

Careline Survey Report APPENDIX 1

Contents

Q3. I have another condition which means I need support. Please provide further details below:	2
Comments broken down by respondent groups and per theme.....	7
Q8. What would the impact be on you if Careline prices were to increase?	7
Q11.a What would you be likely to do if Careline were to close? Other, please provide more details:.....	21
Q12a. If you were to move to another provider what help or support do you think you might need? Other, please provide more details below:	25
Q13. Please provide any further comments regarding the help or support you might need here:	28
Q14a. How important do you think the Careline telecare and falls response service is to the community? Please explain your answer below:	33
Q15. What would the impact be on you / your service if Careline prices were to increase?.....	36
Q16. What would be the impact on you / your service if Careline were to close?	38
Q18a. Thinking about the Equality Act 2010 which protects individuals from discrimination, do you believe the options being considered as part of the Careline review would have specific impacts on any protected groups? Please provide your comments below:	50
Email received from Medequip 20.4.2026.....	77

Q3. I have another condition which means I need support. Please provide further details below:

Hydrocephalous and Alzheimer's
Needs hip replacement
Alzheimer's
Risk of Hyponatremia
Heart and lung failure, closing wind pipe and vocal chords
End of life care - fragility- neuropathy in hands at risk of falls
Frailty
Incontinent
Temporarily - Balance is not very good
Husband has Dementia
Housebound and unable to cope with change.
Dementia
Poor balance after damaged hip and badly broken elbow. Using walking stick and issues standing for periods.
Complications with eyes, have depression.
Replacement
Heart failure, dementia
Husband has dementia, can't talk very well.
Deaf
Frail
Parkinsons Disease
I am 89 years of age and unsteady on my feet and live alone independently.
Heart Condition
I'm frail
Vascular dementia and Alzheimers
Heart problems
Asthma, Non Epileptic seizures
My balance is compromised
I have a really bad back which causes and poor mobility and needs Careline
None
Epilepsy vascular dementia falls
Vision affected
COPD, Stent fitted
Asthma
I need a walker to get around and I have had falls. Previous broken hip
Problem with my joints and that affects my ability
Starting to get confused
Diabetic, Glaucoma
Partially sighted
Wears hearing aids and has had two mini strokes
Rheumatoid Arthritis, Blue Badge
Spinal injury. X is in a wheelchair. at risk of falls especially when going to the bathroom at night.
Spinal injury
Can't walk very well
Trouble walking
Parkinson's disease
T.I.A. possible falls
Elderly and can only walk with aids and difficulty and have a club foot
I need support when I fall.
Dementia and mixed Alzheimer's diagnosis
Currently wearing Catheter so needs support changing etc

Poor balance assistance needed when fallen
Anxiety
Diabetes, heart and kidney condition
Terminal cancer
Alzheimer's
Type 2 Diabetes (requiring insulin) and sleep apnoea hypopnoea (Use CPAP machine and face mask when asleep)
I had open heart surgery in 1985
Had a bad fall in 2024 which now affects my mobility, I also have bad hearing and eyesight.
Elderly, lives independently, uses a Zimmer frame.
Memory loss
COPD, diabetic
Has very limited mobility
Customer is disabled.
Osteopenia
Vascular dementia
Hearing aids, and hip replacement
Dementia Diabetic
Parkinson's Disease and dementia
Parkinsons disease - AF - Heart failure
Dad has Alzheimer's. Mum has severe anxiety.
Hard of hearing won't wear hearing aids. Registered blind.
Requires help due to old age and reduced mobility
Epileptic
Tinnitus/shoulder repair due to a mugging/ AGE 92
McCardle's Disease
Angina
Have falls and dizziness
Not disabled, but 89 and live alone.
Elderly
Neuropathy and oedema in feet and legs and dizzy spells.
I have memory problems, cognitive impairment, and am prone to falling.
Heart failure.
Mobility issues
Diabetic
Dementia
COPD
COPD and asthma
Vascular dementia
Stress
Housebound, limited mobility.
Falls often due to disability
Heart problems
Amputee with prosthetic leg, cannot get up from floor when I fall.
Advanced Parkinson's Disease and Parkinson's Dementia
Severe arthritis
Dementia, secondary lung cancer
Additional support as I live alone
Elderly, frail and housebound
Had a bad fall and broke femur- careline gives me peace of mind
Cancer, infrequent falls
Frail with mobility issues. Have heart condition and had two strokes in 2025.

Early onset Alheimers
Kidneys
On own and had a fall in the past.
Stroke
Dementia
Cancer, shortness of breath.
Mobility is not great, age related.
Heart related
Blood pressure
CKD, CVD
Cancer
Leaking heart valve, Meniere's disease
Have carers
Walking aid
Heart failure and asthma.
Diabetes. Spinal surgery with nerve damage.
Parkinsons
I have age related disability and have issues with my leg.
Stroke
I have balance problems
Blood cancer
I have heart failure and lung disease
Heart problems Angina
Housebound
Heart disease /COPD
Has a back injury, nerve damage, difficulty walking.
Has a walking frame. Hearing aids and is partially sighted. Daughter was at the visit and provides support to X.
Both use walking sticks. X has epilepsy. Tinnitus. cataracts and glaucoma. Alzheimer's affects balance.
Both using walking sticks. X has epilepsy. Tinnitus. Cataracts and Glaucoma. Suffer from anxiety. Alzheimer's affects balance.
Very disabled due to arthritis and bad back. Also has polycythaemia
Wife has Parkinsons and husband has had two falls recently.
Wife has Parkinson's and husband has had two falls recently. Both ended up in hospital at the same time due to falls.
Hearing impaired and vertigo
Dementia
Walking
Dementia
Dementia
It just gives reassurance you can speak to someone if you fall.
Terminal cancer
I have a lung disease which means I am bed bound.
Terminal brain tumour which impacts on mobility
Mobility is not good after hip surgery. Also isolated and live alone.
I have vertigo and bipolar
If I fall and I am on my own.
Rare illness, myasthenia gravis, trapped nerve in lower back
Epilepsy
Diabetes
Memory problems
Mono neuritis multiplex, Sjogren's
Infirm and elderly

I am not disabled but live alone and have had falls.
Hyasthemia gravis autoimmune disease
I am 84 years old living alone and recently had a stroke. I have a heart condition and various other medical problems. I can be unsteady on my feet.
Mobility issues.
Speech (MND)
CKD and heart condition.
Frail, elderly, with osteoporosis
Arthritis
Blood pressure
A brain injury affecting speech
Schizophrenia
Arthritis and osteoporosis. heart failure. heart disease
Has a locked spine and chronic osteoarthritis
Mobility limited
Registered disabled
Has dementia needs support from careline
Walking stick and hearing aids. Heart failure and husband has dementia.
Walking stick and hearing aids. Customer has heart failure and dementia.
Hearing aids. diabetes affecting eyesight. walks with a frame
Spondylitis, Arthritis, problems using hands
Parkinsons Disease and Heart problems
Parkinsons
Stroke, Tumour on spine
First User – Alzheimers. Second User: Parkinsons and Lewy Body Dementia
Poor dexterity and lack of use on right side due to polio
Back, knees and bad chest
Has walking frame and walking stick to help with mobility
Diabetic
Stroke Speech
Diabetic
I am frail and now live alone following the death of my husband.
Heart condition
Epilepsy (controlled by medication).
Alzheimer's
On oxygen
Congenital hydrocephalus
Struggle with mobility at times.
Alzheimer's
Alzheimer's, vascular dementia, brain injury
Dementia
Suffers with anxiety.
Cancer
Breathless which affects mobility. Angina.
Angina, vertigo
Diabetic
Alzheimer's
Incontinence
Break bones easily
Recent healthcare investigation.
Recently in hospital

Feet and ankle issues, risk of falls.
Arthritic hips
Mobility issues with knee.
Parkinsons
Mobility problems
COPD
Leukaemia, Osteoarthritis
Pace Maker fitted
Super pubic catheter and bowel prolapse
Pressure stockings
Not classed as disabled but increasing issues with mobility
Weakened mobility, lives alone, recent knee replacement
Alzheimer's Disease and Parkinson Disease with Lewy Bodies Syndrome
Undergoing eye surgery and investigation at Hallamshire. Blood pressure.
Heart problems
100 years old. Poor mobility, balance, hearing and eyesight
I also can't talk.
Dementia and low blood pressure leading to dizziness.
Dementia, prostate cancer
Vascular Dementia, Diabetes, falls a lot
Dementia

Comments broken down by respondent groups and per theme.

Key – Respondent type

C	A current Careline service user
CR	The carer/relative of a Careline user, responding on their behalf
S	A member of CBC staff supporting the Careline user with their response to this survey
P	A member of the public
PO	A partner organisation
O	Other

One option under consideration would be to increase the price which is charged to service users

Q8. What would the impact be on you if Careline prices were to increase?

Key – Response theme

Total number of replies: 469

Theme number	Theme	Number of times the theme is raised within the comments
1	No impact	42
2	Prepared to pay more	72
3	Affordability	262
4	Leave the service / move to another provider	57
5	Rely on emergency services	11
6	Vulnerable / high risk of falls	36
7	Require further advice / support	6
8	Impact on Mental Health	14
9	Family support	11
11	Other	20

Respondent	Theme	Comment
C	1, 2	None. Very happy with the service. Grateful. Would be happy to pay more to support and keep this service running. Very reassuring that this service is in place
C	3	I am already not receiving the service I'm paying for so why should I pay more?
C	3, 6	Be a struggle but I am a regular faller
C	3, 5	It's expensive enough for an OAP that has no choice. It's either use you or go to hospital. More should be done to help older people. You should be protecting the service and stopping unnecessary hospital admissions

C	1	None
C	3	Affordability
C	4	Regrettably X and X would probably leave Careline
C	5	I would need to rely on either ambulance service or another agency that can help me up after falling
C	6	It would leave me without a service making me feel even more vulnerable
C	6	I would be at high risk of falls
C	7, 3	I would need to ask an advice agency to see where I could get a co-funded subsidy from somewhere or DCC cover half and I continue paying the £14.50 but only if I received the standard of care should I fall at home that I had you explain thoroughly at decision time (year ago)... the stay and pay or move and get less of a service if I fall?
C	8,3	It would affect my mental health being concerned about the extra money but also could not cope without careline
C	2	Careline is a priority so we'd pay for peace of mind for Mum and the family
C	6	Would be sad to lose this service - would feel more vulnerable.
C	3	Would be ok but there would be less funds available for bills and everyday living. I know prices have gone up but £28 increase is double the outlay.
C	3	Cost of living is going up and I'm the only person living at home, I have dementia so need to fund everything to keep me at home. It would mean I may have to cut the cost of other expenses as I need careline to help me get up when I fall
C	3	My father would have to cut back elsewhere and his children would have to contribute
C	3	Less disposable income but we could make it work
C	2	I need the service so would pay the increase
C	1	None
C	1	Negligible
C	3	Loss of savings, need to budget more
C	1	No impact
C	3	My savings will be reduced more quickly
C	3	Less money available for food, heating, household maintenance, etc
C	3	Badly restrict already stretched income. £11 increase is too high.
C	6	I wouldn't feel as safe as I do now having careline
C	3	Financially would be difficult. Currently has carers four times a day and contribute towards those costs. Carers from DCC.
C	2,3	Although I could pay a little more, £28 per week is a little too high for my income to stretch to
C	3	I have limited amount of money coming in monthly. This also needs to cover my bills and day to day living. It would mean it would be a struggle.
C	3	Less money to spend on luxuries
C	4	Go to med equip its much cheaper
C	3	Would need to cut food or heating spend
C	2	I need the service would feel I need to pay the extra
C	3	I would think it rather expensive
C	3,4	I cannot justify this cost and would have to cancel this service.
C	3	Would stop going out to pay for the service
C	2	My mum could manage
C	2	I would have to pay because there is no realistic alternative.
C	3	Money is very tight
C	3	I can't afford it
C	1	None
C	3	Doubling the careline cost would make it unaffordable
C	3	Only a few pounds more, about £12 a week more for me to pay

C	3	It would affect my ability to balance my budgets, I'm not sure I would be able to afford that sort of cost
C	3, 9	Impact on weekly spending, daughter would be worried if I couldn't afford it as it is peace of mind for her and it would impact her as a carer.
C	9	Family would look after me
C	3	It would take a significant part of my available budget.
C	2	I trust Careline and would try and manage
C	3,4,6	I wouldn't be able to pay other bills. I'd have to cancel the service and I'd be at risk of falling and not being able to get help
C	3,4	A lot of money and would have to stop the service so I could pay my bills
C	1	Not too much
C	9	The impact would affect both her husband and herself. She does go out and its peace of mind
C	3,2	Would be financially difficult but needs the falls service. (daughter has told X to keep the service no matter the cost).
C	1	Nothing major but prefer not to
C	4,3	Has already researched alternative options with family. Careline 365 offers a gps watch which would be a preference and they are cheaper than Chesterfield Careline. Letter opened their eyes to other providers.
C	4	Mean I wouldn't be able to have the service
C	3	It would be more of a financial struggle with the cost of bills and cost of living rising as well
C	3	Biggest impact is financial. Cannot afford to pay more.
C	3	Financial. Cannot afford to pay more
C	2	I really need the support from careline. I have Parkinson's and onset Parkinson's dementia. I already have carers four times a day. Careline makes me feel safer to live at my own home. It reassures me and my daughter that someone will come and help me if needed. I would need to pay unless there is an alternative company.
C	3	I wouldn't be able to afford and sustain the increased cost
C	3	I am on a low income and wouldn't be able to afford it.
C	3	£28 a week out of a pension is a lot of money. It would mean cutting costs in other areas such as food and heating.
C	3	Decrease in income
C	3	I would like to keep Careline but the price is too high
C	3,6	May not be able to pay increase to £28 pw. I would feel vulnerable without the careline support
C	3	Unaffordable
C	3	Financial hardship - probably have to reduce number of care visits per week as we have to pay for these visits in addition to Careline
C	3,4	I would struggle to afford £28pw and would have to use another provider as I couldn't live in my own house without the protection Careline gives
C	3,4	Wouldn't be able to afford it and would have to cancel my contract
C	3	I wouldn't be able to afford those charges
C	3	Increased financial burden
C	1,3	Not too much impact as I have a good pension but I do think it's a lot of money to have to pay out
C	3	I think it would be too expensive for me.
C	3	Monthly outgoings would be slightly higher but affordable
C	3	Currently pay it out of my attendance allowance but wouldn't be able to afford double
C	3	Unable to afford
C	4	No Careline service
C	10	It would depend on my needs at the time. I would be reluctant to pay but my relatives think it is an essential and valued tool for my independent living.

C	1	None - I can budget. I am assuming that there is VAT relief for me - but not a problem
C	3	I live on basic pension I could not afford to pay more.
C	1	Nothing I don't use it and still got to pay for it
C	3	On basic pension, could not afford more.
C	8	I think I really need it and would lose my independence if I didn't have it.
C	3	I use the service minimally; I can't afford to pay much more than I already do.
C	3	Less disposable income.
C	3	More pressure on my money.
C	4	Try to find alternative or go into care.
C	4	Manage without.
C	3	It would take a substantial amount out of my pension every week.
C	3,4	If they were to increase to £28 per week I think I would have to look at another provider. £28 is a lot of money when you are retired.
C	3	My 92 year old father has already had increases in his care costs (double). He currently pays £64 per month for Careline and could definitely not afford to be paying double that moving forward.
C	3	No physical impact but prices cannot keep increasing consistently due to the age of the persons using this service.
C	3	Increasing costs of care for my life leads to general increase in expenditure. But it's a valuable service.
C	2	I would have to pay it as it is a necessity.
C	3	Cut back on food. Reduce gifts to charities.
C	3	Any cost increase must be funded from my current pension which does not increase except by the annual statutory update.
C	3,6	Has to be careful with money it would have a big impact on me as I have high risk of falls and wouldn't be able to afford to continue with the service if the price was to go up that much
C	3	A huge impact financially because already paying full care costs, full rent, full council tax. Already using savings to pay to live and pay bills.
C	2	X felt that she would be able to afford the increase.
C	3	Much more financial struggle.
C	3	We would need to cut down on other things to pay for this increase.
C	3	Service only used approximately four weeks per year whilst my wife is on holiday. Therefore it is an expensive service if price increases to the amount suggested.
C	5,6	As the NHS doesn't provide falls recovery I would be left on the floor until and ambulance arrives which could be hours. I don't think there are other local services which provide the falls recovery. I would feel very vulnerable without this service.
C	10	Don't know. Derbyshire County council deal with X's finances.
C	4,9	Probably cancel and rely on family and other services.
C	3	I won't be able to afford it at all
C	1	Not a problem
C	2,3,6	I would think the £25 you say is inevitable, I would grumble but have to pay as I am on my own and have had quite serious falls (not lately) and rely on them for help.
C	3	Financial affect on my limited income
C	4	Would need to look at other service providers.
C	1	None, just relief that it was still operating.
C	3	Financially pushed to limits at the moment.
C	1	I would be able to afford it.
C	1	Would be ok but would prefer to be lower.
C	3	Too expensive
C	5	I would be reliant on my over 55 apartments installed call system which has no falls provision, the operator just phones 999. Response is by the ambulance

		service tying them up for what may be a minor issue such as help getting back up with no injuries. In the case of injuries the long wait time that often comes with the ambulance service could result in complications or even death.
C	3	As you are looking to double the price this would be a huge impact financially to those relying on state pension only
C	2	Willing to pay £28, but no more
C	3	Because of the situation with mum we would have to consider it but it would cause hardship at that price
C	3	I would struggle to meet my other household expenses.
C	3	Balancing the budget but no real concerns, would prefer to not pay that much per week.
C	10	It depends how much
C	1	Minimal
C	1	Really good service. value the service. None
C	1	None if prices increase to £28
C	3	Can't afford it!
C	3	Negative financial impact. Only a pensioner
C	3,4	If they increased dramatically I would stop Careline
C	9	I would struggle but my daughter lives in Manchester
C	3,2	We would struggle a little to pay, but the service is excellent and we would do so.
C	3	Big impact on my money
C	2	I have surplus income to be able to afford the increase. I could pay £28 per week
C	2	Care review has meant can afford now to cover an increase for CBC careline service.
C	6,8	I would lose my security and feel extremely vulnerable. I would feel very upset and stressed if I lose this service.
C	3	I would have to consider it around my finances due to other increases
C	2	I can afford it.
C	3	I would have to start using my savings.
C	1	None at the current time.
C	3	I have it for peace of mind but thankfully I have not had to use it in the three years of having it. To pay more for this is questionable.
C	3	Could not afford it.
C	4	Look to another provider.
C	6,3	Feeling vulnerable, money and safety.
C	3	Money
C	3	Very difficult to be able to afford any increase due to financial pressures have other outgoings and it would be a struggle.
C	2	Comfortable to pay the proposed pay increase but would prefer to pay less.
C	1	I will be ok.
C	2	We value the careline service highly and would be prepared to pay for it. We have direct payments funding from Derbyshire County Council and would expect to use more of this to pay more for careline. If necessary we would use some of our money also.
C	3,4	I couldn't afford this in addition to rent and council tax increase, I pay full rent. Remove careline from my flat.
C	4	Peace of mind would no longer be available because I would have to find alternative cover.
C	3	I am already paying £15 per week and this is comfortable for me, any more seems too high.
C	3	Careline is expensive anyway, increases in careline prices just add to the burden.
C	1	To me none as I am financially ok, but to others not in the same situation, terrible.
C	3	Too expensive.

C	4	I would feel a lack of security and independence as I would have to cancel my subscription.
C	3	An increase of £28 per week would double the amount I pay for this service and therefore make a bigger hole in my available funds.
C	3	I would prefer the cost of my careline service to not almost double in price, but I do get reassurance from having the service. If it were to increase in price I might need to look at my other weekly expenditure, but I would still be able to pay my bills and expenses.
C	3	Along with the costs I already pay for my care any increase in careline prices would be a struggle.
C	4	Find another provider.
C	4	If careline is provided cheaper he would go elsewhere.
C	3,5	My income. Ambulance will attend at all times.
C	3	Money.
C	5	No amount of increase would affect our need for the falls recovery service. Waiting for paramedics to respond taking hours to arrive would be unthinkable. Every time my husband has fallen it has been a topple rather than a medical emergency. To have careline at the end of the alarm has been invaluable.
C	3	Along with other expenses due to my current disabilities I would have to seriously consider making economies.
C	3	If prices were to increase I would need to effect reductions in expenditure on other daily items. I would need to cut back.
C	3	Depending on the increase we would have to reassess our outgoings.
C	4	Would go to another provider.
C	4	Would have to seek an alternative service. Only had two calls, one where careline attended and one where I was on the floor for three hours and no one came.
C	3	Less money
C	3	Would stay with careline but the cost is worrying.
C	2	I can afford to pay £28 per week. I wouldn't want to pay any more than that.
C	10	It would be tough but really hard but my dad needs the reassurance and peace of mind for us, his family
C	4	I don't want careline full stop and would refuse to pay.
C	3	Would impact my finances.
C	4	Would have to look at alternatives.
C	3	Would be unaffordable.
C	7	Would need time to digest information.
C	3	Financial difficulty.
C	3	Would not be able to afford an increase
C	3	Cannot afford to pay more.
C	3	With the current cost of living it would greatly affect my ability to pay.
C	8	Stressful. Everything goes up anyway. We would have to live with it.
C	2	I am in a fortunate position in that I could probably pay more, but I already have "helping hands" carers to pay for two visits a day to help me with meals, housework etc.
C	3	Dad at moment self-funds his carers, eventually he would have to move to social care funding.
C	3	I receive benefits to live. I pay for home care and careline out of my benefits. If the price goes up I will need to reduce everything else I have to pay for such as heating/electricity and food.
C	3	Financial hardship on us for a vital service.
C	3	I would be forced to reduce other expenditure ie heating and food.
C	3	Will look at my finances to see if affordable.
C	1	Not a lot.

