



**Carelink**  
**Technology Enabled Care Services**  
**Catalogue**  
Revised March 2026



Derby City Council

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### **Equipment Pricing and Product information:**

The Customer hereby acknowledges that the Equipment, which has been loaned, shall at all times remain the property of Carelink and agrees that the Equipment, or any part thereof, shall not be sold or otherwise disposed of except by way of return to Carelink.

Carelink offers multiple different lifeline products from brands such as Tynetec and Chiptech, prices may be different depending on additional equipment required by the customer.

Carelink offers both Tynetec and Chiptech falls pendant which cost different prices and this solely depends on initial set up and any additional equipment required to which brand of lifeline will be installed at the customers property.

The goal of technology-enabled care services is to assist and enhance a person's daily activities by enabling them to live independently in their own home. Our equipment can be used to help support new or existing care packages as well as independently, customers can rest easy knowing help is available around-the-clock.

Carelink runs 24 hours a day, 365 days a year, giving you and your family that peace of mind.

Our range of Digital Telecare devices provide a simple solution when there is no landline. By 2025 Open Reach plan to upgrade all their telephone lines from analogue to digital.

### **Lifeline and Pendant - £7.45 per week**



Pendant Alarms are the perfect solution for elderly or disabled people living on their own. They offer unparalleled peace of mind with minimal intrusion. The lifeline alarm service is made up of two parts: the lifeline alarm base unit and the pendant. Once the alarm unit has been installed, individuals can choose to wear the pendant around the neck or wrist. The alarm unit needs an electrical socket within 3 meters. If the alarm is ever disconnected from a mains supply, there is a backup battery which can last up to 7 days

#### **Please note:**

Battery life depends on individual use cases, excessive use whilst no power is connected can severely impact how long the battery lasts without power, The lifeline systems alert Carelink when it has detected a power failure, Carelink will contact you or next of kin to ensure that the lifeline is connected to power.

### **Additional Pendant - £1.50 per week**



This is a standard pendant that can be linked to the lifeline alarm so that more than one person in the property can have a pendant to make an emergency call.

**Please note: Replacements of lost or damaged pendants is a one-off charge of £49.30.**

### **Optional Dexterity Aid**

When fitted to a standard personal pendant this elegantly designed adapter provides a much larger surface area for button activation. This enables those with limited dexterity to easily make a call should they require assistance.

### **Falls Pendant - £1.50 to £2.00 per week**

Chiptech Falls Pendant  
£1.50 per week extra



Tynetec Falls Pendant  
£2.00 per week extra



The wrist worn fall detector provides reassurance when it's needed the most. It can be used as a wrist worn pendant in addition to its fall detection capabilities.

Using intelligent algorithms, the device constantly monitors the activities of the individual and automatically raises an alert should it believe that a fall has taken place.

The fall detector has been designed for user comfort with contoured ergonomics and elegant aesthetics.

### **Pull Cord - £1.50 per week**



The radio pull cord can be strategically placed around the home in order to provide the service user with a convenient means of summoning help in an emergency. When activated by a single pull of the cord a call will be generated to the monitoring centre.

A pull cord is an essential requirement for the times when a personal trigger may not be worn, such as in the shower or bath giving the user an extra means of raising an alarm call

### **Jellybean Switch - £1.50 per week**



The Jellybean switch is for people with limited movement, the jellybean button trigger is sensitive enough to recognise the slightest touch in order to activate an alarm call. It will be positioned wherever the user requires it for example on a wall next to the bed or on a wheelchair so that it is easily accessible to the user.

### **Bogus Caller Button - £1.50 per week**



The Bogus Caller button is an emergency alert button that is installed at the front door or area where the individual feels at risk. It allows an alarm call to be easily and discreetly placed to the monitoring centre. When pressed, the Bogus Caller activates a silent call in a listen-in mode allowing the Carelink call handlers to listen-in and assess the situation before taking appropriate action. The call will be open Incidents and conversations will be automatically recorded and may be used as evidence.

### **Smoke detector - £1.50 per week**



Smoke from a fire is detected by the device, which then gives off an alarm to warn the occupants. The ideal position is on the ceiling, in the room to be protected, where there is a risk or in a central location of the property such as the hall or landing. Ideally a smoke detector should be installed on each level of the home.

### **Heat Detector - £1.50 per week**



The heat detector detects a rapid increase in temperature in the kitchen area, such as caused by a pan/microwave fire where there is a risk of fire due to cooking, but a smoke detector cannot be used.

### **Carbon Monoxide Detector - £1.50 per week**



It detects poisonous Carbon Monoxide gas which can be produced from a faulty gas appliance such as cooker or fire.

### **Flood Detector - £1.50 per week**



A flood detector will be on the floor in the room to be protected. It is free standing and may be hidden behind a toilet bowl or a sink pedestal. It will detect water for example if a bath has been left running and overflows. The flood detector is suitable for individuals with memory or cognitive problems who may forget that they have left water running.

### **Extreme Temperature Sensor - £1.50 per week**

The extreme temperature detector is normally used in the kitchen where there is a risk of fire, but a smoke detector cannot be used. It detects a rapid increase in temperature as caused by a pan / microwave fire. It does NOT detect smoke. Suitable for individuals with memory or cognitive problems who are likely to leave saucepan unattended.

