

	Within west Norfolk	Outside of west Norfolk
Installation cost (exc VAT)*	£34.30	£45
Careline Vi		
Weekly rental cost (exc VAT)	£3.15	£3.15
Falls pendant		
Weekly rental cost (exc VAT)	£4.30	£4.30
Sound booster		
Weekly rental cost (exc VAT)	£1.50	£1.50
Smoke alarm (inc VAT)	£57	<small>(when purchased with the alarm unit)</small>
Installation cost (inc VAT)	£17.15	£22.50
Weekly monitoring and maintenance cost (exc VAT)	£0.80	£0.80

C500 Key Safe

- The original Police Accredited key safe
- Highly secure with a security rating from the Loss Prevention Certification Board (LPCB)
- Rust and water resistant, with a weatherproof cover
- Can be fixed to solid brick walls only



How much does it cost?*

	Within west Norfolk	Outside of west Norfolk
Supply and installation of C500 Key Safe (inc VAT)	£77.15	£82.50

*Prices are inclusive of alarm rental, monitoring and maintenance and are correct up to 31 March 2024

To book an installation, or to find out more about which services are available in your area, please get in touch:

T: 01553 616200

W: careline-cs.org.uk

E: careline.operators@west-norfolk.gov.uk



Careline
COMMUNITY SERVICE

Supporting you to live safely and independently in your own home



Borough Council of
King's Lynn &
West Norfolk



Borough Council of
King's Lynn &
West Norfolk




About Careline

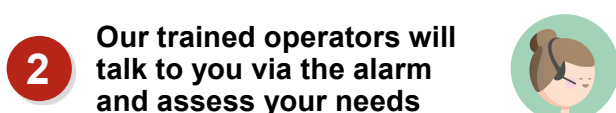
As a Careline customer help is just the touch of a button away. Our monitoring centre responds to calls 24 hours a day, seven days a week, giving you and your loved one's peace of mind that help will arrive when you need it most.

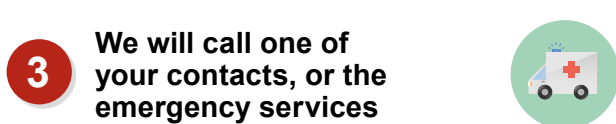
We offer;

- Personal installation service
- No annual contract (cancel any time)
- Free key safe installation in west Norfolk (subject to eligibility)
- Part of the Borough Council of King's Lynn & West Norfolk

How does it work?

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1 Press the button for help
- 

2 Our trained operators will talk to you via the alarm and assess your needs
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3 We will call one of your contacts, or the emergency services

Digital Switchover

In 2017 BT announced plans to turn off their analogue telephone network and switch over to a faster digital system by 2025. This change will affect everyone who uses a landline telephone and any telecare equipment connected to the main BT socket.

Careline Digital Products

Digital Alarm Units (EVA/SEVEN)

- 40–70 hour battery back up in case of electricity failure
- Uses a roaming sim to contact our monitoring centre
- Dual sim for additional resilience
- Plugs into an electrical socket in your home
- Lightweight pendant with up to 300m range from base unit
- Waterproof pendant for use in shower and bath
- Automatic falls detection pendant available**
- Linked peripherals including smoke alarm available at an additional cost



GO Mobile Pendant

- Automated falls detection**
- 2 way speaker phone
- Uses a roaming sim to call through to our monitoring centre
- Uses GPS satellite technology to send your location though to our monitoring centre when you press your button
- Voice alert to let you know when the battery needs charging
- System checks at the press of a button
- Charging duration approximately 3–5 hours from low battery
- Battery duration of 1–2 months depending on use
- Mobile device can be worn anywhere



Please note if you have a pacemaker, the GO must be worn on a belt clip/ring and not around the neck. The wireless charger and GO should be kept at least 25cm away from the pacemaker during charging.

	Within west Norfolk	Outside of west Norfolk
Installation cost (exc VAT)*	£34.30	£45
Careline GO		
Weekly rental cost (exc VAT)	£6	£6
Careline EVA/SEVEN		
Weekly rental cost (exc VAT)	£4.50	£4.50
Careline EVA/SEVEN Advanced (Falls Detection)		
Weekly rental cost (exc VAT)	£5	£5

Grant funding may be available to cover the installation cost if you live in west Norfolk and are in receipt of a qualifying benefit.

Careline Analogue Alarms

Vi Unit

- Analogue unit plugged into main BT socket and electric socket
- Pendant can be worn in the shower
- Has approximately 50m range from the base unit
- 40 hour battery back up if connected into the BT socket (**no battery back up if connected into a digital router/hub**)
- Automatic falls detection pendant available**
- Sound booster available at an additional cost
- Linked peripherals including smoke alarm available at an additional cost



** Some falls (soft or broken falls against a wall or chair) may not be detected by the pendant, so we encourage you to always press the button if you are able to.