

Careline Review Survey Report 2026

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1. Summary

Questionnaire format: *Web/Paper*
Responses: *700*
Date range: *26.2.26 to 22.4.26*

2. Introduction

We asked local people to share their views on the future of the Careline service. Service users, their families and carers, along with residents and local partner organisations, were invited to have their say in a public consultation, which ran from 26 February until 22 April 2026.

Careline has for many years supported residents who self-funded their support as well as residents receiving social care funding via Derbyshire County Council. Derbyshire County Council undertook a review and procurement exercise and in April 2026 moved residents with funded care plans to a different provider. Chesterfield Borough Council sought to continue the provision on the basis that the service would cover its own running costs – and not add further strain to the Council's budget position.

However, despite the commitment of staff, careful financial management, and ongoing efforts to reduce costs and increase income, the Careline service has not been able to secure the customer volumes required for financial sustainability. We now have a responsibility to consult openly on

what the future of the service may look like. As part of this, we are exploring three possible options for the future of Careline:

1. Increasing charges so the service can cover its running costs
2. Finding a new way of delivering the service, potentially with partners or through a different model
3. Closing the service, with tailored support to help people move safely to another provider

A detailed response was received separately from Medequip. This is included at the end of Appendix 1.

3. Executive Summary

The majority of the respondents were current users (61%) or their carers (24%) with 84% of respondents aged 75+. There are high levels of need: 81% mobility-related disability, many with additional conditions. Most respondents were long-term service users (53% using the service for 3+ years).

Pendant alarms (97%) and falls response (69%) are currently the most used services. The service is widely highly valued for safety and peace of mind.

70% of respondents were willing to pay more for the Careline service, but mostly small increases (£5 being the most common). When asked about a possible increase to £28 per week, only 41% said they would be likely to stay and 40% would be unlikely to stay. The key concern for respondents was affordability. Some would leave or seek alternatives; others feel they would have no choice but to pay increased prices due to vulnerability.

57% of respondents are likely to consider moving to another provider if it is cheaper or provides a similar service. If Careline closed 73% would switch to another provider with some relying on family (15%) or emergency services (16%).

If a reduced service option was introduced (8am–8pm falls response) 61% would be unlikely to use the service with 21% likely to use it.

If the service changes or is closed high numbers of respondents said they would need information regarding alternatives (84%) and help with forms (34%). Many would rely on family support.

98% of respondents said that Careline is extremely/very important. It is seen as essential for the vulnerable and elderly people and also reducing pressure on emergency services

Suggestions from respondents were mixed, but key ideas included financial solutions (cost-saving, funding), partnership working, improving publicity and uptake.

35% of respondents believe that the changes would affect people within protected groups under the Equality Act 2010, particularly older people and those who are disabled. Other concerns included those people who are financially vulnerable and living alone

The full results of the survey are shown below. Please note responses may not add up to 100% due to rounding.

4. Questionnaire results

Section A: About you

1. Please provide the first part of your postcode.

637 responses were received to this question.

Please provide the first part of your postcode.		
	No.	%
DE4	4	0.6%
LS1	1	0.2%
S18	34	5.3%
S21	3	0.5%
S40	216	33.9%
S41	168	26.4%
S42	50	7.9%
S43	126	19.8%
S44	22	3.5%
S45	9	1.4%
SK13	1	0.2%
SK22	1	0.2%
SK23	2	0.3%

2. Are you (*please tick*):

700 responses were received to this question.

Are you:		
	No.	%
A current Careline service user	429	61.3%
The carer/relative of a Careline user, responding on their behalf	165	23.6%
A member of CBC staff supporting the Careline user with their response to this survey	50	7.1%
A member of the public	32	4.6%
A partner organisation	12	1.7%
Other	12	1.7%

N.B If a responder ticked that they are a member of staff supporting the Careline user with their response to the survey they were asked to provide their name at this point.