### **Passive Infra-Red (PIR) inactivity/ movement sensor - £1.50 per week**



PIR Movement Detector (PIR's) can be used for activity and inactivity monitoring and should be in a central or frequently visited part of the home. If no movement is detected within a pre-set period, an "inactivity" alarm call will be transmitted to the Carelink monitoring centre.

PIR movement detectors can be located at a high level as well as at floor level to monitor when a customer is getting out of bed. As soon as motion is detected by the PIR an alarm a call is triggered, this will alert the carer via a mobile phone or via a lifeline.

### **Property Exit Sensor - £1.50 per week**



The property exit sensor attaches to the door frame. It will alert that someone has opened the door. It can be set to work 24 hours or through a pre-arranged time of the day or night.

If set to work 24 hours, the sensor will alert either the monitoring centre or a carers mobile phone every time the door is opened.

We can also set the sensor to work at specific times of the day or night. This is ideal for individuals with mild dementia or cognitive problems who are at risk of wandering or those who want to remain independent but where someone needs to be alerted if they wander off at inappropriate times.

### **Bed and Chair Sensor - £3.00 per week**



Bed or chair sensors are suitable for individuals who are less likely to wear/press a pendant. The sensor will be placed under the top sheet of the bed or under the cushion seat of a chair. It can do 4 things:

1. Raise an alarm if the person does not go to bed by a previously agreed time
2. Raise an alarm if the person does not get out of bed by a previously agreed time
3. Raise an alarm if the person gets out of bed for longer than an agreed start and end time
4. Turn on a bedroom lamp when the person gets out of bed, and turn it off when safely back in bed (Doro's)

You can use the Magic stick for an airflow mattress ONLY. When the user gets out of bed the sensor recognises that there is no longer any weight on it and begins a countdown, the absence time allowed will have previously been agreed with a carer / family member (e.g., 20 minutes) if the countdown reaches zero and the user is not back in the bed/chair a call will be generated to Carelink. If the user has got back to the bed or chair safely within the absence time no call will be generated.

### **Enuresis Sensor £3.00 per week**

The Enuresis Sensor comprises of the following customised options:

- Foil Bed Mat with Interface Unit
- Cotton Sheet with Interface Unit

If moisture is detected in the bed an alarm call will be transmitted to the Carelink monitoring centre.

## Medication Dispenser - £5.00 per week



The Automatic Medication Dispenser is free standing so can be moved if required and will dispense medications up to 28 times a day dependent on the doses per day. At preprogrammed times, the internal cassette rotates, the alarm signal is heard, the light flashes and the correct dosage will come into view through the opening in the lid. The medication dispenser is programmed into a lifeline unit and normally if after 30 minutes the medication has not been accessed a call to Carelink will be generated. The Carelink Operator will contact any named contacts for the customers and let them know that medication has not been taken. To stop the alarm ringing and dispense the medications, the user merely tilts the dispenser, and the medications fall into the hand or a suitable container. The tipper is available for those with insufficient strength or limited dexterity to lift and dispense their medication.

### **Please note:**

Carelink will need to have a signature from a Next of Kin / Statutory Carer who will be responsible for filling the medication dispenser. The medication dispenser is suitable for individuals with poor memory / dementia or individuals with limited dexterity who are unable to open blister packs or medication bottles.

### **Important Information:**

Carelink staff under no circumstance dispense medication to clients or assist with any medication administration, this is solely the responsibility for the next of kin to manage or for the carers to manage.

## **Hearing Impairment Package - £13.40 per week**

This package includes everything a customer with hearing impairment needs.

The package includes:

- Wired Transmitter
- Flashing Beacon
- A Pager
- Vibrating Pillow
- Smoke Alarm

## **Epilepsy Package - £13.40 per week**

In addition to the digital alarm the package includes a Control box, Bed Sensor, and a built-in universal sensor which activates when the Customer is having Tonic Clonic seizures.

### **Important information:**

**Confirmation in writing is required from an epilepsy specialist nurse or neurologist before an epilepsy sensor can be installed. The seizures must be tonic clonic for installation to be approved. Must have been agreed before installation. A responsible person will be required to check and test the equipment weekly.**

Contact Us

Telephone: 01332 642203

Email: [Carelink@derby.gov.uk](mailto:Carelink@derby.gov.uk)

Web: [www.derby.gov.uk/yourlifeyourchoice](http://www.derby.gov.uk/yourlifeyourchoice)

We can give you this information in any other way, style or language that will help you access it. Please contact us on **01332 642203** or **[derby.gov.uk/signing-service/](http://derby.gov.uk/signing-service/)**

#### **Punjabi**

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਇੱਥੇ ਸੰਪਰਕ ਕਰੋ: **01332 642203** ਜਾਂ **[derby.gov.uk/signing-service/](http://derby.gov.uk/signing-service/)**

#### **Polish**

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku. Prosimy o kontakt: **01332 642203** lub **[derby.gov.uk/signing-service/](http://derby.gov.uk/signing-service/)**

#### **Slovak**

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Prosím, kontaktujte nás na tel. č.: **01332 642203** alebo na stránke **[derby.gov.uk/signing-service/](http://derby.gov.uk/signing-service/)**

#### **Urdu**

یہ معلومات ہم آپ کو کسی دیگر طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس ننگ رسائی میں آپ کی مدد کرے۔ براہ کرم **01332 642203** ٹی پر ہم سے رابطہ کریں **[derby.gov.uk/signing-service/](http://derby.gov.uk/signing-service/)**



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