



Chesterfield Careline



24/7 falls recovery and call monitoring service

Providing peace of mind for independent living

Covering Chesterfield and surrounding areas



CHESTERFIELD
BOROUGH COUNCIL

How does Chesterfield Careline work?



Pendant button or sensor is activated to alert or summon assistance



Unit is activated and connects to the Chesterfield Careline call centre



A trained operator will answer your call. They will have access to details you have provided in case of an emergency



If an installation is required this will be arranged by the operator and could be our falls recovery service, other emergency services or your chosen contacts

Falls response and call monitoring available 24 hours a day, 365 days a year.

Service includes:



24/7 Falls recovery and call monitoring service included in our standard package



Fully trained responders covering Chesterfield and surrounding areas



A range of digital monitoring equipment to support and assist with independent living, all without the use of a telephone line

Please contact us to discuss your needs and arrange an installation:

0300 303 3378



queries.careline@chesterfield.gov.uk



www.chesterfield.gov.uk/careline

(Visit the website to complete an online form)

Chesterfield Careline



July 2025

What is Chesterfield Careline?

Chesterfield Careline is a 24/7 falls recovery and monitoring service which supports people with varying needs to enable them to stay independent in their own homes.

By wearing a pendant you can place an emergency call at the touch of a button, night or day, every day of the year, straight to a Chesterfield Careline operator.

On receiving and assessing the call the operator will take the most appropriate action for your needs. If you require assistance or you have had a fall, we will send out one of our fully trained response officers. If you have had a fall the response officer will conduct basic health checks including your temperature, blood oxygen level and blood pressure, and assess you for any obvious injuries. If they can move you safely, they will lift you using specialist equipment and help you to get comfortable.

If necessary, the response officer will get in touch with your emergency contacts and medical professionals, or if more urgent care is needed, they will contact the emergency services.

Why have Chesterfield Careline

Our service is available to everyone whatever your health and wellbeing needs, but is particularly beneficial for people who:

- have mobility or other health issues
- are living with long term conditions
- do not have family or support close by
- are at high risk of falls
- are home from hospital or respite
- live alone

Monitoring Service

- All pendant and alarm products are connected via a digital unit with a range of up to 300 metres
- Pendants can be worn in the home or garden providing 24/7 support on hand at the touch of a button
- Providing support to anyone living with long term conditions where immediate contact may be required
- Triage assessments from our operator to make sure you get the right help
- Reassurance for you and your family/carers

Response service

In the event of a fall or other emergency, a member of our fully trained response team will attend quickly.

Response officers are trained to assess and check for injury, carrying out basic observations. On assessment specialist lifting equipment can be used as appropriate, enabling the customer to be lifted comfortably from the floor safely. Emergency services or a medical professional will be contacted as required.

Providing peace of mind for living independently

An increasing number of people are choosing to remain independent and living in their own homes for as long as possible.

Chesterfield Careline enables our customer to live at home independently. We attend over 2300 falls a year, reducing the need for emergency services or admission to hospital.

Equipment

A small digital alarm unit is installed in your home, without the need for an existing telephone line or internet broadband router.

You will be given a water-resistant pendant that can either be worn around your neck or wrist. The pendant has a distance of up to 300 metres so can be worn around the home and garden.

One of our fully trained team will arrange to visit you to assess your needs, install the alarm unit and test the pendant. They will test the system and show you how everything works.

Embracing digital technology

GPS mobile monitoring and a range of assistive technology equipment options are available.

For an additional fee we can install equipment including monitored smoke detectors, fall detectors, bed or chair sensors and GPS locators to your package.

Please contact Chesterfield Careline to arrange an assessment and discuss the equipment which is most suited to your needs.

