

# CarelinePlus Procedure

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Note: If printed, this document is for immediate reference only. Do not file it, as it will go out-of-date over time and be replaced by newer versions on-line.

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## Profile of Service

The CarelinePlus Service is designed to promote increased independence and quality of life for clients whilst living within the community. It aims to help clients to prolong or regain their independence wherever possible in order to reduce the need for hospital admissions and high-level residential care support. This requires a focus on 're-abling' people leaving hospital in order to improve health outcomes and reduce the chance of hospital readmission. The service provides clients with extra security, and it gives them added confidence in the knowledge that help is available if required at the press of a button. The CarelinePlus Service may be used for a number of reasons including the provision of reassurance to those recovering from in-hospital treatment, to those who are unsteady on their feet and prone to falls, or those who have simply lost confidence in their ability to get help in a crisis.

Additionally, the CarelinePlus Service also includes the provision of Telecare which involves the use of a wider range of sensors that have the ability to detect change and call for help without the client's knowledge.

Telecare solutions currently available include:

- flood, smoke, carbon monoxide, gas, temperature extreme detectors and bogus caller
- fall and bed/chair sensors
- wandering person and property exit detection
- Epilepsy sensors

The team can also provide advice and information on a range of stand-alone equipment including; memory prompts, GPS systems, and 'Canary Monitoring' systems.

CarelinePlus Service also run projects within the service as outlined below:

**Croycare** (free Service to Carers): The CarelinePlus Team responds to carers' emergencies by carrying out an assessment of their circumstances and then deploying relevant services needed for the period of the emergency. All registered carers receive a Croycare card, which states that the holder of the card is a carer and that someone depends on them for their care.

**Community Safety Alarms:** CarelinePlus provides a service for police referrals involving domestic violence or harassment. The Careline system may be programmed so that the client can raise the alarm, with this going straight to the Police without the offender being aware that this is the case. This provides extra security for victims of domestic violence.

CarelinePlus operates 24 hours a day/365 days a year, and the team deliver a front facing response service. They are fully trained and equipped to provide assistance as needed and they carry lifting equipment which helps them to lift and assist clients after a fall.

CarelinePlus services are subject to charging in the same way as other services.