What is Careline?
Phone today to keep living independently
01558 824283
What is Careline?

Careline is a personal alarm service provided by Carmarthenshire County Council.

The alarm is monitored 24 hours a day, 7 days a week, every day of the year, enabling you and your loved ones to have total peace of mind at the touch of a button.

The service attracts a wide variety of people with different needs - from older people who may live alone - providing them with the knowledge that help is always at hand - to those living with medical conditions, learning difficulties or maybe mobility problems - enabling them to continue living independently.

It also provides security for family members knowing their loved ones can access help immediately, if they need it.

Do you think a Careline may help you or someone you know? Call 01558 824283 - we are here to offer support and advice.
How does it work?

The alarm pendant is very simple to use and can be worn around the neck or as a wrist band. It works in your home as well as the garden, leaving you free to get on with your life.

By pressing the red button on your pendant, it connects 24 hours a day to our dedicated call centre. So, if you ever have an emergency or a fall, you are assured to get help quickly.

Quick Facts

• **EASY to use**
  You can call for help any time of the day, any day of the year just by pushing your red button

• **SIMPLE to fit**
  We install your Careline in one visit; within a few days of you telling us you want it

• **VALUE for money**
  You can have total peace of mind from just 36p per day, offering great value for money
It's great to know I can get help should I want it, and quickly
Would Careline work for me?

Our discreet service works for everyone! It is not restricted to just older or disabled people and your personal emergency alarm pendant will work within 50 meters (150 feet) of the base unit.

If you and your family want peace of mind, knowing help is available 24 hours a day, 365 days a year, Careline is for you.

How to apply for an alarm

Applying for an alarm is simple. All you have to do is contact Careline direct on 01558 824283 or visit www.carmarthenshire.gov.uk/careline and we can help you through your easy application.
“I feel safe knowing they are there for me and my daughter feels reassured knowing I have access to Careline because she knows I am in safe hands”
Our promise to you

Below are the service standards you can expect from us if you choose to have a Careline alarm.

We promise to:

• Call for urgent assistance if you need it

• Be available 24 hours a day, seven days a week, every day of the year

• Show you how to use Careline

• Make sure you are happy with the installation and that you understand how to use the service

*We are members of the Telecare Services Association (TSA), an organisation which promotes good practice in alarm receiving centres. We also follow their recommended standards.
Contact Us

For further information about Careline contact the team **day or night** on 01558 824283 or email careline@carmarthenshire.gov.uk. Details can also be found online at www.carmarthenshire.gov.uk/careline.

*Please note, we record all calls to Careline as part of our commitment to training and providing a high quality service.*