

COMMUNITY ALARM SERVICE

appletree careline

Helping people to remain independent
for as long as possible



Appletree Careline community alarm service is provided by New Forest District Council. A community alarm installed at home provides peace of mind knowing that help is at hand at the touch of a button, 24 hours a day, seven days a week.

What is a community alarm?

A community alarm is a two-way speech system linked to our emergency response centre, where trained operators will answer your call quickly, professionally and efficiently, ensuring that help is arranged. A lightweight alarm button can be worn as a pendant or wrist band and works in the home and garden, giving you the freedom to move around. Offering reassurance, security and the confidence to support independent living.

How does the alarm work?

The alarm unit and button are installed by our trusted and experienced installers who will demonstrate the equipment to you and answer any questions. The alarm unit is plugged into an existing telephone line and nearby electrical socket. Once your alarm is installed simply press the alarm button that you wear or the red button on the unit to be connected to our emergency response centre who will have access to all of your contact details and arrange the help you need.

“ The peace of mind it has given my family is priceless ”

**Mrs Smith
Lymington**

Is the alarm suitable for you?

Appletree Careline community alarms are perfect for anyone of any age 18 - 100+. Our customers include; older, frail, disabled or vulnerable people; those with health issues; at risk of violence or who just want to take proactive steps to maintain their independence.

How much will the alarm cost?

Appletree Careline offer a number of options to suit your individual needs. See our pricelist for details.

You may be VAT exempt if you have a disability, injury or illness.

- Quick and easy to install
- Can be used in the home and garden
- No need to remember any numbers
- Simply press the button to connect to our emergency response centre
- 24 hours a day, seven days a week 365 days a year

Additional equipment

Additional equipment can also be programmed to the alarm.

The most popular devices we offer are a fall detector, smoke detector and carbon monoxide detector, they will all automatically trigger a call without the need to press a button.

More complex equipment is available on request.

““ The staff are so helpful and professional, great service ””

**Mr Barnes
Lyndhurst**

““ Help is always there if and when I need it ””

**Mrs Williamson
Totton**

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Please contact us for further information or to discuss
how we can tailor our service to best assist you.

023 8028 5523

appletree.careline@nfdc.gov.uk

newforest.gov.uk/appletreecareline