Careline provides equipment and monitoring services to people living in their own homes. The service is available 24 hours a day, 365 days a year and gives reassurance and peace of mind that help is never far away.

Careline equipment is particularly useful for people who live alone, feel vulnerable, are disabled or have been the victim of crime. You may want an alarm just so you know that you could get help if you fell and could not reach your phone.

We treat every alarm call as an emergency and will make sure we get you any help needed.

**How is it installed?**

All you need is an electric socket and phone line socket near each other and we can fit the equipment in seconds by simply plugging it in. Your own phone won’t be affected by the alarm unit.

**How does it work?**

An alarm unit connects to the Careline by calling through your phone line. You still have full use of your own phone.

If you need to use the alarm to call for help, you simply press the pendant, which can be worn around the neck or wrist, or the red alarm button on the unit. This will send your call through to us.

Once we receive your call, our advisor will talk to you via the alarm unit which has a built in microphone and speaker. Our fully trained advisors will establish what is needed and will quickly contact the emergency services or your nominated key-holders, depending on the situation.
Key safes

Key safes are small, heavy-duty metal safes that hold your keys securely. We hold the code on our system and only issue it to the emergency services so they can get into your home quickly if you need help.

Key safes are available from local hardware suppliers at low cost and are easy to install yourself.

Costs

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers living in the West Berkshire Council area</td>
<td>From £2.75 a week</td>
</tr>
<tr>
<td>Customers living outside the West Berkshire Council area</td>
<td>From £3.30 a week</td>
</tr>
<tr>
<td>Temporary Alarm (eight weeks or less)</td>
<td>£50 single payment</td>
</tr>
<tr>
<td>Installation</td>
<td>£20 single payment</td>
</tr>
</tbody>
</table>

Extra services

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hiring an extra pendant</td>
<td>£1.15 a week</td>
</tr>
<tr>
<td>Daily reassurance call</td>
<td>From 83p a call</td>
</tr>
<tr>
<td>Monitoring only cost If you have bought your own equipment</td>
<td>From £1 a week</td>
</tr>
</tbody>
</table>

Please note that prices don’t include VAT.

We don’t charge VAT to people who are exempt under HM Customs and Excise guidelines.

Any calls from the alarm will also incur the cost of a local call from your telephone provider.
Get in touch

For more information about our services or to book a free demonstration, please contact our Careline Team:

Phone: 01635 279505

Email: careline@sovereign.org.uk

All calls to the Careline are recorded for training and quality monitoring purposes and covered by Data Protection regulations.

Head office

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