2a. If a responder ticked that they are a partner organisation or another group they were asked to provide further details. 17 responses were received, as follows:

If you are a partner organisation or another group please provide further details:
Carelink Community Alarm & Falls Response Service (High Peak) Chesterfield Royal Hospital NHS The Volunteer centre chesterfield Derbyshire Community Health Care Bolsover District Council Derbyshire Light Medical Care provider

relative of a former client
 Mother was a user of this before being admitted to a care home
 Dad previously had Careline, died in 2021.
 Daughter of careline user
 Tenant
 Occupational Therapist
 Health worker
 I work for care link as a responder
 Manager of Housing Association monitored by Careline

N.B. At this point in the survey respondents answering on behalf of a partner organisation, as a member of the public or another group were asked to proceed to ‘Section D: Reviewing the service – your views’ (paper survey) or were automatically routed to Section D (electronic survey).

3. Please tick any of the following which apply to you:

602 responses were received to this question.

Please tick any of the following which apply to you:		
	No.	%
I am disabled - affecting mobility	487	80.9%
I am disabled - affecting hearing	163	27.1%
I am disabled - affecting vision	118	19.6%
I am disabled - a learning disability	12	2.0%
I am disabled - affecting mental health	63	10.5%
I have another disability	39	6.5%
I prefer not to say	19	3.2%
I have another condition which means I need support. Please provide further details below:	112	18.6%

3a. I have another condition which means I need support. Please provide further details below:

222 responses were received. Full details are contained within Appendix 1.

4. My age (please tick):

644 responses were received to this question.

My age:		
	No.	%
18 to 24 years	0	0.0%
25 to 34 years	0	0.0%
35 to 44 years	3	0.5%
45 to 54 years	6	0.9%
55 to 64 years	29	4.5%
65 to 74 years	64	9.9%
75 years and over	540	83.9%
Prefer not to say	2	0.3%

Section B: Your use of the service

5. How long have you used the Careline service for? *(please tick)*

639 responses were received to this question.

How long have you used the Careline service for?		
	No.	%
Less than 1 year	90	14.1%
Between 1 and 3 years	206	32.2%
More than 3 years	339	53.1%
N/A	4	0.6%

6. Which features of Careline do you use? *(please tick all that apply)*

633 responses were received to this question.

Which features of Careline do you use?		
	No.	%
Pendant alarm	614	97.0%
Smoke alarm	51	8.1%
Monitoring	254	40.1%
Falls recovery service	437	69.0%
Bed sensor	5	0.8%
Chair sensor	0	0.0%
Night time support	68	10.7%

6a. Other, please specify:

38 responses were received to this question.

Other, please specify
Base unit/speaker Carer burnt my legs and stomach after dropping a cup of coffee Careline attended Has careline for peace of mind He has have used the falls service but is hoisted Husband has pendant I have bracelet alarm. It gives peace of mind when I am infrequently on my own. My understanding is that if I were to fall or be seriously poorly I could press my pendant. Only used for four weeks a year whilst wife on respite. Peace of mind x 16 Pendant alarm never used. Support when ill or needing other help other than falls. Check in phone calls when family are away Telephone type of black box Watch x 2 wife is a carer for her husband. Needs the support of a falls pick up service Wrist alarm x 7

Section C: Reviewing the service – Options

One option under consideration would be to increase the price which is charged to service users

7. Would you be prepared to pay more to keep the Careline service you receive? (*please tick*)

663 responses were received to this question

Would you be prepared to pay more to keep the Careline service you receive?		
	No.	%
Yes	441	69.7%
No	114	18.0%
Don't know	78	12.3%

7a. If yes, how much more would you pay per week? (*please tick*)

422 responses were received to this question

If yes, how much more would you pay per week?		
	No.	%
£5	200	47.4%
£10	85	20.1%
£15	68	16.1%
£20	30	7.1%
£25	18	4.3%
£30	21	5.0%

To balance costs the price of the Careline service will need to increase to £28 per week. If service user numbers drop below 800, prices would need to increase further.