C	3	It would impact financially; everything is going up.
C	4	I would not pay it; I don't need it.
C	3	Can't afford it as I have to pay for carers.
C	2	Careline is an absolute priority so I am willing to pay extra.
C	3	I would use the attendance allowance.
C	4	We would have to look for another provider but we would like to say we have received an amazing service and the staff have stayed on the line and talked to Mum until we have arrived.
C	3	Pension credit and care allowance are my only income.
C	2	Fortunately I have the pension income/savings to cover the increase
C	6	Massive impact to mum and myself as her daughter as they have been alerted on many occasions when she has fallen
C	6	Careline makes me feel safe.
C	3,9	Wouldn't be able to afford, put pressure on my family
C	6	As a vulnerable person I would be left unsafe without the service
C	3	My outgoings already exceed my income due to care costs, so any increase is a concern, and costs will ultimately fall back on to the council
C	4	Would have to look elsewhere and not have on call facility
C	6	Be vulnerable to having to wait for a long time in case a fall
C	3,8	I need to discuss with family if I can afford the additional costs as that is a big increase for me on my pension/allowances etc. The consultation and risk is already frightening me as I want to continue living alone/independently. Maybe that is at risk now.
C	6	I'd be out in danger and not feel safe
C	2	Very disappointing if the price raises, but I could manage it.
C	3	Dreadful. It would be challenging to find the extra money as you are essentially doubling the weekly total.
C	3	Don't have enough money to pay an increase, my income hasn't increased.
C	3	Massively impact my budget.
C	3	My sister has care through the day which has significant impact on her financial situation. However, I feel your service is equally as important to her care and wellbeing as she has fallen and you do provide a 24 hour monitoring service, so we would seriously consider any increase.
C	4,5	I would seek an alternative provider or use NHS111.
C	3	I would have to consider it around my finances.
C	6,2	If my elderly aunt falls and could not get up, would put her in danger. We would still pay the increased amount as the service is critical.
C	3	I have more going out than coming in.
C	3	Too expensive on top of all other costs.
C	2	Wants a local service, and falls services, so would pay what is needed to keep the service.
C	3	Would pay a small amount, but not double.
C	3	If I was more disabled I would be more willing to pay the extra, if I was unable to get my telephone I would pay more.
C	3	Less money.
C	1	No problem.
C	2	It would mean going without something but would be able to afford.
C	3	Would affect savings.
C	10	Vital service.
C	10	Very important service for himself/wife.
C	2	Would be able to pay but has to look at other areas to save money.
C	4	I will have to cope by myself.
C	2	Would be able to pay but obviously would like it to be lower increase.

C	3	Less disposable income.
C	3	It would affect other activities.
C	3	Feels very strongly, although service is installed, why should I pay additional increase when I don't use it.
C	10	We pay £30 per month at the moment.
C	3	Could not afford extra costs.
C	3	With extra costs something else would have to be put on hold, but if we have to pay we would have to work something out.
C	3,4	I had to cancel my carers to pay the £14.50 per week, I can't afford any more and will have to cancel if the price goes up.
C	4	Cancel the service.
C	2	I will pay it and my family agree as I would need it as a lifeline. Like having another person there.
C	3	Would impact on other bills.
C	1	No impact.
C	3	Not sure but I am reliant on covering through my benefits.
C	3	I am trying to manage recent care costs which are increasing, plus council tax increase. A lot of uncertainty around cost increases and bills.
C	6,3	I would be isolated. It would impact on other bills.
C	1	No real difference.
C	3	I'd be ok but I would be mindful of watching my bills.
C	3	I would have less money to buy food, pay for carers.
C	3	Would have to be careful with my pension.
C	3	Tighten up on every day spending. It would make a difference.
C	8,4	Something else to worry about. Would have to look for another provider.
C	2	I would have to pay more.
C	10	Increasing costs presumably would be charged to every user under the same criteria as utilised now.
C	3	Significant financial cost.
C	3	On pension credit extra, very little coming in.
C	6, 10	As an older adult aged 93 the service provides me with confidence. I would not like the service to be withdrawn. It's an essential service for the elderly and keeps them out of care homes and the hospital.
C	3	As I am now on state pension every increase has an impact on me.
C	4	Would use a telephone service only.
C	3	I would have to forgo other things; I find this service essential.
C	1,2	My current financial position is good, thanks to a hard working husband, now deceased. No impact.
C	3	I could pay a small increase of £5 per month but not £28 per week.
C	3	Difficult, but possible if lose in other aspects.
C	3	I wouldn't be able to pay £28 on my income.
C	3	Needs a falls recovery service and monitoring is mandatory, feels very upset that charges may increase.
C	2	I could probably afford it but if it went up any more I couldn't afford it
C	7	Is there something else
C	3	I would have to look at my budget but feel that I would pay
C	2	I would pay the £28 pounds but no more
C	3	Too expensive and have a low income
C	3	The extra cost would mean less to spend, but really can't tell until tried
C	3	Financial concerns.
C	9	Values the falls service. Family lives away. Does not want to rely on friends and neighbours
C	2	Would re-adjust her budget. There would not be any financial hardship.

C	2	No financial impact, would pay out of attendance allowance.
C	2	None, would pay out of attendance allowance
C	2	No financial impact. Values the service.
C	10	Husband and wife both need the falls service and 24 hour coverage.
C	1	No
C	2	Could prioritise the money.
C	3	Unwilling to pay more, where is my increase in income to pay what is double what I now pay.
C	3	It would be a real shame if this happened. I don't think increasing price would encourage number of people using it. Having this service is a real peace of mind. I don't know whether I can afford cost doubling.
C	3	Well it would affect money wise, but also I need this service with being on my own.
C	2	We would need to save elsewhere, but that would be possible.
C	3	The proposed £28 per week would be potentially unaffordable.
C	3	At the moment my outgoings are higher than my income so my savings are quickly reducing and I do not want to sell my home, also the property is in trust, I own a third and my daughters own two thirds.
C	2	I would be prepared to pay more, but I feel when you are alone just to know someone is at the other end of the phone when you press your alarm makes you feel safer. I prefer to pay to keep the service.
C	9	My family would have to be here 24/7. They work fulltime and this gives them peace of mind that I am safe. I would need to go in a care home which I don't want.
C	3,2	Increase of £28.50 a week is very expensive; however I am dependent on them.
C	3	Yet another inflationary cost.
C	2	A vital expenditure for my daughter, so not seen as a negative impact.
C	3	Would need to watch my budget very carefully.
C	4	I would leave careline.
C	6,3	I would feel less confident in the home and garden if the careline service was to increase as much as what has been suggested as I may not be able to afford it.
C	6	I rely on someone being available should I fall or feel very unwell. I live alone independently and would not feel confident to do so without my pendant.
C	3	Not affordable.
C	3	Would mean I would have to use what remains of my savings.
C	3,4	I cannot keep paying increases as I am already paying increased fuel, food, household goods cost. If there is an increase I would have to leave this support.
C	6,3	I would not be safe to be left at home if I could not afford careline's cost.
C	3	I struggle to afford the current price. For years my careline was free, when price was first made I had to cut back on my cleaning lady, now I don't have anything to cut back on.
C	4	I would have no help to call. I live alone.
C	3	Affording the increase in price would be impossible.
C	2	I can afford it.
C	2	Cost, but I would retain my independence.
C	3,4	It would mean a doubling of the cost which is too much. I would need to look at alternative.
C	3	It affects peoples' finances.
C	6	Very vulnerable.
C	4	Would look for another provider.
C	3	It would become too expensive.
C	1	None
C	3	Financial
C	2	The budget is tight, but the service is very important so we'd have to make it work

C	9	Relying on neighbours to help lift my husband as I cannot lift him myself due to hernia and back problems
C	3	Makes it unaffordable
C	10	Need to have more input/carers/care package coming to visit to check in on me regularly.
C	2	None, would be able to afford.
C	3	It would severely strain the finances.
S	2	Financially ok.
S	3	Savings / disposable income would be severely affected.
S	3	Mum is just on her pension and would not be able to afford it
S	3	He is just on his pension and would not be able to afford it
S	2	We would try to pay it as we both really need it
S	3,5	I would have to stop paying for something else if I was to continue or not have the service and rely on the ambulance
S	4,8	If careline prices increase more than £28 I would look into going elsewhere. Careline is an excellent service and this would be very upsetting.
S	4	I would need to seek an alternative supplier.
S	2	I would be prepared to find the money for the security of having this service. I have no relatives to call on and no other support.
S	3	It is a significant increase and I would have to weigh up the balance between this and other things
S	6,5	This service has been vital due to multiple falls due to progression of dementia. This has ensured where possible, I have been assessed and safely lifted which has avoided multiple hospital admissions and demand on the ambulance service.
S	3	The cost would be too much.
S	3	It appears that it is likely to keep going up as people leave to find a service at a cheaper price. So this would not make sense.
S	7	Pays for carers four times a day. Would have to discuss with rest of family.
S	3	Limited financial resources as I pay for my care, carers, gardening etc.
S	3	I wouldn't be able to afford it.
S	3	Could not afford £28 per week but would love to keep the service at current cost or possibly £10 per month extra.
S	10	I would lose a lifeline.
S	3	It would wipe out my attendance allowance.
S	6	I am 91 years of age and my wife is 88. It seems the older we get and the less the council is prepared to do for the aged. It's hard enough with everything being computerised, without change all the time.
S	10	We would have to review my father's ability to live at home. My sister and I both live in the Midlands and rely on the pickup service in emergencies.
S	10	I'd need more social service support to check in on my safety.
S	3,6	I couldn't afford it and therefore my safety and independent living would be impacted. Maybe require a social care assessment?
S	6	You would feel vulnerable
S	3,4	Because of cost we would have to look elsewhere
S	4	Would have to look elsewhere
S	3	I wouldn't be able to afford it
S	2	She would probably pay £28 but she has a lot of other costs as well
S	3	May have to review other expenditure
S	3,2	Not good. Care service costs are approximately £500 per week. Customer said they would be prepared to pay more but did not know how much extra per week they would be prepared to pay/afford.
S	7,6	Would need to compare service from other providers before making this decision. needs a falls pick up service. Customer does not receive attendance allowance.

S	3	Affordability cannot afford the price to double. Values the service put cannot afford the increase
S	3	DCC pay finances/bills
S	3,6	Financially cannot afford the price increase. Needs assistance if wife falls.
S	3,6	Financial impact. Cannot afford the price increase. Needs if she has a fall.
O	2	Would be prepared to pay the price increase as husband and wife value the service
CR	1	No real impact
CR	3	Does not like change. Happy with Careline service. Financially would struggle to pay the proposed increase.
CR	1	Won't make any difference
CR	3	I would have to adjust my spending on other things
CR	1	No impact, I get attendance allowance for things like this
CR	1	None really, I have a good pension
CR	3	I would have to cut back on other things if the price went up to £28
CR	6,5	I'd be on the floor without any help and need to get an ambulance
CR	3	Financially cannot afford the price increase.
CR	2	No financial hardship. Wants to keep using Careline. Does not want to change to another provider and needs falls pick up.
CR	3	I would have to absorb the cost into my weekly budgeting along with the costs of the other care I require
CR	2	I would be willing to pay £28 but would need to consider any further costs
CR	2	We would be able to pay
CR	3	Reduced ability to cover other essential living expenses
CR	3	I would have to choose between Careline and putting the heating on. I would not be able to have the TV on. Difficult choices would half to be made.
CR	3	Paying more would affect purchases of basic products
CR	3	It would basically be too expensive
CR	3	I am on a low income and would not be able to afford it
CR	3	I could not afford it.
CR	10	Not sure in these difficult times.
CR	2	I would be prepared to pay extra but not the above prices.
CR	4	I would not pay it; I don't want it.
CR	2	If not too much higher I'd pay an increase.
CR	3,4	Need to make savings elsewhere. Look for another provider. Or need to cease the service, but with family concerns.
CR	1	Negligible.
CR	3	More expense in today's financial situation.
CR	3	It would reduce finances in other areas.
CR	8	I wouldn't have the peace of mind that I could call someone in an emergency.
CR	3	I have basic state pension so limited funds.
CR	3,8	Cost of living will impact a lot, don't know whether other companies will provide the same level of care and assistance, worried.
CR	9	My extended family already pay for some aspects of my care as my benefits (SP,PC,AA) and local authority funding do not cover the costs, so they would have to cover this increased cost as well, which they would do as they know how important this service is to me.
CR	3,4	I just couldn't afford it so would try another company.
CR	3	Would not be able to continue payments along with the general rise in the cost of living.
CR	6	I had a stroke eight years ago and I rely on careline just in case I fall. I feel more safe knowing careline is there.
CR	3	Too expensive.
CR	2	£28 is ok but would not be able to pay any more increases.

CR	2	Likely to pay £28 but would find it hard to pay more.
CR	3	We would need to evaluate all our expenditure.
CR	2	I would be willing to pay £28 but if it increased again I would have to reconsider.
CR	8	It's a big increase but offers peace of mind.
CR	2	I would pay the £28 to keep careline.
CR	3	You would not be able to afford it.
CR	3	We are both on pension and pension credit. We would not be able to afford it.
CR	2	Only £28
CR	10	I have been with careline since the beginning of covid and have never called them out. I recently changed my address to X and cover by Appello is included in my service charge.
CR	3	Financial impact
CR	2	I would have to pay the extra charge.
CR	2	Bit difficult but want to carry on.
CR	3	Need the service though never used it in over 11 years, so will have to budget.
CR	3	I would need to rebudget for this.
CR	1	Wouldn't make a lot of difference.
CR	2	I would have to pay it to stay in my home.
CR	9	I would have to leave it to sons to look into if I could afford.
CR	3	Unable to pay any more than stated.
CR	4	I would move to another provider.
CR	3	Would not be able to afford.
CR	3	Financial
CR	3	It would depend on the amount of the increase.
CR	3,4	Depending on the amount of the increase if it was too expensive we would have to move.
CR	3	It would be another drain on my resources.
CR	3	Just think it would add to more expense to my costs.
CR	3,4	Would be able to afford but would prefer not to pay. Would look elsewhere.
CR	3	I need to keep warm so energy costs affect what I can spend my money on. That cost is rather extortionate.
CR	3	Depends on how much prices increase and whether the new price is affordable.
CR	3	But object to paying that price. Needs to be considered.
CR	1	Not significantly.
CR	4	I would definitely look at other providers to see how much they cost as it is double; it's the principle of it.
CR	4	I would seek a service elsewhere.
CR	3	I pay for carers as well.
CR	1	None, I'm able to afford it.
CR	10	They are important, when I need help from them they are very good and kind and quick.
CR	4	I wouldn't be able to continue using the service and would then have no provision
CR	4,7	No support. Need for assessment and potential input from other services.
CR	3	With additional cost of personal care to pay for as well it would be difficult financially
CR	3,6,8	This increase would have a devastating impact on me. I am disabled, have mobility issues, and rely on Careline as an essential safety service. I live on a pension and have limited savings, so I simply cannot absorb such a large increase. Without Careline, I would be left vulnerable, isolated and at risk of lying on the floor for hours if I fell, with no immediate way to get help. This service is vital to my wellbeing and ability to remain safe at home.
CR	1	Obviously financially worse off but this would have no real impact on me with regards to budgeting

CR	3	Any increase in costs impact
CR	3	I would not really be able to afford it if it went up to £28
CR	1	Not much impact financially
CR	1	No significant impact
CR	3	It would be a further strain on Mum's budget/finances
CR	1	No impact
CR	3	I wouldn't be able to afford it if it went up to £28 a week
CR	3	I could afford it but it would put some financial strains and pressures in the present climate
CR	6	Safety
CR	3	I couldn't afford it
CR	3	Unable to afford
CR	3	My financial outgoings are already greater than my weekly income so a price increase on Careline would add to this
CR	3	Would have to consider other costs
CR	4,8	I trust Careline to respond quickly and efficiently should I need assistance. This gives me and my family great peace of mind. I would need to find another provider of this type of service that offered a response service and they may not be as responsive and this makes me anxious
CR	3	If prices were to increase to £28 I would discuss with family and make a decision together
CR	3,6	I would be unable to afford the service and would be totally reliant on my daughter who has physical problems. I am 100 years old and still able to live at home. Careline helps to keep me safe in my home.
CR	3	We have two pendants so the cost would be immense ridiculous if you were to increase by £28 a week
CR	3	It would make a difference (already paying for two care services). Would be left on floor
CR	2	I would be worried but I think I would have to do it. It's a worry things might escalate further, price wise.
CR	3	I can't afford to pay more.
CR	3	It would become unaffordable and my uncle wouldn't want to pay for it any more
CR	1	None
CR	3	I am a pensioner on limited income
CR	8	I would be very upset and worried.
CR	10	Very much
CR	2	Would pay the extra just to keep the fantastic service.
CR	3	I would be very sorry to lose the security that having the pendant gives me. I would be willing to pay more even if it means cutting down on expenses in other areas.
CR	1	No impact, just would be glad to keep this valuable service.
CR	8	It would affect my mental health
CR	3	I would struggle with other finances that I have to pay, gas, water, electricity, and I only receive benefits, which is not a high amount and has to last me four weeks after paying out high prices on water, gas, electric, plus food shopping.
CR	2	We could still pay.
CR	4	We would have to stop using the service.
CR	10	Never pressed it anyway.
CR	2	I would have to pay it, it is worth every penny just knowing I can contact someone if I fall, it is so reassuring but I need it 24 hours
CR	4	It depends on charges I would have to move to a new provider as my mobility is poor
CR	3	Financial hardship
CR	3	I could manage a smaller increase but not almost double what I already pay.

CR	5	Probably have to use 999, as prior to becoming a careline customer.
CR	10	I would have to consider whether I could manage without careline it would impact my life quite severely as I rely on this help, which would help me deal with everyday tasks.
CR	3	Taking more money out of my pension.
CR	10	Less than the impact of losing the service.
CR	3	Any large increase in price would severely stretch my budget. In addition to paying for Careline monthly, I also have a Closomat toilet which I have to pay monthly for my maintenance contract, which is approximately the same cost as the current cost of Careline. In addition to this I also periodically have servicing and repairs costs for my stairlift and powered wheelchair, in addition to the general increased costs that come with disability, such as costs for wheelchair accessible taxis, delivery charges for online shopping, aids, etc. Although I get both the mobility and daily living components of PIP at the higher rate, my monthly outgoings on disability related spending are already greater than the amount I receive for the daily living component of PIP.
CR	2	We would struggle to pay but feel it is important

A further option would be to close the Careline service

Q11.a What would you be likely to do if Careline were to close? Other, please provide more details:

Key – Response theme

Total number of replies: 108

Theme number	Theme	Number of times the theme is raised within the comments
1	Would want a similar approved service	33
2	Would like support to receive and understand information on alternative services	8
3	Impact on emergency services	14
4	Family support to help with organising new service	20
5	Availability of support in the event of a fall, vulnerability	20
6	Financial impact	4
7	General medical / emotional support	2
8	Don't close careline	7
9	Other	19

Respondent	Theme	Comment
C	1	Need a service
C	1	Medequip are cheaper and faster to respond. My friend has them now they're in Chesterfield
C	1	Other providers don't attend falls
C	1	Other providers do not provide a falls service
C	1	Need 24hr response.
C	1	I would need provision for an alternative 'like for like' provider in my area to provide my care in an emergency.
C	1	Careline required between 8pm and 8am.
C	1	There is no comparable provider
C	1	Needs to be a similar service.
C	1	Need help at the time.
C	1	Need another provider.
C	1	There is no one else that provides a fall service
C	1	Probably move to another provider as I will need something
C	1	I would have to move to another provider but they would need to have a falls recovery service and be a reputable company that you can trust

C	1	I will find it difficult to rely on anyone else as I don't talk or see anyone else. My neighbour gives support when they are free but they are not always at home, so I do need support with a careline or similar.
C	2	Needs help finding a new provider must have calls recovery!
C	2	Support from other organisations regarding my safety.
C	3	I would rely on ambulance service as there are no other providers that attend for falls
C	4	Daughter supporting, has smart watch.
C	3	It is unethical to suggest it is okay to put this service onto the ambulance service and further burden the overstretched NHS
C	4	My relatives live too far away to be of any help.
C	4	No family to support me.
C	4	Would be very difficult as family not close by.
C	4	Family aren't near enough. Can't manage without the service.
C	4	It's a service I require as on my own with no near family
C	4	Discuss with family but lives away. It would be a shame as happy with the service
C	5	If I could not make my own emergency phone call physically then I'd really be at risk. Is that not then me at greatest risk ever? I'd just have to pay...
C	5	Needs a fall service
C	5	Assisted living
C	5	Blind, needs help
C	5	Must have a falls service.
C	5	If they do falls.
C	5	Would panic initially. Needs falls service.
C	5	But would need falls recovery as customer does not have family nearby
C	5	Would prefer a falls service but if this was not available would consider monitoring only
C	6	Can't afford to pay any more
C	6	Depending on cost of the service.
C	8	It's a needed service.
C	8	Hope careline will never close.
C	8	Hopefully you don't close, I have no family
C	9	I want to say that I rely on Careline. I do fall and it's a necessary service for me
C	9	Have a choice to have it or to not have it
C	9	With your assistance that the service provided is no less.
C	9	Begrudgingly.
C	9	Don't need careline, I don't want it.
C	9	Has carer
C	9	I don't need careline full stop.
C	9	Support from carers.
C	9	I would have to.
C	9	Does not want to move to another provider but would have to if Careline closes. Needs the help with her husband.
C	9	Reluctant to move to another provider but would do so if careline closes
C	9	Panic!
C	9	This is not ideal
C	9	Don't need it.
C	9	I already pay Apella as part of my service charge.
C	1,3	Would prefer another provider, with ambulance as last resort.
C	1,4	Would need a provider who can come and get me up after a fall. Family would help with anything else as they do now, but I am too heavy for them to get me up from the floor.

