



Careline

COMMUNITY SERVICE

2026 Newsletter

Price increase

Due to the rising costs of operating our care alarm service, we need to increase our prices this year for only the second time since 2022.

Prices will increase from 1st April 2026 – your new pricing is shown on your invoice enclosed.

Despite this, Careline Community Service remains very competitive and excellent value for money. Our expert team of installers visit you in person, you're not tied in to an annual contract, and we take the time to make sure everything is explained carefully. We'll even guide you through the digital switchover to help keep you safe.

Happy Birthday Careline!



Careline Community Service is 40 this year! We started installing alarms and taking calls in 1986, so we're one of the longest running telecare services operated by a Borough Council. We'll be celebrating this at a public event at King's Lynn Town Hall on Wednesday 20th May. We offer:

- personal visits for alarm installations
- no contract "lock in" period (cancel anytime)
- no upfront rental fees
- friendly, honest service with no sales tactics



Here's to the next 40 years!

Digital switchover

The digital switchover of phone lines is happening. BT's infrastructure company, Openreach, is working with the telecoms companies to switch landlines to digital by the end of January 2027. **If you still have an alarm that plugs into your phone line**, our installer Andy (below) will be in touch this year to upgrade your alarm to digital too. This type of alarm is safer, as it doesn't need a phone line.



In the meantime, if you receive a letter from your phone company saying they need to switch your line and offering an engineer visit - **don't ignore it!** Book the engineer by calling the number on the letter, then call us to let us know.

Pay the easy way!

If you're not already, paying by Direct Debit is the easiest way to pay for your care alarm. It costs nothing extra and renews automatically every year, so you don't need to do anything. Call us on 01553 616200 to get yours up and running.

Please note the payment will show on your bank statement as "Sundry debt".



Did you know?



In 2025 our Careline call centre took 60,350 calls:

2,847 resulted in ambulance callouts



177 required the fire services to attend

1,781 number of falls recorded



Our annual infographic above gives a handy overview of our service and the support we give to our clients. Our alarm receiving centre (ARC) takes over 1,000 calls a week!

Digital switchover questions (FAQs)

Q) Will I lose my landline or my phone number because of the switchover?

A) No, you'll keep your landline and your phone number for as long as you want them.

Q) What about my extension phones?

A) To connect your extension phones after your line is switched to digital, use a Digital Voice Adapter. If you need one, ask your phone company for one when they switch your line. It should be free. You'll need one for each phone that's plugged into an extension socket.

Q) Is a digital alarm more expensive?

A) The weekly rental is a little higher, but there are no call charges and it will be safer and more reliable than an alarm that uses a phone line, especially if there is a power cut.

Q) I've switched to a digital line and my answerphone has stopped working. Why is this?

A) Digital lines include a free answerphone service, 1571, which answers after 4 rings. If your answerphone is set to 6 rings, it won't take your messages. Alter the number of rings by calling 1571 from your landline and changing the settings.

Is your keysafe registered?

If you have a keysafe you should give the access code to trusted friends, neighbours, carers or relatives, so that they can check on you if you call for help. But did you know you should also register it with the **ambulance service**? If an ambulance crew is called and they can't get in, they may call the fire brigade to gain access. Register your keysafe at:

www.eastamb.nhs.uk/Keysafe-Access-Form

or ask someone you trust to do this for you, so the ambulance crew can open your door if they need to.



Careline events & talks

We're always out and about at events and giving talks to community groups, coffee mornings and health professionals about care alarms, the digital switchover and other support we can offer.

If you would like us to attend your event or give a talk, please call us on **01553 616200**, or email:

careline.operators@west-norfolk.gov.uk



Get in touch!

Contact us using the contact forms on our website anytime: careline-cs.org.uk, or by phone on 01553 616200 during office hours (9am–5pm Monday to Thursday, 9am–4.45pm on Fridays)



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Borough Council of
**King's Lynn &
West Norfolk**

