



Emergency care alarm

Helping you to live independently

For more information about our services, please call our Careline.

Phone: 0845 310 2950

Fax: 01635 572287

Email: careline@sovereign.org.uk

Website: www.sovereigncareline.co.uk

We will record calls to the Careline.



Sovereign Housing Association Ltd

Berkshire House
22-24 Bartholomew Street
Newbury RG14 5LL
Phone: 01635 572220
Website: www.sovereign.org.uk/south+west

Sovereign Housing Association Ltd is a charitable association and part of The Sovereign Group.



telecare code accredited
Service tailoring
Telecare installation
Call monitoring



Corporate member of
Plain English Campaign

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Committed to clearer communication.

BUSINESS REPLY SERVICE
Licence No RG 1274

Sovereign Careline
Sovereign Housing Association
Berkshire House
22-24 Bartholomew Street
Newbury
RG14 5BR



What is a care alarm?

It is a service that allows you to get help in an emergency:

- within your home or garden;
- at any time of day or night; and
- every day of the year.

How does it work?

The alarm unit we install links through the phone network and connects to our computer system at the Careline. Once your call is accepted, the operator can talk to you without you having to pick up the phone. This is because each alarm unit has a very sensitive microphone and speaker built in.

If you do need to use the alarm to call for help, all you need to do is press the pendant trigger (which can be worn around the neck or on the wrist) or the red alarm button on the unit. This will immediately send your call through to us. Our fully trained operators will be able to quickly contact the emergency services or your nominated key holders depending on the situation. False alarms sometimes happen, but our operators are used to this and will treat all these calls as a test call.

How much will it cost?

We will install the equipment and connect your home to the careline

from as little as £2.75 each week. Please see our Charges and Services leaflet for full details.

Fall detectors and a full range of Telecare devices are available. Visit our website at: www.sovereigncareline.co.uk to view the full product range.

Who needs a care alarm?

Anyone of any age can use a care alarm and they are 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 also offer a fall detector to people who suffer from falls or loss of consciousness. This device is set off as soon as it detects a fall – the person wearing the detector does not need to do anything. If you feel this would be a useful device, please call us to discuss your needs.

How is the care alarm installed?

All you need is an electric socket and phone line socket on the same wall. We can fit the equipment in seconds by simply plugging it in. Your own phone will not be affected by the alarm unit. We can still install an alarm if you haven't got a phone but have an active phone line and socket.

For a free demonstration

Or for more information, please call the Careline on 01635 279505/6/7, email careline@sovereign.org.uk or return this prepaid card.

Your name:

Your address:

Your phone number:

Your email address:

Reference number (if any):

Please contact me:

Morning Afternoon

Evening Anytime