C	1,5	Needs falls service. Highly likely to move to another provider as long as the service was the same. Needs falls service. Has catheter fitted and at risk of falling in the night when going to the bathroom.
C	1,5	I would need a service that was exactly the same and offered falls recovery
C	1,7	There are no other compatible services in my area, so this proposal leaves me with no real choice. I was so upset by the letter that I cried. I am disabled, have mobility issues, and rely on this service for my safety. Without it, I would be frightened, isolated and at real risk of being left on the floor for hours if I fell. This proposal is causing me significant fear and distress.
C	3	I live in a facility supported by Appello but their service just involves calling the ambulance out, which is not satisfactory, people have to wait often for hours on the floor and it is wasteful of ambulance resources
C	3,5	I would have to call family if I was able to use my phone. However, family do not live near enough to get here quickly. I could also ring an ambulance, providing I could use my phone.
C	4,3	I have no family nearby also my friends are mainly elderly they would not be able to help me. You cannot expect to use the ambulance service as it's busy enough unless they had a specific falls team
C	4,5	I have no family in the area to support me which is why I signed up to Careline. I have had a number of falls and Careline staff have been wonderful. It provides me and my family with a great deal of peace of mind to know the service and the lovely staff are available if needed
C	5,3	Needs fall support/pick up if that is not available would stop getting any support and rely on ambulance service
C	5,3	I live on my own and in case of an attack of syncope I do not know what will happen as no one will know and I will not be able to contact Ambulance service.
C	6,3	It all depends on cost. If it was too much ask for social care assessment and input then use ambulance for emergencies
C	8,1	I hope you don't close it; it's reassuring to know you are at the end of a phone when you have not relatives to phone.
C	8,5	Would not want to move from careline. Needs falls pick up.
C	8,6	I'd be very unhappy if this essential service was to close or if I was priced out of use
CR	1	Careline is local and usually arrive within minutes so would only use a different provider if forced to as all others are much further away
CR	1	Reluctantly move to another provider on a like for like basis
CR	1	Reluctantly change to another provider on a like for like basis only.
CR	1	I am not aware of another provider that has a pickup service which we need during the evenings.
CR	1	But I would worry about the service being as good as carelines.
CR	1	My health condition prevents me from having people in my home. This is why the service works for me currently. If another provider means visits to my home I can't do that.
CR	1	Would need to offer a response service
CR	1	Different providers aren't as good as the service you offer.
CR	2	Would need to consider what was on offer
CR	2	I don't know what other providers offer so cannot comment.
CR	2	This is a worrying thought I've not had to consider. I'm just not sure what else is out there, so can't just say I'd move to a different provider.
CR	2	I would have to ring round to find most suitable, we already paid to have careline set up.
CR	3	Too much pressure for ambulances
CR	3	Tried to use an ambulance but they said it would be 16 hours before they could come
CR	3	I feel very reluctant to call the ambulance service to pick up X.

CR	4	Family is too far away
CR	4	My daughter lives in Sheffield so can't get to me quickly and my son is disabled too and struggles.
CR	4	This has been a last resort for us and our family due to recent health decline and we would struggle without it.
CR	4	Mum wants to stay with Careline but she needs to be elevated by the cushion that blows up.
CR	4	Has one daughter for contact and support. Has private carers too.
CR	4	Already rely on family and carers. Be left on floor
CR	5	Family are elderly and couldn't help if I fall.
CR	5	Has carers, but they cannot lift.
CR	7	This fills me with dread as I may not be able to remain living at home independently. This is a very stressful situation.
CR	9	Wouldn't be happy about it as it wouldn't be as good
CR	9	Neighbours
CR	9	Protecting cannot be your priority.
CR	1,3	We looked at the alternatives previously and none provide the option of people attending. I have no family or friends locally so would have to call the ambulance.
CR	1,4	Move to another provider if they provide 24 hour falls response service with reasonable attendance time. Family or friends may not be able to attend so provider needs to provide falls response service. Even if family or friends are able to attend they may not be able to lift me if I am unable to move due to my advanced Parkinson's so a fall response service is needed to lift me safely. I need to be able to press a pendant alarm as my limited hand dexterity may prevent me from using a phone and I may not be able to speak clearly.
CR	1,5	This would be for the pendant alarm. However, I am not aware of another local service offering falls recovery so I could not choose another provider for that as I have no options left to me. This would leave me more vulnerable as an already vulnerable adult
CR	4,3	Some don't have family close enough to help and a lot of friends have died and they wouldn't be able to help. I use the service regularly. I'd have a long lie if I fell and have to go to hospital. It's about duty of care, closing the service would not be doing that. I've not long had the service and no one told me about this. I expect my money back
CR	4,5	I have good family support; however they are unable to safely lift me following a fall.
S	1	We would like the same level of service that careline provide
S	2	Would need support to change to another provider.
S	2	Depends on what service they offer.
S	4	No family nearby.
S	8	Hope Careline does not close
S	9	He lives alone, with no family. He needs the service.

Q12a. If you were to move to another provider what help or support do you think you might need?
Other, please provide more details below:

Key – Response theme

Total number of replies: 80

Theme number	Theme	Number of times the theme is raised within the comments
1	Support finding alternative providers	16
2	Support from family / friends	37
3	Support completing forms	5
4	No support needed	7
5	Other	17

Respondent	Theme	Comment
C	1	Price comparison and recommendation of reliable alternative providers would be useful.
C	2	Family would support
C	3	I struggle with forms that I really don't understand.
C	4	None
C	2	Family to provide
C	5	A lot of my friends from support groups have gone to medequip and I am too because it's a lot cheaper and the staff are nicer. So glad they're in the area now. Careline was robbing folk because they were the only company. Glad they have a competitor now
C	5	We have looked before we started using you. What I need is for someone to come and help me get up when I fall.
C	2	I won't need anything as I will rely on family
C	2	No would have family support
C	2	Information from family
C	2	Family
C	2	Family will help
C	2	Family
C	3	Needs a falls service. Cannot complete forms on her own.
C	4	No support as live at assisted living
C	1	Evidence that the alternatives would provide an excellent quality service and details of what services were provided
C	2	Family support to facilitate the change
C	2	A friend will help me
C	2	Would only want support if the other providers were offering the same service as I currently get otherwise I would not take it on and would rely on family
C	1	It would be helpful to see reviews from local people who use their services.
C	5	Falls
C	2	None, my family will help me.

C	2	Friends and family
C	3	Unable to complete any forms online.
C	2	None as my daughter can help me with it
C	1	Can do online but would need support in sourcing new supplier.
C	2	Husband to fill out forms
C	2	Family would support with the move
C	2	My daughter would fill in documentation
C	2	At the current time my daughter completes all the necessary paperwork
C	5	100% required.
C	2	To discuss with my daughters.
C	1	Support to move over.
C	5	Not online, post of phone only.
C	2	Family will sort
C	2	I can help as a last resort. X's deafness causes issues.
C	5	Unable to report own repairs, careline do it for me.
C	5	Carer provides all support.
C	4	Don't need any.
C	1	Unable to find another provider as good as careline.
C	5	Everything
C	2	Family will look into this
C	4	Wouldn't want any assistance
C	2	Family would sort
C	1	Recommendations made by CBC as they will have looked into which private providers offered good service
C	2,1	My family need the information to help me.
C	5	Just peace of mind knowing someone would come if I fell down.
C	1	Would require support, to ensure I have support.
C	5	Setting up equipment.
C	5	Assume the change over time would be lengthy, not ideal.
C	1	More information is required.
C	5	Help after a fall.
S	5	Only need falls support and emergency support.
S	4	Am able to do that myself
S	3	Can't do digital.
S	5	Support for everything.
S	1	Assurance they could cover falls.
S	1	Help to select appropriate provider.
S	1	Trial period to make sure it's equivalent
S	1	Same as you give now.
S	2	Help from friends.
S	2	Daughter will help.
O	3	Telephone service, no computer.
CR	2	Has support from son when he is available
CR	4	None
CR	2	Family for form filling
CR	2	Family support
CR	2	Family to help with everything else
CR	4	Don't want it.
CR	5	Need support in case of a fall.
CR	2	Friends to help with form filling.
CR	2	Family

CR	2	Family support
CR	2	Family with form filling.
CR	5	Benefits support - attendance.
CR	2	Help from brother
CR	2	My family notifying too as all their numbers are registered as my contacts.
CR	1	This question feels misplaced. I do not need assistance to look for another provider. My concern is that there does not appear to be an equivalent compatible service available locally, and this proposed increase may price me out of an essential safety service.
CR	2	None, my family will help
CR	5	My main fear is falling and I've had two hip replacements.
CR	1	I didn't know there was other providers that provide the service thought it was just you for falls

Q13. Please provide any further comments regarding the help or support you might need here:

Key – Response theme

Total number of replies: 137

Theme number	Theme	Number of times the theme is raised within the comments
1	Would like a similar service to Careline	53
2	Would like more information / support moving to new service	30
3	Emergency services	9
4	No support needed	4
5	Other	27
6	Support from family	21

Respondent	Theme	Comment
C	1	Would want a similar service
C	1	Similar to current system
C	1	Would only move to another provider if the service was the same as the Careline service
C	1	My major concern is the availability of help if I fall. Few, if any, other providers seem to offer this service.
C	1	Falls are the main concern
C	1	Only support being lifted if I fall
C	1	I would need help getting up if I fell as I can't get up unaided
C	1	I would need a falls recovery service so no other assistance required
C	1	Help with finding nearest provider for my location.
C	1	Services required from 11pm to 7am in case I fall during the night. Carers arrive at 7am and last call being 11pm. If I fall I am unable to get up by myself.
C	1	Pendant for falls only.
C	1	Require a service that provides falls assistance response 24 hours per day
C	1	I need a telecare service and falls response service
C	1	24 hour response
C	1	Need full support as help is limited.
C	1	24 hr pendant service as a minimum.
C	1	I would need to be reassured that a different provider to careline CBC would provide a sound service in monitoring my needs and myself and respond to any falls.
C	1	Falls recovery.
C	1	As family are not close by, a fall service, especially at night, is essential.
C	1	Would need some kind of service.
C	1	Falls are not a regular thing, but the alarm is a comfort to know I can get help when needed.
C	1	Help if falling and struggling to stand up due to medical reasons

C	1	Needs fall service. Would like the same help that she already gets with Careline
C	1	Same as now at the moment.
C	1	It is just reassuring to know someone is at the end of a phone to speak to you.
C	1	Need 24hr, 7 day cover.
C	1	Cannot be left alone. I would be housebound as well.
C	1	Falls support for holiday cover when my daughter is away rather than full time.
C	1	I only need a pick me up service.
C	1	Need a service that matches what we presently have.
C	1	Would like to be able to contact someone even if only throughout the day
C	1	Any help would be better than none. For someone like me, disabled and housebound, help is essential. Cannot survive otherwise.
C	1	I would need help finding a trustworthy and reliable provider that offered the same service as I currently have
C	1	I only have my niece to care for me who lives 45 mins away from me.
C	1	Would need help.
C	1	I need to be able to rely on the current falls team. System.
C	1	Response to falls
C	1	I would need support
C	1	I don't currently have any other help or support for daily living.
C	1	My main need at present is having the pendant in case of falls or other emergencies
C	1	This is a vital service that gives not only support for vulnerable elderly ones but reassurance and support for family that don't live within easy distance access.
C	2	I would want enough information to make sure as I would not be able to phone the alternative companies to get this information
C	2	I don't know what else is out and would need help to find out
C	2	Not sure what I would do if Careline closed but would need support to help decide
C	2	Will need help moving to another provider as daughter does not live close by and X cannot do it on her own.
C	2	Would need my daughter to help with form filling
C	2	Depends upon what is offered.
C	2	Would need support from care worker at DCC to move forward.
C	2	Has only telephone, will need help.
C	2	Advice on suitable providers giving care, I need preference companies.
C	2	Help get the correct provider for their needs.
C	2	Like to talk over the phone with a person to find out information.
C	2	Help with forms and banking.
C	2	Support due to visual impairment.
C	2	I am housebound. I need someone to go to post box, which causes delay.
C	2	Would need help to identify what other providers offer and to evaluate quality of service levels.
C	2	Now in need of falls provision when out and about as well as at home. All my falls have been when not at home.
C	2	My family would help me arrange another provider.
C	2	I'd just have to look around.
C	2	Contact with benefits.
C	2	Depending on what they can offer, social care visits.
C	2	My family notifying and having some input.
C	2	I wouldn't know where to start.
C	2	I need help with making appointments as I can't talk or hear.

C	3	I would not like help getting me to doctor and hospital appointments as I don't feel confident walking and couldn't physically get on a bus. I am happy to pay for a taxi but with an escort.
C	3	Asking daft questions when you already have it in mind to close the service. I have already said I would use an ambulance so wouldn't need any help
C	3	We can just phone an ambulance.
C	4	Won't need further support
C	4	No but please do not close
C	4	N/a
C	4	Currently independent.
C	5	Prices
C	5	No
C	5	Extra support with cleaning and general things as family are not well
C	5	How much would it cost for CBC to provide a manga X? That would help if she had one of those available in her home.
C	5	How much would it cost for CBC to provide a manga. Would be helpful to have a manga at home.
C	5	I am very experienced in testing my blood and controlling my diabetes. I have never had dangerously low blood sugar. A single press of a button may be a life saver if I need to use Careline and to get medical help. I have also been told more recently - after an ECG, that I have Tachycardia, though I have been told that my pulse is steady.
C	5	A contact and help in any difficulties.
C	5	Service has been excellent at Careline.
C	5	Careline is perfect. No other provider gives me peace of mind.
C	5	Very needy requirement.
C	5	Very needy requirement.
C	5	Careline is a safeguard, just in case I have a fall, my legs are my problem.
C	5	It may be that some people may not use or pay for the service.
C	5	Depends on what my needs are in the future and how things change.
C	5	Mobility is very limited; I can barely get myself out of a chair and unable to cook.
C	5	Not able to access so would need help getting help suited to our needs.
C	5	I have carers.
C	5	Fund Careline to keep the service open
C	5	I wouldn't move to another provider
C	5	Hope this does not close, the service is excellent
C	5	I drive to my appointment.
C	5	Unknown at this time
C	5	This is a terrible terrible idea and should not be pursued. The current service saves lives.
C	5	24 hr care is essential since many falls happen at night - have you considered a night only service?
C	5	Maybe care needs assessment.
C	5	Careline gives peace of mind to people who wish to remain at home independently.
C	5	We are very pleased with the excellent service given by Chesterfield Borough Council and would be sorry to leave it.
C	6	Family lives away, support is needed
C	1,3	I wouldn't move to another provider as they don't offer the service I need. I would have to rely on an ambulance
C	3,2	Falls, emergency, ambulance, advice.
CR	1	I'd like reassurance that any other provider was approved by the Council for use. Don't want sales pitches.

CR	1	A service that could offer both falls support and possibly help with personal needs during the night is required
CR	1	My children will organise anything but Careline was the best option available.
CR	1	I need the 24hr support of careline or similar.
CR	1	Night cover is particularly important for peace of mind, but also response to falls.
CR	1	It is vital that an accredited company could come and pick X up, check her observations and place her in a safe position.
CR	1	We would want another provider who has a pickup service.
CR	3	Don't need it I'll just call an ambulance.
CR	3	You might as well phone an ambulance.
CR	6	My family worry about me, so I need support.
CR	6	Son will do it.
CR	6	Family will do this if necessary.
CR	6	My daughter will help me.
CR	6	Has support with son and is computer literate.
CR	6	Daughter would help also
CR	6	Family would support with the move
CR	6	Appalling, this service is a lifeline for my parents (94 and 91) to stay in their own home and not to go into full time care. They would be unable to get to a phone if they fell which is the whole point of the service. the price already doubled two years ago how can pensioners afford it. Disgusting, you are definitely not prioritising safety. MP and media will be next port of call.
CR	6	It would be hard for me to remain in my own home without this service.
CR	6	Family to help organise
CR	6	I need the service where someone will come out to me to help me up and call my daughter if needed. My daughter works so cannot always come straight away.
CR	6	I desperately need this support for peace of mind for myself and my close family, it is atrocious to think that this service may close down
CR	6	My son will make the arrangements
CR	6	My dad, and the family, rely heavily on a speedy response when my dad has a fall. We'd have no way to provide the same service ourselves without a Careline-style service
CR	1,2	Would need help finding provider that offers same excellent service as careline.
CR	1,2	Information on council approved alternative providers helpful. My carer would be able to manage making arrangements.
CR	1,3	I would need to feel reassured that I am covered day and night for falls as I don't want the ambulance service who are already stretched, to come out just to get me up. My family wouldn't be able to get me up
CR	1,6	In person calls for falls as my family aren't always available.
CR	6,2	My daughters would help to arrange a move but would need information and advice about falls response services locally as they don't live in Derbyshire.
S	2	Waiting to see what happens.
S	2	X wants to stay with careline, cut can only afford an increase of £28 per week. I can help to support him to change providers if necessary.
S	2	Needs assistance to move to another provider.
S	3	As I live alone I do not use the service often it's nice to know there is someone there if I need any help. I do have carers coming in which would not help as I only have them at specific times a day. If I had a fall and I had not got Careline all they could do would be ring for an ambulance. This is a waste of the Ambulance services unless I am injured. Careline services are needed.
S	6	I don't always understand questions this is why my daughter is filling in this form.
S	6	Family need to help with anything digital and telephone.
S	6	Would have to get family to do it for me.

S	6	I have family to help me.
---	---	---------------------------

Q14a. How important do you think the Careline telecare and falls response service is to the community? Please explain your answer below:

Key – Response theme

Total number of replies: 42

Theme number	Theme	Number of times the theme is raised within the comments
1	Essential support for vulnerable people	33
2	Impact on emergency services	10
3	Other	3

Respondent	Theme	Comment
O	1	It helps vulnerable people live at home independently knowing there is help available if needed. It eases pressure on the already stretched NHS.
O	1	Vulnerable people without family rely on this.
O	1	Helping keep vulnerable people in their own homes and out of nursing/care homes.
O	1	It provides a safe service to tax payers in Chesterfield. It is essential and saves lives.
O	1	My late mother and uncle were Careline users and the service was vital for them and also for me as carer.
O	1	I am 96 years old and live alone but with 2 carers per day. I have limited mobility, needing a walker to get around the house, and I am housebound so Careline is an essential facility.
O	1	I think any service that could potentially save a life is vital. Both my grandmothers have benefitted from this service over the years
O	1	Two of my late elderly very close relatives utilised careline which was invaluable to them and prevented them from lying on the floor all night, alone, injured, frightened and in need of urgent hospital care. This happened on more than one occasion and enabled them to live independently until such time as residential care was deemed imperative.
O	3	My friend lives over an hour away from her elderly Dad who's prone to falls. As she can't get to him quickly I'm down as an emergency contact being just 5 mins away.
O	1,2	When my mother had falls, careline were able to quickly respond. without this service, her falls would have meant the ambulance being used
P	1	People need help at a most vulnerable time, if it isn't there what would they do
P	1	It's critical to the safety of elderly and disabled people
P	1	I live on the Isle of Wight so I take comfort in the knowledge that if my mum falls (she's 97 at the end of March) that she will get a rapid response, that someone will attend and assess her condition and then take the appropriate action if anything happens.
P	1	Provides support for people who have no other help.
P	1	Vital service for our increasingly aging population who are vulnerable and subject to falls
P	1	Helps to protect vulnerable people in the community and gets help to them asap.
P	1	Without this service my mother would have been laying in the floor for potentially 24 hours before being found due to living on her own

P	1	The service is a lifeline to the outside world for many people who have no family or carers allowing them to know that there is someone there 24/7 if ever they need help or advice.
P	1	Can literally be a life saver
P	1	If the resident doesn't have family or friends close by Careline is a lifeline for them.
P	1	Is needed for the elderly, also for any falls that happens out of hours
P	1	This is a key part of independent living and supports early discharge from hospital
P	1	People who live alone often rely on pendant alarms to keep themselves safe. They also provide a lot of reassurance and peace of mind for families. They can often be the difference between someone managing at home and someone going into a care setting.
P	1	Vital lifeline for those that cannot operate a phone or leave their phones behind. Allows help to be sought when it is vital.
P	1	To lose this service would be a travesty for the people of Chesterfield. It is such a valuable resource and should be Council run.
P	1	As an ex-health care professional, I know how important it is to have prompt care after a fall in the home. As someone who has seen careline in action, I see what they do is done well and how it helps older people and their families.
P	2	It will cost so much more to call an ambulance for each fall. People will be left on the floor too long which will lead to hospital stays incurring more cost
P	2	The elderly living alone rely on someone helping and this avoids additional burden on 999. Also the pendant is accessible to those without mobile phones to call for help.
P	2	Without the response from Careline type services further strain is put on other organisations such as Ambulance Service responding to non-injurious falls along with "No Response" Calls from "Monitoring Only Community Alarm/Telecare ARC", Increased risk of Hospital Admissions following "Long Lie Falls" for people with no other support networks or responders, Increase in 999 calls including Police being called for Welfare Checks, where it cannot be determined if a client is safe and well through their alarm, Fire Service calls for instances where smoke/heat detectors, fire panels are activated in group living schemes and individual homes. Local Telecare and Falls response services provide a vital link to clients in the community many of whom have no relatives or contacts living locally who can assist in an emergency. Local telecare services provide local knowledge of essential services for residents in their catchment area, providing assistance with referrals to other services as and when needed. Local providers have a good knowledge and relationship with their customers and are able to highlight via Call monitoring when someone is in/nearing crisis and get the necessary help for the client. Response times from local providers enable clients to get emergency help in a timely manner, reducing the chances of hospital admissions in many instances. Calling an ambulance at times can mean a long wait from the first call to 999 when ambulances are tied up elsewhere and have been known to take up to 6- 10 hours during busy periods. Peace of mind for clients and their families that if help is needed it can be accessed easily via a pendant/fall detector
P	2	The service helps reduce pressure on ambulance service. Prevents long lies for patients reducing risk to them and risk of infection and delirium. Reduces waiting times to be supported to get up. Triage clients risks for emergency hospital transfer or remain at homes who do not need medical treatment.
P	2	Saves extra pressure on NHS.
P	1,2	Careline allows residents to remain safely in their own homes for longer. Having somebody at the 'click of a button' to talk to is very reassuring for both the service users and their families. The fact that a falls response service is also offered is quite unique. This gives peace of mind for families - knowing that their loved ones are not waiting on their own for hours for an ambulance.