8. How likely or unlikely would you be to remain a Careline customer if the prices were to increase to £28 per week? (*please tick*)

636 responses were received to this question

How likely or unlikely would you be to remain a Careline customer if the prices were to increase to £28 per week?		
	No.	%
Highly likely	137	21.5%
Very likely	124	19.5%
Neutral	71	11.2%
Unlikely	87	13.7%
Highly unlikely	165	25.9%
Don't know	52	8.2%

9. What would the impact be on you if Careline prices were to increase?

469 responses were received to this question. These are contained within Appendix 1 and themed accordingly. A summary of the key themes raised is below:

Theme number	Theme	Number of times the theme is raised within the comments, most popular first
3	Affordability	262
2	Prepared to pay more	72
4	Leave the service / move to another provider	57
1	No impact	42
6	Vulnerable / high risk of falls	36
11	Other	20
8	Impact on Mental Health	14
5	Rely on emergency services	11
9	Family support	11
7	Require further advice / support	6

10. If another telecare provider could offer similar services at a similar or lower cost how likely or unlikely would you be to consider moving to them? *(please tick)*

633 responses were received to this question

If another telecare provider could offer similar services at a similar or lower cost how likely or unlikely would you be to consider moving to them? <i>(please tick)</i>		
	No.	%
Highly likely	155	24.5%
Very likely	205	32.4%
Neutral	110	17.4%
Unlikely	63	10.0%
Highly unlikely	44	7.0%
Don't know	56	8.8%

Another option under consideration would be to alter the service that we provide

11. If we were to offer a falls response service that was only available between 8am and 8pm (meaning that if you were to fall after 8pm the ambulance service or your family or friends would help you) how likely or unlikely would you be to register for this? *(please tick)*

631 responses were received to this question

If we were to offer a falls response service that was only available between 8am and 8pm (meaning that if you were to fall after 8pm the ambulance service or your family or friends would help you) how likely or unlikely would you be to register for this?		
	No.	%
Highly likely	30	4.8%
Very likely	100	15.8%
Neutral	74	11.7%
Unlikely	167	26.5%
Highly unlikely	216	34.2%
Don't know	44	7.0%

10a. Would you consider using one provider for telecare services and a different provider for falls response services?

625 responses were received to this question

Would you consider using one provider for telecare services and a different provider for falls response services?		
	No.	%
Yes	234	37.4%
No	201	32.2%
Don't know	190	30.4%

A further option would be to close the Careline service

11. What would you be likely to do if Careline were to close? *(please tick all that apply)*

630 responses were received to this question

What would you be likely to do if Careline were to close?		
	No.	%
Move to a different provider	461	73.2%
Get help from family and friends	93	14.8%
Stop getting any support and rely on the ambulance service	99	15.7%
Don't know	93	14.8%

11a. Other, please provide more details:

108 responses were received to this question. These are contained within Appendix 1 and themed accordingly. A summary of the key themes raised is below:

Theme number	Theme	Number of times the theme is raised within the comments, most popular first
1	Would want a similar approved service	33
4	Family support to help with organising new service	20
5	Availability of support in the event of a fall, vulnerability	20
9	Other	19
3	Impact on emergency services	14
2	Would like support to receive and understand information on alternative services	8
8	Don't close careline	7
6	Financial impact	4
7	General medical / emotional support	2

12. If you were to move to another provider what help or support do you think you might need? (please tick all that apply)

576 responses were received to this question

If you were to move to another provider what help or support do you think you might need?		
	No.	%
Information and contact details for other providers	481	83.5%
Support with form filling	195	33.9%
Digital support (e.g. booking appointments online, sending emails)	117	20.3%
Don't know	90	15.6%

12a. Other, please provide more details:

80 responses were received to this question. These are contained within Appendix 1 and themed accordingly. A summary of the key themes raised is below:

Theme number	Theme	Number of times the theme is raised within the comments, most popular first
2	Support from family / friends	37
5	Other	17
1	Support finding alternative providers	16
4	No support needed	7
3	Support completing forms	5

