



BasildonCareline
Providing Care and Reassurance in our Community

Client Information Sheet

False alarms

Do not worry if you accidentally activate your alarm. The pendant is designed so that you can press it easily in an emergency. Consequently, all users may accidentally set the alarm off now and again - this is perfectly normal and does not cause us any problems whatsoever. Also, don't let pressing your pendant accidentally put you off wearing it. We recommend that you wear your pendant all the time when you are at home, in case there is an emergency.

Testing the alarm regularly

In order that we can monitor the condition of the battery in your pendant and make sure that your Careline alarm is working properly, we strongly recommend that you test your alarm once each month by pressing the pendant and putting an alarm call through to the control centre. When the operator asks whether you need help, simply tell them you are testing the alarm. The operator will then thank you for carrying out the test and they will record the test on our records.

What if the telephone is in use when I press my alarm?

If the telephone connected to the alarm unit is 'off hook' for whatever reason, an alarm call can still be made. However, if there are other telephones in your home, and one of these is 'off hook' (or in 'talk' mode if a cordless phone), this will prevent an alarm call being made.

The pendant at night-time

We do not advise wearing the pendant in bed in case moving in your sleep accidentally activates the alarm. Whilst it is not a problem to us if this happens, it could result in your sleep being disturbed each time it occurs. Instead, we recommend that you keep your pendant close by, on your bedside cabinet for instance. Always make sure that you can reach it if you need to, and most importantly, remember to slip it on if you have to get up in the night to go to the bathroom. Also, we strongly advise that you only take the pendant off when you have actually got into bed - after you have finished washing, changing into your nightwear etc. The same applies when you get up in the morning; please put the pendant on just before you get out of bed.

Washing, bathing and showering

Similarly, please ensure that you keep your pendant close to you when you wash, take a shower or bath, so that you can reach it easily should you need to use it.

Moisture

Your Careline pendant is waterproof and can be left in the bathroom while you are having a bath, but it is not designed for complete immersion for extended periods. Do not put your pendant in the bath or the washing machine.

Hearing aids

The wearing of hearing aids will not affect the operation of the Careline alarm in any way.

Cleaning your Careline

Dust your Careline alarm unit with a soft cloth or brush. Clean stubborn marks with a soft cloth moistened with a gentle detergent. Do not use a very wet cloth or immerse it in water. Do not use harsh, abrasive or corrosive cleaning agents. Avoid scouring powder, bleach etc.

Moving your Careline unit

The Careline alarm will have been installed in the most suitable place in your home. For this reason we strongly recommend that it is not moved. However, should you need to move your Careline unit temporarily for a particular reason, please contact us and we will help you.

Going away

If you are going to be away from home, either on holiday or in hospital, please activate your alarm and advise the operator who will make a note on our records. When you return home, please contact us again by activating the alarm via the pendant and speaking to the operator. This will also give you peace of mind that the alarm is working properly. Please do not disconnect the alarm unit from the power supply.

The Careline alarm is very reliable, and should give you many years of trouble free use. However, if you experience a problem with it, the following information will help you to identify the cause and remedy.

For further advice or help to resolve the problem, contact us straight away on: 01268 465141 (24hrs), and we will be pleased to help you.

Power failures

If there is a power failure your Careline unit will continue to work for several hours (typically 24 to 30) because it has an internal rechargeable back-up battery. The alarm unit will indicate if the power has been interrupted. When the back-up battery is exhausted your alarm will cease to function until mains power is returned. Standard telephones will continue to work normally during this time, but cordless ones will only do so if they are also fitted with a back-up battery. The back-up battery in your Careline will re-charge once mains power is restored to it, but if the power has been off for several hours, the Careline back-up battery may take several hours to regain its full charge. After a period of time without mains power, your alarm will automatically call the Control Centre approximately every 4 hours, to warn us that you have an extended power supply problem. The operator will then talk with you to find out whether the alarm has been accidentally unplugged or whether you have electricity mains supply problems. Once the cause of the power failure has been identified, we will then arrange help or advice as necessary.

Electronic equipment and telephone services

If you have electronic equipment that is connected to your telephone line such as a computer, smart box etc, it may affect the operation of the Careline alarm. Also, certain telephone services such as BT's 1571 answering service, Callminder, and NTL's Voicemail service can similarly affect the ability of the Careline alarm to make alarm calls. If you have any equipment connected to your telephone line or subscribe to additional telephone services, we strongly recommended that you inform us. We can advise you whether they could affect the operation of the alarm. We cannot be responsible for any Careline alarm calls that fail due to interference from other equipment or telephone services.

Telephones and other equipment

If too many telephones or other types of equipment are connected to your telephone line, they may not function properly. We will only install a Careline alarm in your home if your telephone line has sufficient capacity to accommodate your existing equipment and the Careline alarm. Adding more telephones or equipment after your Careline alarm has been installed may exceed the capacity of your telephone line, so we strongly recommend that you let us know if you are planning to add more equipment. We cannot be responsible for the alarm or other equipment not functioning properly if the line capacity is exceeded.

Please inform us if you change your telephone service supplier

Telephone line faults

If your telephone line is out of order, your Careline alarm will not be able to make a call to our control centre. If you think there is a problem with your telephone line, check all handsets are in place. If this does not resolve the problem, use your mobile phone or ask your neighbour to report the problem to your telephone line provider. Telephone 151 if you are a BT customer or 0800 0522000 if you are an NTL customer. If the telephone company advises you that the telephone line is ok, contact us and we will investigate the problem further.

We cannot accept responsibility for the alarm not functioning properly due to a telephone line fault or fault with your own telephone equipment.

Faulty Base Unit /Pendant

If your alarm base unit or pendant is fault we aim to rectify this within 2 working days of this fault being reported.

You can contact Careline Administration team on 01268 465151.

Our Address is Basildon Careline
Afflets Court, Moatfield Basildon Essex SS14 2LE
Email Carelineadminbasildon.gov.uk
Webpage: www.basildon.gov.uk/careline