P	1,2	As a former carer the service was invaluable for helping my parents get up when they had had a fall. On numerous occasions it was difficult due to location, physical attributes and conditions for me to get my parents up even when I was present. When I was unable to be there it was vital and relieved the ambulance service. However, I believe on occasions requests were made to EMAS rather than the falls team responding.
P	1	Especially the response service
PO	1	My Mum has subscribed to the Careline service for several years and unfortunately had a spell of frequent falls. Careline have been invaluable as a local service reaching her within minutes of her call for help. People can feel reassured they can get immediate help via the Careline button/pendant, even if it only requires a phone call to contact relatives or friends to alert them of any problems. It is also peace of mind for relatives/carers/friends.
PO	1	If folk are in need then careline can be the first port of call.
PO	1	It enables people to stay in their own homes longer and independently amongst their familiar surroundings
PO	1	24/7 dependable service which is crucial for supporting the independence of individuals wanting to live in their own homes. Also supports their relatives in the knowledge that help can be there quickly.
PO	2	Prevents hospital admission with early intervention
PO	3	There are no alternative services that will assist fallen people to get back up! Other services just call a stressed relative, who could be miles away. People should still have this level of support as an option.
PO	3	But the staff are uninterested, uncaring and they do not have any services to reach out to, the whole thing needs sorting! Only good to pick up people who fall out of bed.
PO	1,2	A lot of people depend on this service and it also saves the ambulance and police attending.

Q15. What would the impact be on you / your service if Careline prices were to increase?

Key – Response theme

Total number of replies: 50

Theme number	Theme	Number of times the theme is raised within the comments
1	Financial impact	25
2	Impact on other service providers	3
3	Impact on emergency services	2
4	Would cease to use the service	3
5	No impact	9
6	Would continue to use the service	11
7	Other	4

Respondent	Theme	Comment
P	2	We would get increased custom, but I would rather help you keep costs low by working with you
P	1	Beyond the means of the majority of people living in the community
P	3	Increases calls to emergency services
P	1	I think this price has been dreamed up to validate a decision already made by Councillors to close the service. I am sure it will mean vulnerable residents will suffer in the future. Very few will be able to pay this.
P	4	Definitely would not have it
P	1	Would be difficult for some to afford, but what is the price of safety?
P	5	No impact now as I am not currently in need of the service
P	1	If my mother was still living she would find it very difficult to afford this price
P	5	None as our clients choose to pay careline.
P	1	A 100% increase like this would be completely unacceptable.
P	7	It should be paying for itself.
P	1,2	Some would not be able to support an increase in price. The care would possibly fall to other agencies who are also stretched financially.
P	6	I would still be very interested in taking on this cost due to the benefit it offers to service users and their families.
P	6	I believe the service provided would be worth the extra cost, for peace of mind and wellbeing of the client.
P	1	The cost is just too high for most customers and not competitive with other telecare services.
P	1	That might have been too costly for her at the time along with private carers she employed twice a week.
P	1	Some service users struggle to pay for the service now but do so for peace of mind, if the price was to increase some very vulnerable people could go under the radar because they can't afford the increase.

P	5	It wouldn't impact myself but I feel for the people it does
P	6,1	Would have no option but to ensure it was paid for, either from mum's pension or from my income
P	5	None
P	1	Obviously everyone has a limit to how much they can afford, although it puts them as risk
P	6,7	We would be happy to pay the extra, but I feel that people need to be made more aware of your service which will probably tip your numbers to a more favourable outcome
P	1	£28.00 per week to low income clients is a massive amount of money and not achievable for many
P	1,7	The current financial situations is difficult for all people, whether financially able or not, and would certainly have an impact of affordability. If this is a viable service by increasing the costs, more advertisement of the service is required. Very few people are aware this exists.
P	6	I am no longer involved in using the service - I believe my parents would have kept paying for it as long as the team were coming out not EMAS.
P	5	None
P	1	Potentially not affordable.
PO	4	Some people may stop the service however this rise is not too bad.
PO	5	No impact on the Trust.
PO	7	Yes.
PO	1	It depends on the client but we find most people don't want to pay much as they are only getting pension and maybe other benefits.
PO	1	Less people may be unable to pay for the service.
PO	6,2	People would likely look elsewhere, but some people who genuinely rely on Careline will pay more if it means they can remain safely at home.
PO	6,1	Think people would find the money, especially relatives who don't live local to their loved ones, for peace of mind.
PO	1,4,3	People will be even more reluctant to purchase this; this is too expensive for those that need this service. Patients will less likely have this so then fall and have a long lie causing a much higher cost on hospital services. I feel the consequences will be much higher.
PO	6	This is such value for money and is well worth the increase to ensure the service continues.
PO	1	Inflation can't be helped.
PO	5	Currently I don't need or use careline. So it wouldn't be right for me to comment further.
PO	1	This is not sustainable for anyone in the community to pay this much for the service per week.
O	5	Nothing at all, it is better to be charged that amount rather than over a £1,000 a week in a care home where they maybe do not get much attention.
O	1	Some people would struggle to meet an increase, but this may be a better option than if the service ceased to exist.
O	7	n/a
O	1	This does seem expensive, Carelink in the High Peak Charge £10 per week for full response.
O	6	The service has to pay for itself so you have to pay what is necessary.
O	7	Depends on users' needs
O	6,1	My Mum is prepared to pay this as she appreciates the excellent service given by Careline, although it will impact on her budget to some degree.
O	1	It would increase the cost of the service dramatically and this is difficult to explain when the service is remaining the same.
O	1	It's a rip off.

0	5	No impact.
0	6	I think it would be worth it for the reassurance careline would give.

Q16. What would be the impact on you / your service if Careline were to close?

Key – Response theme

Total number of replies: 52

Theme number	Theme	Number of times the theme is raised within the comments
1	Impact on other service providers	6
2	Impact on service users	30
3	Impact on emergency services	10
4	Alternative providers	7
5	No impact	3
6	Impact on families	4
7	Other	6

Respondent	Theme	Comment
P	2	Inability to summon help, non-personal interaction with non-local providers. Long waiting times for assistance.
P	3	Increases calls to emergency services.
P	7	Personally none but I have friends and relatives that will be affected. I feel the decision has already been taken.
P	4	Shut it. There's a better provider.
P	2	Would leave without support. If fall, could die.
P	2	To close the service would put people at huge risk
P	4	I would need an alternative
P	7	Too important to close it
P	2	Devastating
P	5	As a member of the public, none.
P	2	I think it would be tragic if this service was to close. This is a much needed service across the borough and has the potential to save lives.
P	1,6	This would mean that families would 'take up the strain' in my opinion. Or residents would be unable to remain in their own homes for as long, needing to be placed in a service that offers 24 hour assistance.
P	2	It would be a shame to see the service close because the support the staff give to their customers on a daily basis goes above and beyond in any individuals time in need, a lot of people that depend on Careline would be left alone which would impact their lives.
P	2	I would worry about the people who need that service
P	3	Worry about being able to leave work to help or have to use 999
P	4,3	Unless a like for like service was provided by someone else this would be extra strain on the ambulance and hospital services.
P	7	Peace of mind gone.

P	2	Again no longer involved in the use - but it would have negatively affected my parents and potentially cause further risks to be taken to resolve falls.
P	3	More impact on emergency services.
P	2	Would close down a vital support and reassurance service for vulnerable people with no other support options.
P	7	It would have a huge impact. Maybe looking at partnering with neighbouring authorities such as Sheffield would be more cost effective.
P	2	Worry about elderly
P	5	Immediately- none. But as I get older it could be substantial.
P	2	I would be very concerned and worried for the safety of many vulnerable people.
P	3	Catastrophic all the need for ambulances etc. To already struggling country.
P	2	My Mum would be very unhappy and not feel as secure.
P	2	The elderly and vulnerable would have even less help.
P	2,3	This would impact my friend and her dad massively. His monitoring would stop and he could be on the floor for hours. Not to mention the strain on the NHS service to come out and help him up!
P	2	A safety net would be removed.
PO	1,2,3	Without the response from Careline type services further strain is put on other organisations such as Ambulance Service responding to non-injurious falls along with "No Response" Calls from "Monitoring Only Community Alarm/Telecare ARC", Increased risk of Hospital Admissions following "Long Lie Falls" for people with no other support networks or responders, Increase in 999 calls including Police being called for Welfare Checks, where it cannot be determined if a client is safe and well through their alarm. Local Telecare and Falls response services provide a vital link to clients in the community many of whom have no relatives or contacts living locally who can assist in an emergency. Local telecare services provide local knowledge of essential services for residents in their catchment area, providing assistance with referrals to other services as and when needed. Local providers have a good knowledge and relationship with their customers and are able to highlight via Call monitoring when someone is in/nearing crisis and get the necessary help for the client. Response times from local providers enable clients to get emergency help in a timely manner, reducing the chances of hospital admissions in many instances. Calling an ambulance at times can mean a long wait from the first call to 999 when ambulances are tied up elsewhere and have been known to take up to 6- 10 hours during busy periods.
PO	1,2	There is a community falls service provided within the local community trust, but referral would be required from GP's District nurse services, meaning some people not under these services would slip through the net and potentially be at higher risk of mortality from falling.
PO	2	I think it would leave a lot of people vulnerable.
PO	2	Reduced options for our patients to access an emergency call bell.
PO	3,2	As stated before it would delay discharges from hospital and also stop older people from living independent lives.
PO	4,6	It would impact our clients as they would have to choose another supplier, it may put strain on family members friends of client as they would have to respond to calls.
PO	6,4	It would be very worrying for people and their families. What other service could they use?
PO	3,2	More hospital admissions, decreased support for the most vulnerable.
PO	5	No impact on our service.
PO	2	This would leave a lot of our carers feeling vulnerable about their loved ones.
PO	2	This will be a massive loss to the service users, who depend highly on this service.
O	1	Increased custom.

0	2	It wouldn't impact me now but having benefitted from the excellent service provided in the recent past, I am convinced that closure would have a devastating impact on the current users.
0	1,2	On our service no major impact, on our clients time living at home – devastating.
0	2	It would be disastrous and very worrying.
0	2	There will be a number of elderly and disabled people potentially without help and assistance for hours or even days at a time which could be fatal.
0	2	I work in Adult Care; I would worry about my service users' safety.
0	2	I would not be happy because, to me, it's an extra safeguard and helps to keep more independence for my mum.
0	7	They need a council worker to be on call.
0	6,1	Extra stress for people and their families. They would require more from the hospital/adult care sector and be more frightened about being discharged from hospital.
0	4,3,2	This would be really unfortunate, unless there is an alternative provider which offers low costing services I see this as really bad for the service users we treat in hospital. Many of them rely on their pendant alarms dearly, providing a sense of comfort for families and the patients.
0	7	I would have no job that I absolutely love doing and there would be a lot of disgruntled elderly people.
0	4	At the present time there would not be a like for like replacement.

Q17. Do you have suggestions for alternative options that we can consider?

Key – Response theme

Total number of replies: 314

Theme number	Theme	Number of times the theme is raised within the comments
1	Partnership working	47
2	None / Don't know	103
3	Continue the service	11
4	Prepared to pay more	5
5	Financial / budget suggestions	92
6	Improve publicity	29
7	Close Careline	3
8	Alter the service provision	23
9	Other	22

Respondent	Theme	Comment
C	1	As the NHS provides a falls recovery team 8am - 8pm, (which I hope is as good as that provided by Chesterfield Careline), could Careline continue by covering falls 8pm - 8am and the telecare service part continue 24/7? Relatives could be contacted to go to their relative to organise the 111 call for falls service or if no relative Careline contact. Would this help with reducing running costs if not paying as many daytime staff?
C	1	I believe that other local providers, eg Bolsover, offer a similar service - could this offer economies of scale?
C	1	Enter into an agreement with another to take on Careline.
C	1	For Chesterfield Careline to partner up another service and share the costs. i.e.. chesterfield to do the falls only and partner to do the monitoring.
C	1	Join up with other local authorities then you have peace of mind that these can be trusted.
C	1	I am a 90 yr old pensioner with Parkinson's and a family that are not local. This service is critical to me and many others in the area. The service provided and the staff are great. Consider a joint venture with another provider, review of the council budget to ensure that vulnerable individuals and families are protected. Not supporting this service will put further burden on the Ambulance and Paramedic services and could lead to significant individual harm needing increased NHS services. The Careline service mitigates this.
C	1	Join in with one of the other carers.
C	1	I wonder if it would be possible to join up with another provider but stay local. I think this is very important.
C	1	Team up with adjacent councils which would increase the customer base albeit reducing response times in some cases due to the larger area.
C	1	Are there options for you to tender for a private company to provide the same service.

C	1	Could you join up with another local "Careline" service?
C	1	Merge with another support service.
C	1	What if you join up with another service?
C	1	Offer a shared service with a private provider.
C	1	Apart from seeking the service from another company.
C	1	Surely creating an East Midlands service would make more sense.
C	1	If there are other similar services in neighbouring councils to join forces with to increase members to continue the excellent service at cost neutral price, without closure or hiking the price so much.
C	1	Link with other providers.
C	1	Partner with 111 or DLR for falls recovery.
C	1	The NHS is supposedly looking at setting up local community hubs to provide local NHS services to local people. It should be possible to incorporate some or all careline services. Thus provide a comprehensive service to all who need it.
C	1	Could the council ask local businesses to help support the service, like sponsorship.
C	2	Only what you are already suggesting - limiting the hours you operate your falls response service.
C	2	No but I would like to say that my family feel reassured with the current support. It helps me to stay at home
C	2	No, quite happy with current situation.
C	2	No x 66
C	2	No, don't want it.
C	2	Not at this time.
C	2	Can't think of anything.
C	2	Cannot think of anything at present
C	2	Don't know
C	2	Don't know what to suggest
C	3	Just please maintain the service.
C	3	Happy with service as it is.
C	3	Been with service a while and the prospect of moving to another provider later in life is not appealing.
C	3	Keep careline open. There are 43 apartments in [address], there are opportunities to expand the service by engaging better with the community.
C	3	Just keep careline.
C	3	Keep the service.
C	3	To keep the Careline Service. It is a good service.
C	5	Careline is based at Stonegravels. Why not move it to Chesterfield Borough Council offices to reduce costs associated with property rental?
C	5	Some funding to keep the service going.
C	5	Both parties contribute to the increased costs.
C	5	Part funded by council.
C	5	To have government funding and put less pressure on the ambulance service.
C	5	Lower the price.
C	5	Maybe fund raising.
C	5	Do not cut the service please, find the funding by cutting other areas. The falls service is needed.
C	5	Lower the price and get more clients.
C	5	Cut other subsidies first in departments.
C	5	Apply to the government for extra funding to keep this vital and necessary service going.
C	5	Keep the base price lower for non-call outs. Charges then increase for higher usage.

C	5	Subsidise the careline.
C	5	Other than pushing for government support or local councils in one, is lottery support possible.
C	5	Maybe service users, who get the service for free, could share the cost of the concession amount i.e. £5 per week. Whilst those already paying full amount continue to pay current rate.
C	5	Age co on your list. Cost almost one third of your present charge.
C	5	How about a standard charge per week and then a fixed call out charge on top of that.
C	5	Ask the government to provide more support.
C	5	Don't charge so much, would get more customers.
C	5	Lobby the government. Attract other income streams via other business. Review CBC funding streams on woke nonsense, councillor priority funding and irrelevant service.
C	5	Pay more to balance the books.
C	5	The financial climate causes these services to be privatised which hikes the price but not fit for purpose. The government needs to help its own first.
C	5	Put pressure on DCC to give more funding.
C	5	More money from the government to support independent living and protect other services.
C	5	Maybe alternative funding streams.
C	5	To lower your prices.
C	5	Cut costs.
C	5	I would imagine that making no difference as it all comes back to funding.
C	5	Stop making cuts.
C	5	A properly funded national organisation provided with well paid staff and a simple, understandable non bureaucratic systems.
C	5	Could consider other sponsors to reduce costs.
C	5	Make the costings per person in line with the needs of that person.
C	5	To spend the money they have on something worthwhile which is looking after the elderly
C	5	If you do manage to stay in business drop your charges.
C	5	Have all funding options been explored? What do Age UK and other organisations say? Have they been consulted for opinion? Do you adequately promote the service to get user rate increased?
C	5	Look at sponsorship?
C	5	Get rid of some councillors to save money.
C	5	Lower payments.
C	5	As a single woman and a type 1 diabetic with no family, it's important to have a response in an acceptable time frame. You could also lower the cost.
C	5	Put price up a little, not double.
C	5	Charge a surcharge for a falls call out.
C	5	People should pay if they can afford it.
C	5	No increase of this scale should be introduced for a service that people rely on for safety. At the very least, existing vulnerable users should be protected.
C	5	Charge per call out after 8pm
C	5	Try the government for the money, they recently announced Millions to help old people to stay in their own home.
C	6	Fundraising.
C	6	More advertising for careline and what an important service this is to prevent people going into hospital.

C	6	I have not seen the service promoted in the community. There are opportunities to attract more customers by promoting within doctors surgeries, supermarkets and anywhere else where vulnerable adults congregate.
C	6	Provide service to call ambulance and monitor your situation until ambulance arrived. Escalating intervention if there are delays in the ambulance arriving, keep contact.
C	6	Try to get more users.
C	6	Broader promotion of the service as many people I speak to don't know it exists. If you get larger volumes it might be sustainable.
C	6	Needs more publicity.
C	7	Shut it.
C	7	Just close it down.
C	9	How important do you think the Careline take care and falls response service is to the community? A: extremely important. Q: Careline prices need to increase to £28 per week..... what would the impact be on you? A: unaffordable. Interestingly, on the page before, you propose this price increase now it's written as a definite. You say this is a consultation is a review and proposed study but this contradicts it? I have no insight into your infrastructure so therefore cannot constructively make any suggestions etc areas covered, staff numbers. However in paragraph 2 of your letter customer volume would unlikely increase if price doubled.
C	9	We totally value the Careline service and see it as an integral option for adult social care support in Chesterfield Borough. Although you have been called out only two times - your response was great, thank you.
C	9	We need the service.
C	9	I cannot help but wonder how other people my age and older people, particularly those who live alone, feel on the issue of safety due to the times that we live in. If I was in my 70's or 80's and was a home owner, I would feel safer if there was a 'Push Button' service to get emergency help in case of intruders etc. rather than fumbling for the phone to call the police whilst trying to get safe? I am not aware if this kind of help exists already outside of 999, whether it would be feasible or whether these other service providers offer this already.
C	9	Let people have an option to have it or not like before in olden days.
C	9	Dial 111 or 999.
C	9	Hopefully you will have carefully considered them all.
C	9	Make caring for the elderly a priority for the council.
C	9	It is such a shame that the council does not feel this service can be kept at an affordable amount for elderly vulnerable people. This is an essential service, not a luxury.
C	9	If you are not able to assist as and when required I would have to call the police or an ambulance for help.
C	9	I think the alternative options you have mentioned might be the way to go. I certainly wouldn't like to keep living alone without some kind of support.
C	9	Just phone an ambulance, don't need careline.
C	9	Known.
C	8	Keep the same price and service but run it from 8am - 8pm as I have my relatives to help me after 8pm and my carers come help me up at 8am
C	8	Smart pendant. Calling daily to check on if the pendant hasn't moved i.e. technology, cameras.
C	8	Night time only as 8pm-8am.
C	8	Just one careline pullcord on each corridor if necessary.
C	8	Access to an air cushion if needed to help family lift a disabled person if they fall.
C	8	Provide the falls equipment and instructions to service user/carer if this is an option.
C	8	Separate careline to calls response service.