13. Please provide any further comments regarding the help or support you might need here:

137 responses were received to this question. These are contained within Appendix 1 and themed accordingly. A summary of the key themes raised is below:

Theme number	Theme	Number of times the theme is raised within the comments, most popular first
1	Would like a similar service to Careline	53
2	Would like more information / support moving to new service	30
5	Other	27
6	Support from family	21
3	Emergency services	9
4	No support needed	4

Section D: Reviewing the service – your views

14. How important do you think the Careline telecare and falls response service is to the community? (*please tick*)

56 responses were received to this question

How important do you think the Careline telecare and falls response service is to the community?		
	No.	%
Extremely important	49	87.5%
Very important	6	10.7%
Moderately important	0	0.0%
Slightly important	0	0.0%
Not important at all	1	1.8%

14a. Please explain your answer below:

42 responses were received to this question. These are contained within Appendix 1 and themed accordingly. A summary of the key themes raised is below:

Theme number	Theme	Number of times the theme is raised within the comments, most popular first
1	Essential support for vulnerable people	33
2	Impact on emergency services	10
3	Other	3

Careline prices will need to increase to £28 per week for the service to be cost neutral. If service user numbers drop below 800, prices would need to increase further.

15. What would the impact be on you / your service if Careline prices were to increase?

50 responses were received to this question. These are contained within Appendix 1 and themed accordingly. A summary of the key themes raised is below:

Theme number	Theme	Number of times the theme is raised within the comments, most popular first
1	Financial impact	25
6	Would continue to use the service	11
5	No impact	9
7	Other	4
2	Impact on other service providers	3
4	Would cease to use the service	3
3	Impact on emergency services	2

A further option would be to close the Careline service.

16. What would be the impact on you / your service if Careline were to close?

52 responses were received to this question. These are contained within Appendix 1 and themed accordingly. A summary of the key themes raised is below:

Theme number	Theme	Number of times the theme is raised within the comments, most popular first
2	Impact on service users	30
3	Impact on emergency services	10
4	Alternative providers	7
1	Impact on other service providers	6
7	Other	6
6	Impact on families	4
5	No impact	3

Suggestions and ideas

17. Do you have suggestions for alternative options that we can consider?

314 responses were received to this question. These are contained within Appendix 1 and themed accordingly. A summary of the key themes raised is below:

Theme number	Theme	Number of times the theme is raised within the comments, most popular first
2	None / Don't know	103
5	Financial / budget suggestions	92
1	Partnership working	47
6	Improve publicity	29
8	Alter the service provision	23
9	Other	22
3	Continue the service	11
4	Prepared to pay more	5
7	Close Careline	3

Equality and accessibility

18. Thinking about the Equality Act 2010 which protects individuals from discrimination, do you believe the options being considered as part of the Careline review would have specific impacts on any protected groups?

672 responses were received to this question.

Thinking about the Equality Act 2010 which protects individuals from discrimination, do you believe the options being considered as part of the Careline review would have specific impacts on any protected groups?		
	No.	%
Yes	238	35.4%
No	142	21.1%
Don't know	292	43.5%

18a. Please provide your comments below:

221 responses were received to this question. These are contained within Appendix 1 and themed accordingly. A summary of the key themes raised is below:

Theme number	Theme	Number of times the theme is raised within the comments, most popular first
4	Age	97
5	Disability	91
3	Vulnerable	50
7	Other	47
2	Financial	41
6	Lone dwellers	13
8	Protected characteristics general comments	8
1	Don't know	2

Final comments

19. Do you wish to add any final comments?

455 responses were received to this question. These are contained within Appendix 1 and themed accordingly. A summary of the key themes raised is below:

Theme number	Theme	Number of times the theme is raised within the comments, most popular first
1	Positive comments supporting Careline	180
8	Other	86
2	Don't close Careline	84
4	Affordability	51
6	Impact on other services	29
7	No	27
5	Budget suggestions	26
3	Prepared to pay more	10
9	Publicity	6

