

# CareLink Plus

## Support for staying safe at home

Are you worried about staying safe in your home and what would happen if there was a fire, a leak of dangerous carbon monoxide gas or a water leak? CareLink Plus can provide telecare equipment so help is there when you need it.

**Telecare** is the name given to assistive technology which can help you to live safely and independently in the community. Telecare devices are installed in addition to the CareLink Plus alarm unit and pendant alarm button. All telecare equipment is supported by the CareLink Plus monitoring centre, 24 hours a day, 7 days a week.



The **smoke detector** looks similar to a conventional smoke detector and will sound an alarm in your home. It has the additional feature that when activated, it will send a signal to trigger the CareLink Plus alarm unit to call through to the 24hr monitoring centre. CareLink Plus will fit the smoke detector onto a ceiling in your property.

The **temperature extreme sensor** will activate in response to extreme temperature changes in your home. It can detect high or low temperature extremes and when activated it will send a signal to trigger the CareLink Plus alarm unit to call through to the 24hr monitoring centre. This sensor can provide a warning of fire, and is suitable for fitting in your kitchen where a smoke detector may not be appropriate. This can be useful to detect if you have left a pan to boil dry or forgotten to turn the grill off. CareLink Plus will fit the temperature extreme sensor onto a ceiling or wall in your property.



The **carbon monoxide detector** will activate when it detects carbon monoxide gas in your home. This is an odourless poisonous gas that can be released when a faulty gas appliance is used. When activated it will sound an alarm in your home and also send a signal to trigger the CareLink Plus alarm unit to call through to the 24hr monitoring centre. CareLink Plus will fit the carbon monoxide detector onto a wall in your property.

The **flood detector** is placed on the floor near your sink, bath or shower and will activate when it senses water. This is a useful early warning that will alert to taps left running and water overflowing. It will sound an alarm in your home and send a signal to trigger the CareLink Plus alarm unit to call through to the 24hr monitoring centre. Several detectors can be placed in locations around your home.



# Telecare devices are provided to meet your individual needs to help support your independence and safety at home.

**CareLink Plus officers will visit you at home to carry out a thorough assessment of your needs, and your property, to establish the best support for you. Equipment provided will be tested to ensure it will function correctly.**

**How does the system work?** When triggered, the sensors will activate the CareLink Plus unit. This will use your telephone line to open up a call where you can speak to our highly trained staff who will talk to you through the unit and arrange the help you need.

Should you have a fire in your home, East Sussex Fire and Rescue will be called to attend.

If the activation is a false alarm, for your reassurance and safety, voice contact will be maintained until the sensor ceases sounding and resets itself. You will remain in contact with an officer at the monitoring centre until they are certain that whatever situation caused the sensor to activate is passed and you are safe at home.

**Benefits to users** You will have the reassurance of knowing that that if a fire breaks out or there are dangerous temperature extremes in your home an

automatic alarm will be sent to the CareLink Plus 24 hour monitoring centre, ensuring you receive the help you need. The carbon monoxide sensor may be the only way to alert you to the presence of this dangerous poisonous gas should a gas appliance in your home, such a boiler or gas fire, develop a fault.

**Benefits to carers** If you have a carer supporting you at home telecare sensors can activate a pager system carried by your carer to alert them immediately to any problems. A device called a pillow shaker can also be used to wake your carer at night in response to any alarm calls generated by telecare sensors or your pendant alarm button.



**Contact CareLink Plus for further information or to arrange for a home assessment**

**Tel** 0300 123 3301

**email** Carelinkplus@brighton-hove.gov.uk  
**or via our website**

[www.brighton-hove.gov.uk/carelinkplus](http://www.brighton-hove.gov.uk/carelinkplus)

**Deaf or hearing impaired callers can text on 07908 823134.**



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## Translation? Tick this box and take to any council office

ترجمة؟ ضع علامة في المربع وخذها إلى مكتب البلدية. Arabic

অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান। Bengali

需要翻译? 请在这方格内划勾, 并送回任何市议会的办事处。Cantonese

ترجمه؟ لطفاً این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید. Farsi

Traduction? Veuillez cocher la case et apporter au council. French

需要翻译? 请在这方格内划勾, 并送回任何市议会的办事处。Mandarin

Tłumaczenie? Zaznacz to okienko i zwróć do któregośkolwiek biur samorządu lokalnego (council office). Polish

Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office). Portuguese

Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz Turkish

other (please state)

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