C	8	I would like it as it was before, cheaper and more contact.
C	8	Offer just holiday cover.
C	8	Focus on day time only service.
C	8	A buzzer of some sort that would alert you so you could contact next of kin directly.
C	8	Bring back the warden or don't offer an opt out for residents, make them all pay.
C	8	Just cover night times as hard to get hold of people in the night to help you.
C	1,5	Maybe merge services with Bolsover and North East Derbyshire to continue to provide services at a reasonable rate that people can actually afford otherwise people will stop paying for the service. Look at two rates of fees for a 24hr support or support from 8pm to 8am.
C	2,3,4	I don't. Really hope this service will continue. Will happily pay more to support.
C	2,5	Don't know. Think we would get more people if we lowered the price.
C	2,6	No. Should advertise more, suggested advertising in the civic centre in Dronfield. All of their family want them to have a telecare provider for peace of mind and help in an emergency. If no telecare, more elderly could fall and either end up in hospital or a care home leading to more costs for the NHS, taxpayer and council. Need a 24 hour monitoring and falls service. There are a lot of elderly in this area. Careline is reassuring for family members. If no careline, and an emergency/fall happens then could have serious consequences.
C	2,6	No other than advertising more. Suggested advertising in the civic centre at Dronfield.
C	4,5	If people are willing to pay a bit more it would bring down the cost to the council
C	5,1	The council needs to consider further partnering arrangements with other local authorities and/or other organisations, either statutory, commercial organisations, or third sector organisations: • Partnering with the NHS may be an option through the 999 or 111 service. Many people who fall don't necessarily need hospital care, and by partnering with the NHS pressure could be relieved from the NHS by using the Careline service to safely recover people from falls without burdening the ambulance service or A&E departments. • Partnering with the St John's Ambulance, who already have trained first aiders/first responders who are able to assess patients and with training/equipment to assist in falls recovery. • Consider recruiting a network of community responders, in the same way that the NHS/ambulance service have trained community responders.
S	2	No x 5
S	2	Sorry can't think
S	3	Careline to stay open at whatever cost.
S	5	Maybe you should lower the cost to get more customers.
S	5	Look again at the decision to cut the funding.
S	6	More advertising.
S	6	Go out and promote careline service to keep it.
S	9	Use it away from home.
S	5,1	Consider offering more to the service to be able to charge £28 a week, such as one off care calls to assist with personal care or collaborate with a care company to provide a joint service to warrant a higher service charge.
S	6,5	Advertising. Lower cost to encourage more clients.
P	1	Combined services within CBC working alongside other departments that also offer services i.e. housing assistance/support/benefits. Any available funding.
P	1	Partner with CQC registered providers to pick people up from the floor if fallen.
P	1	Join with NHS elderly services e.g. when vulnerable leave hospital, get NHS to promote careline.
P	1	See if Medicare can buy out Careline and keep call centre.
P	2	No x 2
P	2	No - the service is excellent
P	2	I don't know I'm afraid.

P	5	It should be subsidised by the Council and run more efficiently. It is a Council's duty to look after old and vulnerable residents.
P	5	Ensure council debts, such as arrears of council tax, rent are collected timeously so that this essential service can be funded correctly.
P	5	Maybe the pen pushers at the top take a cut first before axing services that are vital to some people.
P	5	The telecare service that is run from Doe Lea still offers a 24 hour line and a falls response service but is configured in a different way. As less staff are employed the service cost would be less.
P	5	Ask the government to stop giving illegal immigrants money, board etc and use that money to fund people who are actual residents/citizens of this country.
P	5	Deliver through different model or failing that increase charges.
P	5	Private sector partner funding.
P	5	Paid for home from hospital service.
P	6	A greater push to sign up more customers.
P	6	Better marketing so that more people are aware of the service. Joint service with other local council(s).
P	6	If the service would be more workable with more users, have you considered a leaflet campaign? I think there might be significant numbers of residents who would like peace of mind but don't know the service is there or think they're "not ill/disabled enough". I used the service when caring for my dad in his final years and I didn't take it up until I thought it was really essential, because I wrongly assumed there was some kind of eligibility threshold. We might have used the service a couple of years earlier if I'd known how easy it was.
P	9	I'm not fully sure why this is being considered in the first place! I think it's a needed service. An essential for our elderly community. I dread getting old due to these cut backs. I don't want to have to rely on a service but if I needed to I would hope there was something left for me to access.
P	8	Is it possible to reduce the area you cover to Chesterfield Borough only?
P	8	Make it work, like out of hours council, have people and services in one place and ensure someone cares.
P	1,5	Partner with neighbouring authorities such as Chesterfield City Wide Care Alarms. They have around 8000 customers and also work alongside the NHS to support non urgent ambulance calls. This could be something Chesterfield do. Securing funding via NHS to help increase revenue and demand.
PO	1	Could we consider merging Bolsover and Chesterfield services?
PO	2	n/a
PO	5	Lottery funding?
PO	5	Yes spend less on silly town improvements and more on the older community that helped shape this town.
PO	5	Different levels of pricing for different levels of service.
PO	6	Advertise more, people do not know the service exists.
PO	8	Having the falls response service at certain times of the day and use family friends more.
PO	3,5	No, keep it the same, but drop prices.
PO	6,5	Increase the customer numbers with better advertising and directed marketing. Look towards establishing a funding source for those with a need for an alarm response service, with funding directed at people with specific needs or disabilities which would also give those receiving the funding a choice of the most appropriate provider within their area.
O	1	We can provide a falls response service to support your current service at a reasonable rate. (Derbyshire Light Medical).
O	1	Could they partner up with other services?
O	1	Amalgamate with other councils in Derbyshire or wider.

O	2	Not that I can think of.
O	2	I can't think of any at the moment, maybe a befriending service with mobile officers on call to help people when needed.
O	5	Charity funding, such as Big Lottery? Becoming a charity and fundraising as such? Do DCC not offer to fund this via personal budget/ direct payments? If not, why not? This is not a service in competition with DCC community alarms because they are not 'in person' and just a glorified speakerphone that can be ordered via medequip. What about health funding? Is there nothing available via NHS/ partnership working? Could you look at training some volunteers for some aspects of the service... drivers or phones etc?
O	5	Pay cuts for higher staff in the office or councillors and more money into maintaining the properties up to energy efficiency.
O	9	Without knowing what things can be changed in terms of resources/devices etc this is difficult, alternate device options, AI triage, phone line providers etc.
O	4,6	Put prices up. Publicise your service of picking people up from the floor. People do not know that this is an option until we tell them. Provide leaflets so we can market it during our contact with new Clients and families.
O	5,6	To raise some sort of funding (Charitable?) to help sustain the service, maybe enrol people who are willing to volunteer to man the phone lines whilst trained staff are 'out in the field'. Offer apprentice to the unemployed people who are looking for work. Certainly advertise the service because companies like Careline 365 do not provide the care and attention that your service gives.
O	6,5	Try and encourage more customers because the number of elderly and vulnerable people is increasing and the service is vital. look at more ways to make it cost effective.
CR	1	None.
CR	1	Centralise the call handling and admin but not the people who come out - they'd need to remain local.
CR	1	Combine with other LAs in Derbyshire, South Yorkshire and Nottinghamshire to create a wider customer base and increased income.
CR	1	Merge with another service provider, keep same service, and transfer over, without us having to find a new provider and fill in lots of new forms.
CR	1	It must include falls recovery, maybe from another provider, but initiated by you and seamless to us.
CR	1	Keeping the service, if even needing to outsource.
CR	1	Working with an independent not for profit organisation.
CR	1	Would it be possible to extend this service to other councils and share the costs of extra resources with them.
CR	1	Perhaps joining other organisations to maintain the service and keep the costs down.
CR	1	Combine the service with other providers to make savings.
CR	2	No x 5
CR	1	Possibly merging with another provider. Possibly extending services to attract a larger user base.
CR	2	Nothing else
CR	2	?
CR	2	Not really but good idea to restrict hours - 8 to 8.
CR	2	I don't think there are alternative options
CR	2	Sadly not.
CR	3	Find a way to provide this service to the elderly and vulnerable who have probably all paid into the system their whole lives precisely so they would receive these services when elderly and vulnerable.
CR	4	We could go to £100 per month.
CR	5	Put more in the budget for it so it's free, to stop the elderly suffering we have paid enough.

CR	5	The government should be helping to fund the service.
CR	5	Cut excessive spending in other areas. Cut councillors allowances etc- £299,000 would fund careline!
CR	5	Instead of wasting money on unnecessary food caddies use those millions of pounds to fund a vital service for our elderly who have paid taxes and contributed to society all of their lives. Get your priorities right.
CR	5	Maximise benefits. Fund volunteer befriends.
CR	5	DCC have awarded £80,000 to Walk Derbyshire to maybe apply for funding, surely protecting our most vulnerable people in society is more deserving than walking, anyone can go for a walk for free.
CR	5	Charge a retainer fee and a separate fee for each falls response call out?
CR	5	Having checked other service providers prices raising your fees to £34 would be better than losing your service.
CR	5	More funding needs to be allocated to social care.
CR	5	Put more pressure on local MP and government for the additional funding or do charity drives, events, raffles etc for gathering the missing funds.
CR	5	Can NHS provide any funding? Charities?
CR	5	Tell people that DCC pulled funding so the blame lays with them- adult care is not CBC's responsibility.
CR	5	Subsidise the current care line.
CR	5	Divert funding from other low priority services.
CR	5	There will be an unseen cost of closing this service. There will be people who are able to live at home at the moment who will need to move into care as a result of its closure.
CR	5	Don't raise the prices.
CR	5	Spend money on worthwhile local community needs (not cycle lanes).
CR	5	Spend money wisely i.e. not a cycle lane nobody uses.
CR	6	Better advertising and public knowledge of the service.
CR	6	I feel that Careline provision as it is, is definitely needed. I feel that further advertisement of the service is needed as I do not feel that people are aware about it. Lots of vulnerable people could do with this service. Maybe it could be promoted through community nursing teams.
CR	6	Ensure that prospective service users know about the service. We were not told on leaving hospital about the service (they had assessed me as high risk of falling) we had to find the information out in an emergency when a fall had taken place. Information sharing could be done via council tax letter aimed at a specific age group, in addition, working jointly with Age UK/Age Concern/Derbyshire Carers Association/CAB/GP's could ensure more people are aware of it.
CR	6	We initially didn't realise that this service was more widely available than just in the area of Chesterfield Borough council. It was not recommended to us by GP, social or support services. It was an enquiry by my daughter who lives in the chesterfield borough council area that highlighted that the service was available to us. We are in North East Derbyshire District Council. The service is not being promoted outside Chesterfield Borough council area. The fall response is an excellent service as relatives are not always local or available to help which is what other providers rely on. Promote this service better in the area that can be covered.
CR	6	I think you should try advertising more widely as I only knew about the service through word of mouth. There must be many other vulnerable adults in Derbyshire who would benefit especially from the falls recovery service rather than having to wait hours for an ambulance.
CR	6	Regularly publicise the service to increase and maintain user numbers as much as possible but I understand this is already being done.
CR	6	We value careline service which is local. Not sure careline service has been promoted enough to increase numbers using this.
CR	7	Close it.

CR	9	Looks like you need to double number of users, as mentioned teaming up would appear the simplest and least disruptive to the old and vulnerable.
CR	9	Reduced price increase would be an option.
CR	9	Unfortunately I have never investigated any alternatives as I've been quite happy with your service.
CR	9	It seems shocking that this is not deemed a priority service for the vulnerable of society.
CR	9	I read somewhere that between 8 am and 8 pm I can contact 111 and they will send someone free of charge - is this true?
CR	9	This is a shock as I've had the reassurance of the service for years. I can't think right now. Very upset.
CR	8	A service that delivers both falls assistance and toileting/personal care during the night when required would better reflect the increase in price.
CR	8	Reduce the areas you cover, e.g. restrict to Chesterfield borough only. Currently a lot of NE Derbys is covered by CBC and stretches resources?
CR	8	I think the 8pm to 8am service would be more useful, rather than a daytime service, as more people would have to go to A&E due to long lies as the ambulance response time would be longer due to high demand.
CR	8	More locally based voluntary wardens who get a fee for their services if needed.
CR	8	Have you considered limiting the number of calls for falls that any one user can receive i.e. five per year, then emergency services have to be used.
CR	8	For me the priority is the falls team. Whether other aspects of the service can be amalgamated elsewhere i.e. smoke alarm.
CR	8	Seek to use volunteers for some aspects of the service to provide work experience and reduce costs.
CR	2,4	No we accept that if we want this service we have to pay for it.
CR	5,1	I don't know how things work now, but could you get volunteer staff to help? When we've called the response time has always been very quick. Is there any way to save money by responding a little slower to less urgent calls? It's not much fun lying on the floor, but unless there's an injury, we can usually wait a while. Could you look at teaming up with another council? Maybe to share the "office" work.
CR	5,6	Yes - reduce the cost, promote the service, make local press and media aware and the uptake would increase.
CR	6,1	Try publicising the service more, through GPs, there must be more vulnerable people within the Borough who would not want the service to end or indeed may not know enough about its merits. Also, consider talks with the Royal Hospital, explain the impact the loss of the service would have on their budgets and targets. They may consider joint funding option.
CR	6,5	It feels disappointing that the service is likely to be withdrawn and perhaps it could have been better marketed. Obviously the balance between cost and number of users is tricky in terms of sustainability. Dad's pendant alarm is vital and without it he will be very vulnerable. It effectively enables him to delay going into residential care. He called out the response team quite recently following a fall and they were really lovely and very competent.

Q18a. Thinking about the Equality Act 2010 which protects individuals from discrimination, do you believe the options being considered as part of the Careline review would have specific impacts on any protected groups? Please provide your comments below:

Key – Response theme

Total number of replies: 221

Theme number	Theme	Number of times the theme is raised within the comments
1	Don't know	2
2	Financial	41
3	Vulnerable	50
4	Age	97
5	Disability	91
6	Lone dwellers	13
7	Other	47
8	Protected characteristics general comments	8

Respondent	Theme	Comment
C	2	Increasing the cost to £28 a week, means the cost doubles from what it is now. This makes the service unreachable to a large part of the public.
C	4,5	Impact people who are generally elderly and most vulnerable including many with a disability.
C	5	All disabled registered users will be put into turmoil.
C	2,4	Elderly, due to lack of funds.
C	1	I cannot see how they would be affected.
C	4	Older persons.
C	4,5	If careline were to close both age and disability protected groups would be discriminated against.
C	4	Elderly people who have no internet access will struggle to find information that they need to find alternative provision.
C	4,5	Age and disabled people will be impacted.
C	4,5	Older persons with disabilities.
C	7	I do not want to lose the service that careline provide.
C	7	You can't fault Careline and am worried if we are closed. have been telling people to join Careline so we don't close.
C	7	Moving my mum to a different service provider would be confusing for her.
C	4,2	Old people as they use the service most and can't afford it if it goes up.
C	2	Have an impact on all if the service closes or prices go up.
C	7	The difference between being independent or not. A burden on other services.
C	3,4	Impact the elderly who are vulnerable and need to be able to trust who is visiting.
C	4,5	Age and disability.

C	7	It would be difficult for you to manage without Careline as you do have to go out and you worry that he might fall and can't get hold of anyone.
C	4,6	If elderly and have no family they rely on Careline - it will impact us.
C	2	(nephew who was present) discriminating by pulling the funding.
C	3,4,5	I would be vulnerable if there was nobody to answer my calls, protected groups of age and disability.
C	4,5	It will impact people who are old and have disabilities.
C	3	Really worried about having a fall and long lies.
C	2	As I get worse it's going to cost a lot more for different services.
C	2	I am very upset if Careline closed. I rely on them to get me up. The price is very high but I am dependent on your service.
C	4,5	It impacts on at least two of the specific protected groups specifically age and disability but others may be relevant. The protection covers use of public and private services and protects against direct and indirect discrimination. The changes that are being suggested would significantly impact due to my age and medical condition.
C	4,3	Older people would be impacted. They feel safer with local people and local authority. Other providers are not the same as local authority.
C	8	Protective groups would be disadvantaged.
C	4,3,5	It would impact old people who are vulnerable and have disabilities as there is nothing else. I am unable to go out without assistance and when my wife goes out I need Careline to be able to stay at home safely.
C	4	Discrimination towards elderly who don't have a voice and family.
C	5,3	Impacts disabled and vulnerable.
C	4	I believe everyone should be treated equally which includes the elderly, not abandoned because the service is not making money.
C	5	The disabled people trying to live independently in their homes.
C	4,5	Age and Disability if there was no service.
C	7	I don't think it's very good as lots of people rely on you.
C	3, 2	You are indirectly discriminating vulnerable people by looking at increasing the fees. With the cost of living already an expense you are disadvantaging people from accessing a service which is extremely invaluable to the community and a resource that is indispensable rather than just expensive and irrelevant.
C	8	It would impact protected groups.
C	4	Elderly are being targeted.
C	7	No comment.
C	5	As a disabled person I may not be able to continue to reside in my own home.
C	3,5	Protected groups like the vulnerable and disabled are being left without Careline.
C	5,3	A loss of careline would have an impact on disabled groups. If she falls she can't get up, eye sight prevents her from contacting anyone and she is unable to get up. Extremely vulnerable.
C	3,4,5	I believe the changes could impact all vulnerable elderly and disabled people who rely on these type of services to keep them safe from falls.
C	4	Discriminating against age.
C	4,3	Discriminating against older vulnerable people.
C	6,5	It would make independent living in one's own home even more challenging for a disabled person.
C	2, 4	Financial discrimination against the elderly and infirm.
C	3,4,2	Vulnerable elderly people would be left exposed to falls and injury in some cases due to cost.
C	3	If careline finishes, it will be discriminating against vulnerable people.
C	5	Impact on disabled.
C	2	Only financial side.

C	2	The service would remain available for only users who were financially viable.
C	5	Disabled people should be able to access help in their own homes if they fall without waiting hours for an ambulance if there are no injuries.
C	7	Nothing to add.
C	2	The charges envisaged will discriminate against those with limited financial means and will also mean there is less help for those who need this service.
C	4,5	Elderly and disabled.
C	7	Why would it?
C	7	We do not have a choice and should have.
C	6	People who live on their own and have no one to rely on.
C	5	Discriminating against disabled people who should by law be entitled to services which promote wellbeing.
C	4	Impact on the elderly population.
C	7	Let's get rid of it.
C	4,5	It would affect people who are older and with disabilities.
C	4,3	Old age pensioner. The most vulnerable people in society.
C	8	All characteristics.
C	8	List of groups.
C	3	The group who uses your service are all vulnerable so if it closes everyone feels it.
C	7	Yes, we all have a right to be treated equally, have access to services, if we choose.
C	2	We are mostly on benefits and may not be able to cover part or all of the extra money.
C	5	People with disabilities would need careline.
C	7	It is taking away a safety net.
C	3, 7	Yes, people who are vulnerable and depending on an organisation for care. I'm not certain private companies offer the same care as that I have had from CBC.
C	3, 6	Yes and I am one of them because I am vulnerable, having no family and my mobility. I used to be very active until I was 91.
C	2	Because some people can't afford it.
C	7	It will be a big thing if it closes. Everyone deserves to be looked after.
C	7	Everyone in one sense.
C	7	Of course it would as they would have no support.
C	4,3	Elderly and infirm. The most vulnerable in society but understand cash is tight.
C	4	It goes without saying that the elderly will be impacted.
C	8	I am aged 91 and don't really understand the implications of the Act. This question is really for the council to answer.
C	4,5	Elderly and disabled.
C	2,3,5	Less wealthy will be more vulnerable, this is a vital service to those with sight, hearing and mobility issues.
C	4,3	It's going to be bad for elderly and vulnerable people.
C	4,3	Elderly and vulnerable people will be affected.
C	5	I am disabled and if essential services are taken away from us there is a big impact to me personally.
C	5	Would have an impact on disabled people.
C	4,5	What are the protected groups i.e. ethnic groups, elderly / disabled adults?
C	8	Please tell me what the protected groups are?
C	4,3,7	The increase will affect pensioners and the most vulnerable people who rely on it. This increase is disgusting.
C	7	This survey is a backdoor way of getting a rough idea of the physical and financial state of your customers.
C	7	I rely on this service for my falls accidents service.
C	4	I think they are discriminating against the elderly.
C	5	It affect people who are disabled and we rely on Careline if we fall.

