



BID SERVICES

Careline - Birmingham City Council

Careline is a 24-hour emergency contact service provided by Birmingham City Council. Careline is available to older people and anyone who feels vulnerable, has a disability or medical need.

You must have a working telephone line in your home for this service to work.

How does Careline work?

The Careline system works in two parts.

The first part is a base unit which is attached to your telephone. The second part is a pendant which can be worn around the neck or the wrist. If you have a fall or need assistance, the wearer can press the pendant. This then sends a signal to the base unit and the Careline operators will contact the emergency services for you and/or one of your responders, which is someone you have named as emergency contact that can get to you quickly.

Careline can also provide advice and install a range of additional telecare equipment such as fall detectors at additional costs.

How to apply for Careline service

To apply for Careline service, there is an online form to fill out or you can download the application form and post to the below address or email.

Careline Service
Unit 5 Holt Court,
Heneage Street West,
Birmingham, B7 4AX

Telephone: 0121 303 3826

Email: careline@birmingham.gov.uk

BID's ACCESS Service can help you with this if you need support.

If you would like further support, please contact:

Email: access@bid.org.uk **Telephone:** 0121 246 6100 **Mobile/Text:** 07595 086540

Visit our website: www.bid.org.uk