, making your emergency alert the priority.

**Good for:** *reassurance, safety.*



## Lifeline pendant

The most popular solution is our lifeline pendant, or red button, as it is sometimes known. The lifeline pendant can be worn around the wrist or your neck. When you press the button, we'll know that you are asking for help. We will talk to you through the speaker on your lifeline unit to check how you are. If there is no response we will call out a family member, a friend, or even the emergency services. You can use the pendant anywhere in your house and in your garden (within 75 metres).

**Good for:** *all situations that assist independent living, reassurance, falls, bogus callers, domestic violence, health conditions, recovering from a health condition, dementia, memory loss.*

## Medication dispenser

Our medication dispensers can be used to automatically provide access to medication up to a 28 day period (depending on your dose). It provides both an audible and visual alert to remind you that you need to take your medication. The timer makes sure that your medication is available at the correct time and it prevents doses being taken too close together. This can be used as a stand-alone device, or it can be linked to our centre. If it is linked to us and you have not taken your medication, we will then call through to find out if there is a problem.

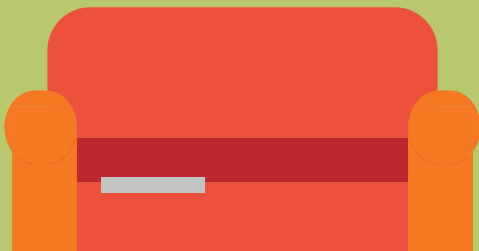
**Good for:** *memory loss, poor sight, dementia, health conditions, recovering from a health condition and reassurance.*



## Chair monitor alert

Our sensor will monitor the amount of time that you are away from your chair. If you are not back within a set period, it will immediately alert our centre.

**Good for:** *falls, reassurance, mobility problems, health conditions and recovering from a health condition.*



## Remote light switch

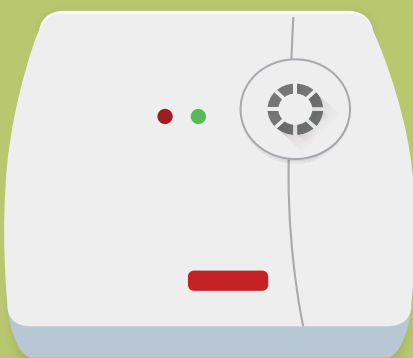
Our remote switch allows you to switch lights and appliances 'on' and 'off' from the comfort of your armchair or bed.

**Good for:** *mobility problems, health conditions, recovering from a health condition.*

## Carbon monoxide detector

If there is a build-up of carbon monoxide within your home, this device will immediately alert our centre, as well as you. This means that we can call for help straight away.

**Good for:** *all situations, reassurance, dementia, mobility problems, memory loss and poor sight.*



### Other products that may be useful in the lounge

- Smoke alarm – see page 13
- Movement detector – see page 13
- True-Kare – see page 19

## Mobile Wardens

Our 24 hour responders are always on call if you need them to come out and check on you. This service is especially useful for those who don't have family and friends close by. You may have experienced a fall, not feel very well, or you may need some reassurance. Regardless of the problem we're available 24 hours a day, every day of the year to help.

This service can provide reassurance to family and friends – especially while they are at work, or if they don't live close by.

The service is provided as an additional option to our other products and provides you with additional reassurance and support. All of our wardens are first aid trained and highly specialised to deal with a crisis.

**Good for:** *reassurance, emergency help, falls, epilepsy, medication reminders, health conditions, recovering from a health condition, dementia / wandering, movement issues and much more.*



## Fall detector

We have two types of fall detector – one that can be worn around your neck or attached to your clothing; and the other is worn on the wrist. Both will immediately generate a call to our centre if they detect that you have fallen. Fall detectors activate automatically, so are useful if you experience seizures, hyper-glycaemic attacks or you are unable to press the button on the lifeline pendant.

**Good for:** *diabetes, epilepsy, fainting fits, falls.*

## Pager

If you have a live in carer, or live with a family member, we have a variety of devices that can instantly let your carer know if there is a problem, through a pager. The pager can be linked to: door sensors, pressure mats, movement detectors, epilepsy sensors, enuresis sensor and push buttons.

**Good for:** *reassurance, falls, mobility problems, epilepsy, enuresis, health conditions and recovering from a health condition.*

## Out and about

We offer a number of GPS locating devices that help to provide instant help and reassurance when you are out and about; and that enable family members to locate you if you forget where you are.

To find out about further options please call us on **01243 778688**.

### Mindme Locator

The Mindme Locator is designed especially for those with dementia. The device is waterproof and looks like a key fob. It can be placed in your bag, pocket, or can even be attached to your house keys. There are no buttons or flashing lights and the GPS locator identifies your location every three minutes. This means if family members are concerned, they are able to access a secure website where they can locate you. Alternatively, they can call through to our 24/7 centre for assistance. If someone has dementia and carries it with them, you can also place an invisible fence (geo-fence) around the area that they are meant to travel to, meaning that you will be alerted if they start going off track.

**Good for:** *reassurance, dementia, memory loss and safety.*

### Mindme Alarm

If you're feeling unwell, just press the button on your Mindme device and we will get help to you straight away. The device is waterproof and looks like a key fob. It can be placed in your bag, pocket, or can even be attached to your house keys. The GPS locator can tell us where you are and the button means that you can talk directly to us. You can also give your family access to a secure website where they can locate you if they are worried. You can also place an invisible fence (geo-fence) around the area that the person is meant to travel to, meaning that you will be alerted if they start going off track.

**Good for:** *reassurance, dementia, wandering, memory loss, health conditions, people who are recovering from a health condition, epilepsy, and safety.*



### True-Kare

The True-Kare mobile phone has many options to help you live independently, but you can choose the options that suit your needs. In its simplest form, it has a GPS locator, meaning that family members are able to find you if you become disorientated. It also has an SOS button that links directly to our monitoring centre, or a family member. It can also have a limited number of contact numbers programmed in, making it easy to use. If someone has dementia and carries it with them, you can also place an invisible fence (geo-fence) around the area that they are meant to travel to, meaning that you will be alerted if they start going off track. This device is also ideal for young teenagers who are starting to discover their independence. This limits the numbers that they can call and does not give them access to the internet, but it gives you the reassurance that they can contact you or our monitoring centre and that you can find them in an emergency. This device requires your own SIM card.

**Good for:** *reassurance, safety, dementia, memory loss, health conditions, those recovering from a health condition and young teenagers*





Chichester Careline is run by Chichester District Council. To find out more about how we can help you, a friend, or family member, please contact us. We're available 24 hours a day, every day of the year.

Tel: 01243 778688

Email: [chichestercareline@chichester.gov.uk](mailto:chichestercareline@chichester.gov.uk)

[www.chichestercareline.org.uk](http://www.chichestercareline.org.uk)