C	5	It will affect people with disabilities as there will be no alternative for them.
C	2	People on a limited income.
C	5	I have a disability and I should have a right to care at the right price and with the right support.
C	4,3	Feels like cuts impact elderly and vulnerable. Very worried about impact on those who don't have a voice.
C	3,5	It would affect vulnerable people and persons with disabilities.
C	2	Because some people are worse off than others.
C	7	Don't you have a duty to provide essential care for the infirm? We'll end up in hospital otherwise.
C	5,4	Those with disabilities and aged.
C	5,4,7	Aged and Disabilities. For example I wasn't even contacted about this, my daughter spotted it on social media. That was definitely discrimination as I'm completely unaware a service I depend on may be removed without even asking me directly to voice concern.
C	3	Many groups could feel vulnerable and be anxious as they feel secure with Careline.
C	4,5,3	If Careline closes it will leave the elderly and disabled residents in a very vulnerable position.
C	4	It would be bad for old people as they are the ones that are being targeted as the main users of the service.
C	5	Impacting anyone that is disabled.
C	4,3	Elderly and vulnerable people.
C	3	I think the Council are just thinking about money and not the vulnerable people in the community.
C	4,7	It affects elderly people who will suffer. It's indirect discrimination against this act. The removable against reasonable adjustment.
C	5	It impacts on disabled people.
C	4,2	Discrimination against the elderly who cannot afford a required service.
C	7	It's a waste of money, they just phone an ambulance, I can do that.
C	4	Possible age discrimination.
C	4,5	Elderly, disabled people.
C	7	As I have never had to call them out it is difficult to judge.
C	4,5	Careline has been a backup for the elderly and disabled.
C	4,5,3	OAPs and disabled being put in a more vulnerable situation.
C	7	I would be lost without careline I think it's a valuable service giving reassurance.
C	5,4,2	Disabled, old people and poor people.
C	4,5	Old and disabled people.
C	4,5	Old and disabled people would be affected.
C	4,5	Old and disabled people.
C	7	If I fall I cannot get up by myself.
C	5, 4, 2	Yes. As a disabled person with mobility issues, I believe this would disproportionately affect disabled people and older residents who rely on Careline to remain safe at home. A steep increase in price risks excluding the very people who most need the service.
C	4,5, 2	As the service has many customers that are elderly and have disabilities it will impact them the most and might mean that they can't safely stay at home if Careline closed. They may not be able to afford it either if prices were to go up.
C	4,5	The disabled and the elderly will suffer. There will be fatalities.
C	4,3,2	It will impact old vulnerable people either financially or it will leave them without the support they need to continue living at home safely.
C	8	It would impact all groups that used the service.

C	5,2,3	It impacts those with disabilities that mean they fall regularly. If prices were to rise it might put them off as they can't afford it and if you were to close it would leave people vulnerable and without a falls service.
C	7	Could a business sponsor the careline.
C	7	Time the government sorted out social care.
C	4,5,3,7	There will be specific impacts on older people and people with disabilities, and possibly other vulnerable groups, such as women fleeing domestic violence/victims of stalking etc.
C	5	Disability Act.
CR	3	By removing this kind of service you are basically abandoning the most vulnerable of society. I think it is a disgrace that the council is even considering it's removal.
CR	7	Too much pressure would be put on families and ambulances.
CR	4,5	I don't know much about the act but the changes feel very detrimental to older and disabled people in the community who are trying to live independently. We should all have the right to live independently albeit with a bit of help.
CR	6	Customers whose family don't live near them.
CR	4,5,6	Obvious potential impact on elderly, partially disabled lone dwellers.
CR	2, 3	Removal of the service or increase of cost of the service could place vulnerable people at risk unless they have sufficient income to cover additional fees. The people using this service or people who do not have the ability to earn additional money.
CR	4	Age discrimination.
CR	4,5	Disabled and elderly are protected but would be highly impacted by this.
CR	1	?
CR	2	Low income service users.
CR	4,5	It will have a greater effect on elderly and disabled people.
CR	2	People could go without food to try and pay for your service.
CR	4,5	I feel it is discriminating against the elderly and disabled. Not directly by Careline, but the situation they have been put in by Councils and Government.
CR	5	Disabled people left in pain / on cold floors. It's a totally disgusting and appalling suggestion. The decision makers should be made to lie on a hard cold floor until they wet themselves and miss three meals before they are even spoken to.
CR	3	All vulnerable residents.
CR	3,5	You have a duty of care to protect the most vulnerable and disabled in society and this would discriminate against people in this category. Careline enables older/vulnerable people to live independently in their own home for as long as possible. The alternative would be a care home and there are not enough places and many do not provide good enough care.
CR	4,3	This would certainly impact on the elderly, frail and vulnerable
CR	5, 2, 6,7	People with physical disabilities, people with sensory disabilities, people with mental health disabilities, people on low incomes, people with no spouse (or close family) people for whom English is a second language, people with religious/belief considerations
CR	4,6	The elderly, especially those without relatives or friends nearby to help them.
CR	5,4	Yes if the service is reduced or closed this will impact disabled and elderly by removing their support system.
CR	7	Without this brilliant service it would make life very difficult for me and cause great anxiety. The impact on me would be devastating it's a great service and the team have always looked after me with great care and dedication over the years.
CR	5,6,2	Hearing impaired falls, 89yrs old lady, living alone, classified as a vulnerable adult by adult social care.
CR	4,5	Care needs to be taken that the rights of disabled people and the elderly are not impacted.

CR	2,3	It's all about money. This should not be the issue for vulnerable people in the twenty first century.
CR	5	Closure of the service would have a big impact on the physical health of disabled people living in the area and their mental health as the service provided peace of mind.
CR	4,5	Elderly, disabled.
CR	3	This will affect vulnerable people.
CR	4,5,3,6	Disabled and elderly users will be most vulnerable, especially those without carers or family members to offer support.
CR	6	People without families.
CR	3,4,2	You are discriminating against vulnerable and elderly people like myself. I have never claimed benefits and feel that you are letting me down.
CR	4	Age and infirmity brings enough fears without added anxiety of being a financial bargaining tool.
CR	5,7	Any person with a disability needs to have a service like careline. Perhaps the council could set a precedent to other local authorities by retaining and promoting this vital service.
CR	5,2	Disabled people having to pay unreasonably high fee for lifting service.
CR	7	Same service not provided in all areas.
CR	4,5	Aged and those with disabilities.
CR	4,3	Frail, elderly and vulnerable groups.
CR	5	This clearly has an impact on disabled people who want to remain living at home.
CR	4,5,3	Elderly and disabled people will be impacted which leaves them vulnerable to falls and medical emergency.
CR	7	Joined careline with the understanding of a good and reliable service.
CR	6	Some people don't have any family to help.
CR	4,5	Aged and those with disabilities.
CR	3	Causing potential harm to very vulnerable people.
CR	5	Disabled elderly people.
CR	4	The elderly and housebound are very high risk.
CR	4,5	Older people would be disproportionately impacted. People with disabilities would be disproportionately impacted.
CR	7	It would mean our parents would not have the same level of independence and long term would probably need to move into care facility.
CR	5	Because people with disabilities need support.
CR	3	The vulnerable.
CR	4,5	Would disadvantage elderly and disabled who rely on this service.
CR	7	Because everyone needs care.
CR	4,2,3	I imagine most users of the service are elderly, living on a fixed income and as such any service degradation proportionately affects the elderly and vulnerable the most.
CR	4	To me it discriminates against older and fragile people who really need this support and I would feel like that I'm not cared about after being a loyal member of society.
CR	2	An increase in price would disadvantage those on low incomes.
CR	3,2	I think that the service is vital for vulnerable adults and it would be disappointing if it isn't able to continue to provide a service at an accessible cost.
O	2,4,5	Financially for elderly/disabled.
O	4,5,7	Disabled people Older people Carers There is no equivalent alternative provision. People should have choices about their services - not based on cost but on need.
O	4,3,7	Yes. If it is dissolved then this is discriminating against the elderly and very vulnerable people who do not have a voice, It may also be breaking some of the Safeguarding of Elderly Adults rules too. If you look deeper into these acts which have been put into place, The number of issues that protect babies and children are all adhered to, but when it comes to the elderly these acts seem to disappear

		out of a nearby window. It seems that these people who have given their life to many services over the years (many of which have led to the protection of children) do not get the same rewards and recognition late in life as the young get before they even start out in life.
O	4	Age, those unable to access services due to not having available resources or means of communication.
O	7	Service users don't like change.
O	3, 6	All vulnerable and frail people, especially those who live alone and are likely to fall.
O	5	Disabilities.
P	4,5	Age and disability. Elderly and people with declining health and or disabilities may be left without a like for like service resulting in the inability to live independently.
P	4,5	Elderly and disabled who are striving to remain Independent especially as DCC have closed all their care facilities.
P	4, 3	The elderly and vulnerable will suffer.
P	8	I think the closure of this service would have a negative impact on individuals with protected characteristics.
P	4,5	How abouts the disabled and elderly.
P	4,5	Direct impact on elderly and disabled.
P	4	Elderly.
P	5	Could possibly disadvantage those with disabilities.
P	5,4,2,7	Many Careline type services have a majority of clients who all have many different types of disabilities, the largest number of customers are aged between 60 and 100+ years of age Carelines serve a diverse customer base allowing anyone to access help and support in an emergency, with a variety of types of equipment available for those with extra needs or mental health conditions such as dementia, where the likelihood of the client calling for help is unlikely, telecare devices can be used to maintain safety and security. Closure of the Careline service would directly affect many older and disabled clients. The increase in costings would reduce the number of lower earning people able to access the service. Inequalities within Derbyshire postcodes in relation to opportunities for accessing local essential services such as Telecare and Falls response.
P	4,5	Disabled and the elderly.
P	7	It would limit the choices available to maintain independence.
P	2	Socio-economic equalities would be affected.
P	5	People with varying disabilities may not be able to summon help other than contacting Careline, e.g. hearing impaired may not be able to hear on a telephone.
P	7	It's breaking this like most things the council do!
P	4,5	Elderly and disabled.
P	2	The folk that need it the most wouldn't be able to access the service if it is too expensive.
PO	5,7	Many people are living with multiple long-term conditions and complex health needs, living in the place they call home and having a level of independence is supported by this service and provides comfort, independence and quality of life. Potential withdrawal of this service would see an increase of people in this situation moving to nursing homes, losing independence, being disabled by people doing things for them, levels of frailty increasing and mortality increasing.
PO	4,5	Yes the old and frail.
PO	3	The vulnerable people in our communities.
PO	2	Some people may not be able to access the service due to the price increase.
S	3	I think it could potentially leave individuals vulnerable and at risk, especially service users that have no family or friends to help them arrange other providers.
S	3	Careline is a main priority to me and my husband. I would be very vulnerable without it, could be on the floor and not get help.

S	2	Putting people at risk as many can't afford it. It's stopping them from the care that they need.
S	4,5	It does discriminate against elderly and disabled people.
S	4,5,7	People who are protected by the act re age and disability. It would be interesting to know where the funds are being diverted to.
S	7	I think it will affect people who need it.

Q19. Do you wish to add any final comments?

Key – Response theme

Total number of replies: 455

Theme number	Theme	Number of times the theme is raised within the comments
1	Positive comments supporting Careline	180
2	Don't close Careline	84
3	Prepared to pay more	10
4	Affordability	51
5	Budget suggestions	26
6	Impact on other services	29
7	No	27
8	Other	86
9	Publicity	6

Respondent	Theme	Comment
C	1	Careline is a trusted and invaluable service for disabled, infirm and the elderly community.
C	1	It will be such a shame if Careline cannot continue. All our parents have used it at some point in their old age. Only Mum left now - it would be such a shame if it goes. Your staff are friendly, supportive and professional. Thank you
C	1	The service you offer is very much needed and based on an initial check of other service providers it is not clear if anyone offers the same service.
C	1	Absolutely need to have someone at the end of the telephone line if I need help. I'm more than disgusted at the council and the county council particularly. This effects so many vulnerable people.
C	1	Really happy with the Careline service and need to have it to help me live at home independently. Would need a like for like service to meet my needs
C	1	We need this service as some or even most of the users may not have family or friends to ask for help. It's knowing the service is there as your security. Even though I do have carers I may need to consider moving to a care home because I would not have the 24hr security as one does not know when you may need that little button to ask for help and the voice at the other end of the line. It's an important service.
C	1	Would like to thank the whole team for the care already provided. I would have lost my husband years earlier if not for you. Careline takes huge responsibility from carers knowing that you only need to press a button. I don't know what I or other people will do without it.
C	1	Entirely happy with Careline and do not want it to change.
C	1	Brilliant service.
C	1	I've been with Careline for a long time, I would not like to move to another company as I am happy with all your staff. I know them and they know me.

C	1	I wouldn't want it to go if possible as it makes me feel safer. I am happy with Careline.
C	1	I want to stay. I'm impressed with the speed of Careline responding and Careline is brilliant.
C	1	I think that Careline should stay and I have been happy with the service.
C	1	As I live by myself I feel 24 hour falls cover is essential. I had a fall a few weeks ago and the response was excellent. The responder arrived after about 20 min, cleaned up my facial injuries, checked me over and said that I didn't need to go to A&E. Careline also contacted my daughter. This was excellent service and I hope this can continue.
C	1	Losing Careline could mean me not being able to stop at home, this could greatly affect my choices at my age.
C	1	Satisfied with the service from Careline. Feels sad. would not want to lose the service but would research and go to another provider.
C	1	I have been a Careline user for many years and have always felt reassured that if I need help I can press my alarm and someone will be there. It gives me piece of mind. I would have to try and find another provider which could be quite stressful for me, but without any type of contact service I would feel quite anxious if anything was to happen.
C	1	We have been very pleased with the service and would not want to see it close.
C	1	If I need any help I always know you are there, day or night.
C	1	Careline always there when needed, 24hrs a day.
C	1	Values the careline service and wants to stay with Chesterfield Careline. Finds service caring, helpful and efficient.
C	1	I really hope the outcome of the consultation has the best interests of the needs of the service users as the crux of it. Having been a user of Careline for over ten years I'm extremely frustrated that this is happening, people do not care about people anymore.
C	1	Satisfied with service.
C	1	I have used your service on a few occasions and had your care givers help me up on a couple of occasions when I was unwell. I wouldn't have been able to get up without your assistance. I would regret it if I was to go elsewhere for the same service as your company and care givers have been very good to me. Please pass on my thanks to your team and I hope you're able to carry on with your service.
C	1	I have called the response team out twice and the service has been excellent; I will be sorry to lose this service.
C	1	Very quick, helpful and kind. Can't speak highly enough of the service that they have received.
C	1	The fall service is absolutely fantastic; it gives my only relative peace of mind. Before I joined this service my relative was really struggling to cope. I really hope for his part that the service doesn't close. I really appreciate the wonderful staff team you have.
C	1	Valuable service that we have used. Extremely effective.
C	1	The service is exemplary and has helped my family enormously. The touch of a button part is especially reassuring.
C	1	Love the service, it is fantastic and such a need.
C	1	Careline staff have always been very professional. I have been happy with the service.
C	1	We have found the service provided to be fantastic. The staff very courteous, considerate and caring. We wish you all well regardless of the outcome.
C	1	The careline service has provided me with invaluable support and help when needed. It is an essential prop in my daily life.
C	1	Thank you for the service you have provided, will be sad to lose careline.
C	1	Vital service.
C	1	Service has always been very good.

C	1	Would be open to befriending service as additional support. I would be very sad to see careline go. They are there in the background if I need them as I am always scared of falling, so they are always there for me.
C	1	I am grateful for careline.
C	1	This service is essential and provides reassurance as there is no one else to help and assist.
C	1	Thank you for the service I have had, although I have never had an emergency at home. You have made me realise that I need a different type of call/response service.
C	1	When people age, their strength wanes, and equipment is needed to lift people up. I doubt relatives could, or should, do this. The pendant gives me mental support, worried to be without it.
C	1	I think Careline at present is a really good thing, it gives myself and my family peace of mind that should I require assistance it is there. I have used your service for a couple of falls and found response and care is first class.
C	1	Chose Careline because her mum used to the service. Very happy with Careline and would like to continue with Careline. Values the falls service as family live away. Does not want to move to another provider but would do if Careline closed. Needs the 24 hour service and falls. Does not have a carer or home help. Customer able to take care of themselves. Does have a gardener and a cleaner.
C	1	Amazed and very satisfied with the Careline Service. Needs a falls service and 24 hour support. Would prefer to stick with Careline and just one provider for monitoring and falls. Would consider two providers if this was the only option available. Has Carers on a Thursday.
C	1	Commented that careline is a good service. They really need the careline help and support. need reassurance of that falls service provides. would prefer 24 hour cover and would prefer to stay with Careline.
C	1	Would prefer to stay with careline as they have been pleased with and value the service. Would prefer 24 hour coverage. Really needs careline's help. Need the reassurance of a falls service.
C	1	Needs a falls service. Lives alone and has mobility issues. Values the careline service. Would stay with Careline and only move to another provider if the careline service closed.
C	1	Customers need a 24 hour falls service. There are a lot of elderly people in this area. Careline is reassuring for family members. If no careline and an emergency/fall happens then could have serious consequences. All of the family want us to have a telecare provider for peace of mind and help in an emergency. If no telecare more elderly could fall and either end up in hospital or a care home leading to more costs for the NHS, Taxpayer and council.
C	1	Really appreciate the support careline provides.
C	1	It is an excellent service for me. I am at a loss to see how I will cope without the service.
C	1	They do an excellent service and I am very happy with them.
C	1	Having careline has been a real support, first when my husband was alive and he was having falls, then after he died it has given me peace of mind as I live alone and am isolated.
C	1	This service has served me well. I have had four falls in the house and careline gave excellent service.
C	1	The care we get from careline service is very good and they are lovely; they would be missed very much.
C	1	We have used the service several times. The staff came out straight away. It's a god send to know he is safe whilst living on his own at 94.
C	1	I think it is really necessary for the elderly. My mum is 99 years old and it helps her and her family.
C	1	Had excellent service in the past and wish that it could carry on.

C	1	I just feel that the service is very good.
C	1	This is an essential service that I rely on, has saved me several times in the past and needs to continue.
C	1	Very satisfied with Careline. Needs 24 hour falls service.
C	1	For me it is an essential service giving myself and my family peace of mind that I can get immediate help. I've had to call Careline on several occasions for falls and help to contact my daughter, the staff have always been brilliant.
C	1	High praise for vigilance of the service i.e. the fact the careline staff call if they do not receive a response from the customer. Has a similar service in place in Barnsley when visiting her son and they do not check on you if there is no response.
C	1	Is very pleased with the careline service.
C	1	Very pleased with the careline service.
C	1	Customer values the service. Has had several falls.
C	1	Very satisfied with Careline and does not want the service to close.
C	1	Careline is really important to me and there isn't another provider that offers the same service. If I fall down I have no other help and would have to wait for an ambulance once someone had found me. That could take hours.
C	1	I couldn't survive without it as I fall regularly, it's the only thing that enables me to stay at home safely.
C	1	I rely on Careline and it gives my family peace of mind. There are no other services around that offer the same as you do.
C	1	I could not live safely in my own home without careline. If careline were to close it would be very upsetting for me. I feel safe with Careline. Daughter lives two hours away and is X's main carer. Would not be able to continue living at home if careline closed.
C	1	Never had to call for a fall but likes the reassurance that the service is there in case of a fall. Initially had the service for husband who is now deceased. Family convinced customer to keep the service for herself.
C	1	I would feel much less safe to live independently without the support of the careline service. It has provided me with exceptional levels of support, staff are kind, professional, responsive and quick to respond. I wouldn't be able to cope as well without the service.
C	1	Every time we have used Careline it's been a really efficient service and if it did close it will be missed.
C	1	Careline provides a professional and reliable service. It's very distressing, if there is no other provider the same as my family are not local.
C	1	Having careline gives me a feeling of safety and independence to stay in my own home. I really disliked being in a home and if you take my independence away, it will bring about an early death.
C	1	I rely on Careline as I have no family. People who are on their own can get in touch with careline.
C	1	People do need Careline.
C	1	Careline does an amazing job. I live alone and would feel lost without it.
C	1	This careline and falls response service has been a fantastic service, that I've used a number of times in the last three years. It provides me and my family with security and peace of mind that help is on the way within thirty minutes. It gives me dignity and independence in my old age without taking away emergency services from those that really need it. The staff in the service have been so supportive, friendly and reassuring. We need to be more proactive in provided these sort of services to our increasing aging population to reduce emergencies. Rather than being a reactive service having to deal with things that become an emergency. Or taking away essential services from those that actually need it.
C	1	Excellent service.
C	1	We have been very impressed by the falls team service and would definitely not want to lose their support.

C	1	Careline is an essential lifeline for the older community. The staff are so good and dedicated.
C	1	I have had some falls recently and need the service you provide.
C	1	I hope somehow I would like careline to find a solution.
C	1	Having careline is the reassurance that I am pleased to have. It's almost like someone is living with you when you don't.
C	1	It's a good service, please keep it going.
C	1	Careline provides me and my family with assurance that I can get help quickly if I fall or feel unwell and am unable to reach anyone else.
C	1	It is vital for myself to help me get up.
C	1	Careline is rarely spoken about or properly highlighted by the council, yet this service has been an absolute lifeline to me. The staff are always kind, professional and hardworking, and they deserve recognition for the support they give to vulnerable residents. It is deeply upsetting that a service which means so much to so many people appears to be valued so little. I feel that the council's mind may already be made up, which makes this consultation feel like a tick box exercise rather than a genuine attempt to listen. As someone who relies on this service, I find that disgraceful.
C	1	Careline has been a lifeline for me and I don't know what I would do without it. The staff are so kind and helpful. They have been around for so long you know that you can trust them and it makes me feel safe when they come.
C	1	Valuable service that I have personally called out numerous times for falls. It would be very sad to lose them but I would need to find another service that offered exactly the same.
C	1	Keep Careline going, I've had it for years and wouldn't be here now if it wasn't for the quick actions of the Responders when I was having a heart attack. They were also a big help when my wife died.
C	1	Careline have always been brilliant, they were a godsend with my husband. I kept the service on after he passed away and I hope they don't have to close as it will be a huge loss for Chesterfield residents.
C	1	Call handlers also answer my out of hours repairs and deal with those for me, they have also helped me get back in my property when I have lost my keys. Another provider wouldn't be able to help me with this and I struggle to do it on my own but I would need a service so would have to find another supplier. I am entitled to free medequip but prefer to stay with Careline as they know me and help me as I have been with them for many years.
C	1	I have used Careline for many years, it is an excellent service and has given me peace of mind and plays a big part in enabling me to still live at home.
C	1	Always been a really good service and gives my family peace of mind.
C	1	People like me will be completely lost without Careline.
C	1	I'm very happy with the service and it would be a shame to lose it. There's enough happening for me without having to look about for a new service.
C	1	I am very happy with Chesterfield careline and I do not want it to close. I am happy to pay the extra for the help and support they provide for me.
C	1	The service and the people who come out when needed are amazing. It would be a great loss to service users if it were to be stopped.
C	1	The Careline service is vital to its users (and would be to more people if they knew about it). Careline is, as far as I'm aware, the only non-profit provider of such a service, and the only provider that provides a safe falls recovery service (i.e. with the use of the specialised equipment) to get someone safely off the ground. As I've experienced in the past, if an ambulance is called, patients are lifted under the arms, which is extremely uncomfortable/painful for people with back/shoulder problems. Additionally, a 'simple' fall would not be prioritised by the ambulance service, and waiting times for an ambulance would be likely to be long with the current state of the NHS, which could create serious risks for elderly and disabled

		<p>people. Currently, Careline is the only relatively low-cost service available (most providers charge higher monthly fees just for telecare without falls recovery), which is vital for people on low incomes, which many elderly and disabled people are. Any large increase in price would severely stretch my budget, leaving me unable to afford other things. In addition to paying for Careline monthly, I also have a number of ongoing other monthly costs related to my disabilities. Such a large increase in cost will be simply unaffordable to most people who currently use the Careline service and a major deterrent to attracting new customers. If Careline were to close, I would lose the reassurance of knowing that I can be safely assisted if I have a fall, as I would be unlikely to afford the higher costs of other providers (from my research to date, it seems that most providers only offer telecare and not falls recovery). Losing Careline would put a larger strain on the NHS for Chesterfield residents and put them at serious risk of harm if left for extended periods waiting for an ambulance. Many people (including myself) don't have family, friends, or neighbours who are physically able to safely get them off the floor in the event of a fall. Closure of the service or a substantial price rise would risk the health, security, and independence of many Chesterfield residents. Much more publicity of the service is needed, particularly in places where older people and people with disabilities are likely to see it, particularly places such as GP surgeries, hospital outpatient clinics, through voluntary groups for elderly and disabled people, day centres etc. I don't recall seeing any publicity for the service, for example, at either my GP surgery or any of the various hospital outpatient clinics I attend. Approaching GPs directly, as well as community nursing teams, physiotherapists/occupational therapists etc. to publicise the service and what Careline offers could also arm them with the information to give to patients who would potentially benefit from Careline services. I also believe that the hospital has (or at least did have) a specialist falls clinic, and publicising Careline through that could be particularly beneficial. Partnering with the NHS and discharge co-ordinators/OTs etc. could also help the NHS to get more people out of hospital and reduce "bed blocking" while also boosting potential clients for the Careline service. I also believe that the Council needs to lobby central government for funding for the service and also let local media organisations know that the service is under threat. It's likely that many people who don't currently use the service/aren't aware of what the service has to offer, such as the families and friends of older people and people with disabilities aren't aware of what the service has to offer their relative/friend/neighbour, and that with greater general awareness of the Careline service in the community, more people would become potential customers of the service.</p>
C	2	The service is amazing and would be very sad and impactful should it close.
C	2	Would like things to stay as they are.
C	2	Sad that it's coming to this, have been extremely happy and would rather stay with Careline.
C	2	Want the service to continue.
C	2	It would be a great shame if the service finished. They have been fantastic.
C	2	Would like the service to continue.
C	2	If this service ends or becomes unaffordable, some people will die alone on the floor.
C	2	I would be very upset if Careline does go.
C	2	I don't want Careline to go.
C	2	More than happy with the service to date and will be extremely unhappy and anxious if the service were to cease.
C	2	Brother has filled the form in as lady is unable to. He would rather she stays with careline as the service is very good and we have always been there for her.
C	2	It's been very valuable to me and I would be sad to lose it.
C	2	Please keep service going.

C	2	I would like to see this service continue as it is excellent but would seek help elsewhere if it does.
C	2	Please do not close careline.
C	2	It will be very sad if this has to cease.
C	2	Please maintain.
C	2	Please keep the service.
C	2	I just hope they can carry on.
C	2	I would want to keep Careline if I could.
C	2	Does not want to move from Careline. Needs the reassurance of a falls pick up service. Hopes we will keep the service operating. Had the service because they needed the reassurance they could call someone if they had a fall.
C	2	Hope you don't close.
C	2	I hope you don't close the service; it is nice to know you can always press your buzzer if you fall, knowing someone will come. Please don't close it.
C	2	Just to say please don't finish this most important service, it is a god send to all people like myself.
C	2	Please don't remove the service it is vital to me.
C	2	Please try and stay open.
C	2	Service is vital, don't close.
C	2	I hope that the authority will be able to carry on providing this service.
C	2	I hope you find a way of continuing.
C	2	Reluctant to leave as they have been very helpful, very competent, friendly.
C	2	I just don't want it to close. If someone else takes over I'll have to move.
C	2	Just hope Careline stays open as I have no family in the country and my neighbours are elderly like me.
C	2	If Careline were to close the customer said this would be dreadful/really bad for them personally.
C	2	Disappointed that the service may close. Worried about not having the service and not having support.
C	2	Disappointed if the service were to close as I need the falls people.
C	2	I am her grand-daughter I don't want the service to close. It affects their dignity in the last years of their life, and takes away their independence, It is reactive not proactive and increases the risk of going into care.
C	2	My family definitely want me to continue.
C	2	Very much hope the careline service will continue.
C	2	Please keep service going.
C	2	Please stay open at a low price.
C	2	You should leave it going.
C	2	Please don't close careline, it's the only support I've got.
C	2	I have been with careline a long time, I would like to carry on. Thank you.
C	2	I would hope that there would be some way in which this service could continue - maybe by combining with another similar service.
C	3	I am very happy with the careline service and I would prefer to stay with what I know, even if the cost has to increase.
C	3	Been with Careline for years and don't want it to close. Happy to pay more.
C	3	I would pay it, it would be very hard but I need it, I would prefer the council service and to keep them in a job.
C	4	Been satisfied with service, but £28 is too much.
C	4	Satisfied with service but price increase is too much.
C	4	Rip off already at nearly 15 pound a week! Used to be 5 quid and that was a lot.
C	4	Been very pleased with service. Concerned the price might rise so much as this makes it unaffordable for vulnerable people.

C	4	It is really sad that we have got to this stage. There is not enough care provided for the elderly and this may see me in care having to use all my money which I have worked hard for all my life.
C	4	It's unfortunate that it has gone up so much as it makes it un-affordable for most people.
C	4	It's such a shame that the price has to go up.
C	4	There are a lot of old people like myself who depend on Careline and are on a low income. It's too expensive.
C	4	The son has filled in the form for his mother. He is very reluctant to move from Careline. The price is very high. His mother is very happy with us and if they have to move to another provider, they want the same service that we provide.
C	4	I want to keep Careline as I am on my own but the price at £28 is too high.
C	4	It's always the elderly who have to go without and also to a cost when the elderly don't have the funds.
C	4	An increase will have a big impact on my money, very worrying. I already have to pay for my care four times a day. I would find it very hard to find the extra cost. It is a lifeline for me. It reassures me that if I fall someone will come out and help me. I live alone and if I fall I would not be able to get to the phone to call 111 or anyone else for help. It would be a terrible thing for me not to have a pendant. I feel safe having my pendant and I know I can just press it for help
C	4	The cost of the service should not increase if at all possible.
C	4	If your prices were increased I would terminate my agreement as I think £112 is too much, particularly as this amount might be higher.
C	4	Heavily reliant on the service but the price is important.
C	4	The service has been great for many years but the cost is too much.
C	4	This is a very good service but if the price increases I could manage with a telecare service only as I have family nearby. However, many current users may not be able to use a telecare service only.
C	4	I feel that it was high to begin with. I don't think it has been explained fully to as to why the increase is so high.
C	4	I think they should review it with compassion and dismiss it because they are old. Just keep prices reasonable.
C	4	Is this one price for all or do people on benefits get a reduced amount to pay or even free.
C	4	I don't think many people will be able to afford £28 a week for careline. This could lead to people falling and not being able to call for help putting them at risk of undetection and possibly death.
C	4	Lower payments due to cost of living rising and people struggling.
C	4	Please stay as you are at a reasonable price.
C	4	This is life or death to some people. If help doesn't arrive quickly death will occur in some cases. I couldn't afford £28 a week and don't know what would happen. It would mean I would be unsafe at home.
C	4	On costs, we also have to pay for a landline when we use mobile telephones.
C	4	I need the service but do I not eat to pay for it.
C	5	Where does all the money keep going?
C	5	If Careline isn't going to get the funding then Councils have a duty to provide services.
C	5	I would hope the council could keep the service on. I appreciate the council have a lot of things to use their money on but are they putting this ahead of disabled people.
C	5	Perhaps CBC could reconsider providing benefits to people who don't want to work, that would save thousands.
C	5	That CBC have a responsibility to cover these costs and continue to support Careline and the disabled, vulnerable people that need them. Don't make us feel unimportant. It's cheaper than a care home.

C	5	Son has filled in the survey. He thinks that the Council is not doing enough for the elderly and vulnerable people in Chesterfield. They have worked and paid their taxes to now be left with no support.
C	5	Obviously council fund must be used responsibly. Assistance in the form of a preferred alternative provider could be a useful move to assist worried current users of careline.
C	5	This is a much needed service. Reallocate funding.
C	5	We are astonished at how our government treats its senior citizens, who helped build this country. The foreigners breaching our borders are treated with more consideration. Is there a possibility of running a private entity with local and individual investments. A lot of your clients would probably support that.
C	5	As careline is part of my tenancy agreement, however, don't use it. Support officers test smoke alarms, water sprinklers. This task should be landlord's responsibility not carelines, legally. Should be reflected in CBC rent, not a separate entity. I certainly wouldn't be happy with an increase proposal.
C	5	I hope you get enough people to cover the costs.
C	5	Stop wasting money in other areas.
C	5	What a shame DCC would rather spend money on flags rather than help those who are vulnerable in the community. Thank you CBC for doing all you can with low budgets.
C	5	Take the money out of the rate payers or councillors. This is a very important service that we can't manage without.
C	5	I don't make use of other facilities like leisure centres so I should get a rebate. I can't see why we can't raise the money from somewhere else.
C	6	If Careline were to close it would put an even greater strain on an already overstretched ambulance service
C	6	Let's get rid, you only end up phoning an ambulance.
C	6	I think the Ambulance service and EMAS should be able to do the job equally well but I have used EMAS and they are not very good.
C	7	No x 17
C	8	Sending a form and suggesting a 7 day follow up call to those without Internet is not an effective use of your time.
C	8	Please really consider the consequences to people like myself.
C	8	I'll try and get up on my own..
C	8	Disappointed with what's happening
C	8	Need a 24hr service.
C	8	Only thing I need is help when I fall.
C	8	Refer back to people in the equality act. If you close there will no support for the protected groups who need it most.
C	8	In our 88 and 90 years, we need the assurance that help and assistance is available at all times.
C	8	Daughter filling out the form. Only that he needs someone and things are sorted out. She would like the same consistency and service.
C	8	X has a care worker that would need to be included in any future discussions and support.
C	8	I wish I had been informed of potential changes before signing up to it and saved a lot of time both for myself and your staff. I only signed up a few weeks ago. Very disappointed.
C	8	Lady has worked all her life paid her taxes and is vulnerable.
C	8	I think that it would be option 3.
C	8	If my sister is on the floor I wouldn't be able to lift her. We rely on the service that Careline gives us.
C	8	All related to the previous question. Her mother is completely reliant on Careline.
C	8	The falls service is very important to me including 24hour cover.

C	8	If you were to do 8am-8pm may as well look at other providers. If only 12 hours look at 8pm to 8am as less people around. How do you have falls without telecare.
C	8	I feel very strongly about this situation.
C	8	I have answered some questions based upon if I had 10. Not impressed with Apello which is part of property lease.
C	8	Is it not feasible to join with another partner organisation to share some of the administration costs?
C	8	No, I think you've already made your mind up.
C	8	I don't use the careline at all. It's an expense I can do without.
C	8	I only started this service as my husband has just passed away in December, thus I am home alone and if needed any help if I fall over etc. I could push the buzzer to access help.
C	8	Would it be possible to merge with another council / company to keep costs down.
C	8	I understand that you are in a no win situation but I would be so sorry to lose the care you provide. I will discuss ideas with my family again.
C	8	I have MS and am 60 years old and am 15.5 stones in weight,. My wife is 66 years old and 11 stone. Due to MS I am unable to help if I fall and my wife would not be able to assist me to a safe place. The service from careline takes 5 minutes to get me up, less stress and physical effort for both of us.
C	8	Close it down as fast as you can please.
C	8	If the falls service was not available then please bear in mind a possible situation: 1. Person falls and can't get up, can't get to phone. In pain (impact or broken bone) worse scenario is the person becomes unconscious and .. 2. The person is able to be rescued but needs to be moved to a care home. If care home costs are subsidised by council then that cost would be enormous compared with careline (this example based on cost of one person only and would apply to any other careline provider). 3. Other firms offer a falls service whereas they contact friends/family to help, but if that person is on holiday, attending an appointment or is not well themselves, then this is very unreliable and does not give peace of mind to the person in need. 4. I note you advise that 111 operates a fall service between 8am and 8pm. We older people still need to get about outside of these hours and especially for night time trips to the bathroom. We still need this service 24 hours.
C	8	As a new user to careline we are very disappointed that the service is going to change.
C	8	I feel very disappointed this is even being considered, disgraceful way to treat the elderly (aged 94 and 91). I will be going to escalate to my MP and the media.
C	8	Do your best. Hard times for all.
C	8	Thanks.
C	8	Just waiting the outcome of the deliberations. Hopefully a compromise at least.
C	8	No, just if it goes under I will miss it. I have been so comfortable with the service. When a service is local it gives peace of mind you are not just a number.
C	8	Repetition on letter and questionnaire.
C	8	I just need to wait and see.
C	8	I think it's a shame.
C	8	See previous comments.
C	8	Yet another reason to lose faith in council and government and their lack of care for the vulnerable in society.
C	8	I and many other people will suffer mentally and physically from this lack of service, which will add pressure to my family.
C	8	Sad that things have come to this.
C	8	The part of your service I use is getting more and more necessary every day, as is my daytime assistance (all paid for by me). If I didn't have the finances, who would pay for my care, from cradle to grave.

C	8	It's so valuable it should be scrutinised very closely and not a decision made by people not connected to the service.
C	8	Needs a falls service.
C	8	Needs falls service.
C	8	Hopefully a sensible decision will be made as this affects the whole community.
C	8	The sooner it closes the better. Save me some money.
C	8	Crime prevention to consider, eg I would use my pendant to summon help if an unwanted caller came to my door or a burglar broke in.
C	8	I might have comments when a decision is made.
C	9	Need to advertise it better and maybe join up with other local authorities and widen the service area.
C	9	There should be more outreach work completed to raise awareness of the service.
C	1,2	I fall quite often and rely on Careline as my family can't lift me. I suffer from depression and I am worried that careline might finish. I am under the crisis team.
C	1,3	Cannot fault careline. Could not manage without them. If necessary, would be prepared to pay more.
C	1,4	Careline extremely important to community. Very few customers would be able to pay £28 a week. We don't want to switch to another provider and recommend that you limit the hours of availability. X and X.
C	1,4	Chesterfield Careline is an excellent service, none of the other agencies appear to offer the same service. I have had to be helped up after falls on several occasions and the staff have always been very helpful, respectful and response times very good. I feel safe living on my own knowing I have Careline if I need their assistance and I am happy paying the present fee and would be prepared to pay an extra £5 a week but could not afford a further £28 (wish I could). I know that most of the other agencies don't come and help people up off the floor, I'm too heavy for relatives to help so would need the ambulance out of hours from the NHS falls team as need the cushion. I dread the alternative to Careline I couldn't cope with laying on the floor alone for hours waiting, as most others wouldn't. I just hope this service can be saved, if only as a falls service.
C	1,4	Careline is ideal for me as they come and get me back in my chair. My sight is also impaired and I didn't want to look elsewhere as I am happy with Careline. Price is the big problem.
C	1,4	Careline provides a safe and well service that is vital to disabled people and their carers. It needs to be affordable and not take up the whole of someone's attendance allowance.
C	1,4	The service is excellent and has been a lifeline for myself and my daughter when I have had falls. Response time is excellent, care of staff first class. I do not want to change but due to the large increase I will need to find out other market prices before making a decision.
C	1,4	It's essential that there is some form of service, but an increase in cost is the only answer, but will cut out people who can't afford it and have no family backup. We've got used to it over the years and don't know what we'll do without it.
C	1,4	It's an important service which provides me with assurance - any cost increase would further the financial pressures and I would need another provider.
C	1,5	Careline do a great job. I think the council or government should put something towards the cost to help people out.
C	1,5	I think Careline is a first class Careline and I believe it would be a tragedy to abandon it. I didn't know about Careline so maybe it would be a good idea to promote it more. This could be included in rates invoices and would reach everyone.
C	1,6	I consider the Careline telecare and falls response service to be extremely important. It is a vital service that enables residents to remain in their own homes and reduces the burden on the ambulance service. If Careline discontinues we would be reliant on the ambulance service. We would feel vulnerable and

		unsupported. We are very disappointed the Borough Council is considering terminating a very valuable service. The service we have received has been first class.
C	1,6	The reason I use Careline is that I live alone and they provide a really fast falls service, mostly less than 30 minutes as opposed to an ambulance which can take hours. My husband before he died used Careline, and the response time was excellent.
C	1,6	I have had other providers who only phone for an ambulance and you pay for that. That's the reason why I went with the council which is the best service provided. The careline service is vital to me. Before careline I fell and was on the floor for days and the cleaner found me. I could have died if it had been one more day.
C	1,6	You can trust Careline and don't need anyone else to help you out. If it were closed it would cause trouble for my neighbour and put pressure on the ambulance. It would also mean me being laid on the floor for a long time. Careline is worth the money.
C	2,1	Don't lose this very vital service, it's brilliant. I have had excellent service throughout my time with Careline and have recommended it to others.
C	2,4	I've been very satisfied with the service and would like it to continue but not at £28 per week.
C	2,4	Please don't shut the service down. Put the cost up by a reasonable amount, not double.
C	2,4	Keep service going without increased cost being discussed.
C	2,5	I hope Careline don't close as its unfair on the staff there and you get used to their help when you have to do a check on the equipment every time. I'm nervous of what is going to happen in the near future and why the Council is treating the old and disabled like this again. You can have money for everything else but not what is necessary for the people in Chesterfield.
C	3,6	I would rather pay more to keep the service I get. Others don't come out if I have fallen. I would have to use someone else if Careline were to close but it wouldn't be what I needed as I need someone to pick me up and can't rely on family and don't want to waste ambulance time.
C	4,6	The suggested providers appear to be more expensive than the current CBC rate but not as expensive as the suggested rate of £28 per week. Careline is a valuable service to the community of Chesterfield and the outcome could have a major consequence on the NHS and emergency services.
C	8,1	Very grateful for this service. It's reassuring. Sure it is for others if they require help 😊👍
C	8,6	Really worried about falls and being left on the floor for a long time if an ambulance had to be called instead of having the falls service.
C	8,6	Really worried about having a fall and long lie if an ambulance had to be called. Customer is in a wheelchair and has a catheter so at risk of falling especially at night when going to the bathroom.
C	8,6	If Careline were to close it would have a significant impact. Because of the issues she has she relies heavily on Careline after office hours. her support worker is not confident that she would call an ambulance.
S	1	Careline is an excellent service.
S	1	Brilliant service and gives peace of mind.
S	1	Careline are there for vulnerable people and their needs.
S	1	Careline is essential to me. I only live here independently as careline service is available. Consider it would be a mistake to alter or abolish. Careline is essential for people with no family.
S	1	When I have had to call, responders have been very helpful and supportive.
S	1	Careline is an excellent service and is provided at the most vulnerable time.
S	1	Excellent service.

S	1	It's very good, once a month we have a call from careline to test and check we are ok.
S	1	I find the fact that I have a button I wear gives me peace of mind.
S	1	I like careline, it's always there if I fall. I feel safe knowing that.
S	1	I think they are very quick to respond. I like to have careline as it makes me feel safe. I have no family close to me.
S	1	Due to my husband having dementia, subscribing to careline does give me more confidence in case of any falls.
S	1	I hope that they can fund careline as it's a service supporting their independence and welfare.
S	1	Careline is a service that should be treasured not threatened.
S	1	When we have fallen, careline have been there.
S	1	We would like to stay with careline as the service is good and they are nearby.
S	2	I need the service, please do not take this service.
S	2	Please do not close, the service is so valuable to me.
S	2	Do not get rid of the service.
S	2	Please don't close or raise the price it's so expensive but I need the service.
S	2	Please do not close.
S	2	Do not close, it's a lifeline.
S	2	I don't want them to go.
S	2	Please carry on.
S	5	How is careline not a high priority to save money on other essentials. In our circumstances this is one of the highest priorities.
S	5	I think they should carry on funding it, for those who need it. Prioritising spending, there's a lot of waste.
S	7	No.
S	8	Quite surprised I had call even though the letter states it.
S	8	It's a shame, I have been with you over 15 years.
S	8	Would another service be as good, careline offer peace of mind.
S	8	Why will the council not provide it for chesterfield.
S	8	We need this service for our safety.
S	8	All the best.
S	8	I am vulnerable and also pay for carers.
S	8	I signed up to careline as a backup.
S	9	Advertise more, talk to people like me who have the service. I want it to be local.
S	1,2,6	I think this service should be kept as it's a lifeline service for the most vulnerable members of society. It takes pressure off of emergency services also saving a huge cost to the NHS through unnecessary ambulance costs.
P	1	I used to work for the Careline Service. It is very beneficial for the people who use it and their families. However, in an environment that is developing rapidly digitally I do not feel that CBC can keep up with its current service model and be competitive.
P	1	The careline service is wonderful and it would be a travesty if such an important service was discontinued.
P	1	Careline is a vital service for the vulnerable in our community that want to stay at home and remain as independent as possible. When needed it is an emergency service in itself and prevents call outs to the ambulance service.
P	1	Careline service for me is an essential service with caring staff and I can only think that other providers would find it difficult to match this local provision.
P	1	It is a superb service and gives support to those that need it. The council should consider their next steps very carefully as the outcome of this will affect people's lives.
P	2	Don't take it away - people will die.

P	2	This service needs to be kept going for the sake of all our vulnerable and elderly people of chesterfield.
P	2	Please don't stop this service people need it to keep and live independently or to help people who are carers.
P	2	Do not stop this vital service.
P	5	Yet again the axe is set to fall and hugely impact on the most vulnerable members of the community. Our Council Tax is due to increase again this year. It is about time The Borough Council managed their budget more responsibly.
P	5	These type of services are vital to enable people to stay in their own homes independently. They save the NHS thousands of pounds a year and time to an overstretched service. Money surely can be saved in other departments.
P	6	Please reach out to other authorities and try and look at joint working with the NHS to save this much needed and valuable service for Chesterfield residents.
P	7	No x 2
P	8	Scandalous decision taken by Councillors who don't care and have no idea of the impact this will have on some residents lives.
P	8	Rubbish service. Cancelled because rip off, and the people that work there are horrible.
P	8	Really doesn't matter what the public think, you have already made your minds up what you are going to do, this is just a pa stunt.
P	8	Careline should be an out of hours service combined with out of hours services, to protect those who have paid in for years and been left struggling.
PO	1	Fight for this service, do not lose it. It has great value to individuals.
PO	2	This is the life blood for support and continuing to help older people to stay in their homes longer removing this would be pulling the plug on a life support machine.
PO	6	Please think seriously before a decision is made, this will also put pressure on the Ambulance and police service if you decide to close Careline down, our emergency services are already at breaking point.
PO	7	n/a
PO	1,6	Careline Services are "Lifelines" for thousands of people throughout Derbyshire, many living in rural areas with less access to support services, accessible transport links and community projects. Many clients don't see anyone for days at a time and provision of Telecare and Falls response services enable them to remain living in their own homes with less requirement for more support in some instances. Clients who are unable to communicate over a telephone can get help as required with the use of various pieces of equipment. Respond to hundreds of Emergency calls every month including assisting people who have fallen to mobilize again without the need for an ambulance to be used saving the NHS a large amount of money and taking pressure off them.
O	1	This is a fantastic service, a way has to be found to keep it. People will pay for it It just may be different people who use it now.
O	1	Chesterfield Careline is an organisation to be proud of and should be recognised as a vital service to our elderly/ frail/disabled. Which surely saves the NHS finances.
O	1	This is a vital service for those who need it and should be provided without question.
O	1	I feel careline is an essential service that many of my patients benefit from, and their families.
O	1	Carlina services have always been extremely good; managers and staff have been very helpful to our Association and tenants benefit a lot from their services.
O	2	I would urge you to rethink this decision.
O	2	Really hope Careline continues, it is a very important service which helps many of our patients feel comfort and protected when at home.
O	8	Our website - team@derbyshirelightmedical.com
O	8	Sorry this is happening guys.

O	8	My final comment is that I hope people start to listen to what people have to say, rather than sweeping our thoughts under the carpet.
O	8	Looking after tenants to make sure their property and area is up to standard.
O	8	Careline is a vital service for elderly and vulnerable people to enable them to stay in their own homes as long as possible around familiar surroundings and their area or town that they have lived in for lots of years and their family and neighbours and let's face it moving house/home is one of the most traumatic events in your life so no one wants to do it in old age.
CR	1	Careline have been great!
CR	1	When we have used Careline the people have always been so professional it is an excellent service that gives my children who both live 150 miles away peace of mind.
CR	1	It is very stressful to find this service may shut, and I might have to find another provider. I have been very satisfied with the service from Careline and gives me reassurance to know it's there and rapid when I need it.
CR	1	CBC's Careline service has been of assistance to me on many occasions and I have always been treated with friendly, helpful staff. I really appreciate having this service and hope other people will support the changes as I will be most disappointed if it has to close.
CR	1	Careline is a wonderful service with wonderful staff who have been absolutely brilliant on every occasion. They are reliable, professional and friendly and always ensure that everything is ok before leaving. They are able to respond quickly and this gives carers and families peace of mind when they are juggling many other things. It will be really sad if the service closes and I am sure many users will feel the same. I hope Careline will continue and would like to thank all the staff for their hard work and commitment.
CR	1	This service is a godsend for vulnerable elderly wishing to remain independent in their own homes manned by local people for local people.
CR	1	This service is vital and should be maintained. It provides peace of mind for both service users and their families/carers. Should it close, vulnerable people will be at risk of long term effects of waiting for help on a cold floor.
CR	1	As someone susceptible to falls, the loss of this service would be a severe blow, the whole team are brilliant.
CR	1	Careline truly amazing and respond to calls within 15mins and all staff polite and extremely helpful. I do not wish to move as other providers do not have 24hr call out.
CR	1	This is very disappointing and worrying. The service that I have received and continue to do so is excellent. The staff are caring, friendly and professional. Please start looking after clients who have lived and worked here all their lives. It is a duty of care.
CR	1	Living on your own with medical issues careline gives both myself and family peace of mind.
CR	1	It is really important to us to have this service. To have more than just telecare, that someone will come out.
CR	1	Careline have looked after both my parents in time. We have always been impressed with the care and professional manner used at each visit. Response time has always been good.
CR	1	Whatever decisions are made in the future, thank you for the service so far!
CR	1	Careline was a god send to me when my husband was alive. I used it several times for him. Now I'm on my own it gives me peace of mind. I have good family, but they work or live a distance away and aren't always able to get here quickly. What if I fall and can't get to a telephone. That's why the pendant alarm is a life saver.
CR	1	Since this service was implemented I have used it several times following simple falls. The service has been excellent in ensuring prompt response and my safety. This has avoided long lies on the floor and requiring an emergency response vehicle and unnecessary attendance to hospital.

CR	1	I have been satisfied with the care I have received in the past 18 months. Luckily I have not had to use the pendant, but the careline have checked monthly if I am ok and the pendant is working.
CR	1	This service is very important to the users and their families.
CR	1	Careline has been invaluable to our family.
CR	1	Having mobility problems but trying to remain independent, the service is important to me, especially as I have fallen on several occasions.
CR	1	It's a good, valuable, efficient, speedy service with professional staff that help. I'd give the whole service an A*. The cost at the moment is reasonable. 24/7 service, always someone there to help.
CR	1	This service is crucial for vulnerable people to keep their independence while remaining safe in their own homes while having support when needed.
CR	2	Hope it doesn't shut.
CR	2	It would be a shame to lose a local, and what has been a very efficient service.
CR	2	Sincerely hope the great service can continue offers, users and their families a massive peace of mind which is priceless.
CR	2	We value the service and there is nothing as good. We will be sad if it changes. My mum will not be looked after as well with anyone else.
CR	2	No, but hopefully the service will be able to continue.
CR	2	After talking to X this morning I have learnt a lot more about the difference between your services and that of other companies. I'd like to stay with Careline!
CR	2	Please keep the current service, the 8am-8pm would be an acceptable alternative.
CR	2	Please try and keep the service going.
CR	2	Please continue.
CR	2	Please don't close this service, it has been reliable and effective for us.
CR	2	Service users and carers need the services provided by careline. I sincerely hope you are able to retain this type of vital service, our fourth emergency service.
CR	2	We hope that we will be able to stay with Chesterfield Borough Council.
CR	2	Please don't end the service. Closing careline would have a huge impact on my brother's safety. X is a high risk of falls due to his being in a wheelchair and having left sided paralysis. His muscles are weak due to his many years in a wheelchair. He lacks dexterity in his hand, meaning that transfers are difficult and risky, resulting in a high risk of falls. I am 75 and at my age I struggle to pick him up. X also sleeps unsociable hours, which means in the past without this service, I have been called out at all hours and have been unable to help, other than make him comfortable and wait for the ambulance. This service is therefore invaluable and we would be devastated if it was to close. It helps my brother maintain his independence and keeps him out of residential care. Thank you.
CR	2	Keep the careline service ongoing and accessible.
CR	2	Keep careline, please.
CR	2	Please consider all aspects of this as I would have to lose this service. Please consider keeping this service going it is of great need to all and deserves to continue.
CR	3	We have a strong preference that the careline service should continue to be provided by CBC, even if the cost to service users has to be much higher. The service and the staff providing it are excellent. We worry that service quality would drop if an alternative provider came in at a lower cost. We would rather have quality at a higher price.
CR	3	We would rather pay more money and keep the service. It is an excellent service and we would be devastated to see it go.
CR	3	If prices go up we will have to find a way to continue with Careline as it is a much needed service that is delivered to the highest standard with expert staff. I would be very disappointed if Careline closed as it would affect my confidence and would put extra concern on me and my family. Thank you for everything this far and we truly hope the service will continue.

CR	4	I think £28/week will be un-affordable for most, so good luck.
CR	4	Since receiving the updated box, the cost to myself has already significantly increased and I am loath to pay any further increases.
CR	4	Careline shouldn't be a luxury item.
CR	4	I really can't pay double what I'm paying now.
CR	4	Absolutely disgusting price rise, £28 is extortionate, don't mind if it's a couple of pounds but OAP's cannot afford this.
CR	4	I expect you would do whatever you think is best for your own finances regardless of what service users and relatives think.
CR	4	Life is difficult enough with severe disability without the added worry of not being able to afford care.
CR	4	Please consider a smaller increase to fees and perhaps reduced hours of service for falls response. However, bed time and mornings are the key times when the service is needed as service users are getting in and out of bed and most likely to fall.
CR	5	Maybe if the government wasn't handing out benefits to illegal immigrants and rewarding people who don't work, we probably wouldn't be in this situation!
CR	5	The service has been essential in keeping my mother out of respite care and care homes over the past year - so consider knock on costs of withdrawal.
CR	5	This is really sad and difficult for my family. I want to stay at home and feel safe. It's sad that your funding is being cut and as a result people will put extra demand on the ambulance service and NHS.
CR	6	A closure of the careline service would also have a huge impact on the already stretched NHS and EMAS.
CR	6	The closure of the service or reduction in services offered/hours of operation would increase pressure on other providers and increase wait times whilst also likely negatively impacting the ambulance service which is already overstretched when often an ambulance/hospital is not required. It would be a shame to lose the service.
CR	6	This service or a similar service specification is necessary to support customers remaining at home. I am totally opposed to NHS resources i.e. EMAS being used to attend to pick up those that have fallen from the floor. EMAS should be used for emergencies.
CR	6	The closure of this service will add extra burden to the ambulance service who will inherit the pickup calls. There needs to be joined up thinking across the Council and NHS when understanding the costs of running the service and its closure.
CR	6	Didn't know this service existed until the east midlands ambulance service referred a call to them. Unfortunately we all think that we will be healthy and mobile until suddenly we are not.
CR	7	No x 6
CR	8	It would be a shame for this to close because of increase in price, you're passing the buck on duty of care and a lot will suffer for it. Most don't have or can use a mobile phone. So how would we get help? When someone finds us? You should be doing more.
CR	8	Staff are mean.
CR	8	It is appalling that sick and needy old people cannot be looked after by the council and local services.
CR	8	Q. How important? A. Extremely important. Why? To give users support and confidence to stay in their own home. Q. Impact of price increase? A. Less money available for food, household bills and heating. Q. Impact if Careline closes? A. Can't cope with change. At 97 years old, the change would be confusing and difficult to manage. In addition, the Careline service facilitates the option for users to stay in their own home independently. Without that support and backup for emergencies there is the potential for increased costs to local authorities in respect of future care home accommodation.

CR	8	Very disappointed you've decided to withdraw this service after only two years. I'd be interested to know what other services will still continue.
CR	8	X is 94 and therefore her next of kin are also elderly and cannot support her 24/7 and may not be able to respond to a fall.
CR	8	I have had dealings with at least one of the other telecare providers, who did not respond to calls just contacted family and friends who are not local, which made their service very unsatisfactory. Providing no reassurance and was more expensive for little provision.
CR	8	It would be disgusting if a solution to this could not be found other than increasing prices or closing the service.
CR	8	I feel this is just a tick box exercise and it seems that the most vulnerable people will lose this service. I remember all the positive publicity when this service was launched, it will be a sad day to see this go.
CR	8	Broadly, I would like the present pendulum system to remain without being too concerned about detail. I cannot dial telephone numbers or remember the ambulance number.
CR	8	Could you support a move to warden/supported living at potters place?
CR	8	As previously stated as an old lady with health issues living alone I would be very scared without careline.
CR	8	The 8am to 8pm option seems a good compromise solution to me. Have you advertised the service enough eg flyers in doctors surgeries. I did not know the service existed otherwise I would have joined you earlier. The response has been brilliant whenever my husband has toppled.
CR	8	I understand council situation but this service is a valuable part of the whole social services.
CR	8	Having been an amputee for four years, even though I have only recently had several falls, if I had known about the careline service I would have subscribed to it at the beginning.
CR	8	I would need to confirm that other services provided an equal or better service than Careline before I moved anywhere else. There would be no point only having a falls service until 8pm as I would then have to rely on my family. It appears to me that you have already made the decision to close the service and your assumed decision is very disappointing.
CR	9	Promote the service particularly outside the area of Chesterfield Borough Council- what people don't know about they can't use! GP's, social services, district services, social media - Nextdoor app for example, North East Derbyshire radio they may do a free promotion/feature. Magazines like S40, S41, Twist, use our local MP Toby Perkins, local councillors. Raise awareness, people don't know what the service has to offer, the falls response is key selling point.
CR	9	I find it hard to believe there aren't enough people using your service as I know people just within my area that are housebound. Would it be worth your while advertising your service more to see if you can attract more users?
CR	9	Please think about promoting the service to recruit more users to make it cost efficient. This will seriously impact my independence. I feel safe with the service and my family are reassured I always have access to help.
CR	1,3	I need the service for if I fall or need immediate assistance so am happy to pay a bit more to Careline or move to another provider(s).
CR	1,4	Careline provides a high level of response and exemplary care to a highly vulnerable group. It gives me confidence to remain in my own home for as long as possible. I could not afford Careline if it went up to £28 per week and I would have to find an alternative provider to retain the reassurance Careline gives me. Having previous experience of Medequip I am aware that not all services are as responsive as Careline. I would be very sorry to see Careline close and I would lose a very trusted service.
CR	1,4	We believe that this service is extremely important as older people need to feel safe in their homes. As the population ages this becomes more important as

		friends and relatives with caring responsibilities also become older. If Careline charges were to increase to £28 as suggested this would be difficult to afford and would affect my ability to remain in my home. Similarly, if another suitable provider cannot be found, again it would be difficult for me to remain in my own home.
CR	1,4,6	This service is vital for me and many others and the costs if the council did not provide this service would be a greater cost to other services such as overstretched nhs/emergency services, both financially and regarding potentially inappropriate use of resources and staff
CR	1,5	I think careline is a remarkable service that provides such good care to vulnerable people. If this was to be removed it would be a shame. I'm surprised there is no funding being offered as there are a large number of people out there needing this service. I don't think careline advertises about its support as I had no idea about the service until someone told me who uses it, so maybe to get more customers, I'd recommend re-advertising and to get your name out there more.
CR	1,6	The key benefit of this service is the callout facility. Were my mum to have a fall, I, as her only relative in the UK, am two hours away so other than putting extra strain on the ambulance service, having someone who can visit in an emergency is critical. I am not aware of other local care services that offer this.
CR	1,6	I have got used to the service and have confidence that they can help me quickly when I need it. If Careline were to close all that would be lost. At my age I'm not sure how I'd cope as it's hard to adapt to change. I don't know of any other services and I've heard ambulances can't come quickly anymore, a fall without injury is hardly their role to come out to anyway. I don't want to burden my daughter any more than she already is either.
CR	1,6	I feel that the careline service is greatly needed. It protects vulnerable people and keeps them feeling safe in their own homes. This could impact vulnerable people who could be at risk of further injuries or death without the support in place. The other option is that it would potentially mean that more people would need to go into residential/care homes which will put further strain on those services and cost the local authority much more money. Please save Careline and protect vulnerable people.
CR	1,6	Chesterfield Careline provides a very valuable service which I may not be able to find elsewhere. The 24/7 falls response service reduces the risk of me being at home alone. It enables my carer to leave the house and be able to work with the confidence that I am able to get help if I fall or am unable to move. Without this service it may make the move into residential care more likely, the funding of which would eventually become another cost to the council. Having to rely on calling 999 places more pressure on already overstretched ambulance services. The likely wait time as a lower priority call may make it more likely that I will need medical help if I have been unable to move for a longer period or have been unable to take my Parkinson's medication which I need every three hours. Any medical care required is another cost to the NHS.
CR	2,1	As a family we would be very sad to see this service end. It brings us great reassurance knowing that the wonderful people at careline are on hand to help mum in an emergency.
CR	2,3	It will be devastating if Careline closes. Mum would only choose to go with another provider if there was no other option but she would rather pay a little more and stay with what she knows and feels safe with. It would be devastating to lose the service as it gives family great peace of mind, particularly through the night knowing someone is at the end of a button press if needed.
CR	4,6	I would have to think carefully about any monthly increase either with Careline or another provider. If I couldn't afford the increase I would have to rely on the ambulance service which is already stretched and under pressure. If I had to cancel I would feel isolated, afraid and vulnerable as my daughter lives in Bristol.
CR	4,6	As a GP it does concern me that if this service isn't available at an affordable cost it will put more pressure on the other NHS services such as paramedics.

CR	6,1,4	I have a sever lack of use in both legs and at risk of falling. My daughter is 60 years old and cannot lift me, as she has health issues. An ambulance would not come to me for hours as I wouldn't be classed as a category 1 and I would be left in pain. Always been happy with service provided. Sometimes quick response and sometimes slower. Everything is going up and more expensive.
----	-------	--

Email received from Medequip 20.4.2026

Thank you again for including us within your consultation around the future of the Careline service in Chesterfield. When we met recently, we discussed how Medequip Connect would be able to scale-up its service delivery for 24/7 Monitoring & Response currently delivered for Derbyshire County Council to include the Chesterfield area, and to this end we have been working on comprehensive financial modelling to ensure that we can provide respective pricing that ensures continuity of service and value for money for your residents.

We have modelled the resourcing and system requirements and have been able to identify a price point for people in Chesterfield of £12.68p per user per week for 24/7 Monitoring & Response; this price does not include the cost of renting their alarm equipment. In the event that they require new alarm equipment to be provided, they can rent this from Medequip Connect directly at an additional cost.

The service is fully certified to the TEC Services Association's (TSA) Quality Standards Framework (QSF), the leading standard for technology enabled care services in the UK (and the only UKAS accredited standards scheme in operation). The response service will be fully equipped with lifting equipment and provides comprehensive risk assessment by first aid trained operatives.

We anticipate a relatively short lead time to extend our service, particularly as you may have staff looking for alternative employment.

If you require any further information, please do not hesitate to contact me and if I can be of further assistance during the consultation period and beyond, please let me know.

Kind regards,

Rupert Lawrence
 Head of Medequip Connect
 Location: Medequip Connect
 Mobile: 07875 450101
 Email: rupert.lawrence@medequip-uk.com