

Lifeline

Giving
independence
to people in
all walks
of life



What is Lifeline?

Lifeline is designed to help people to continue living in their own homes. It comes complete with a personal radio trigger (often referred to as a pendant) and a base unit.

An alarm call can be raised from anywhere in the home or garden (as long as it is no more than 50 metres from the base unit) simply by pressing the pendant. The monitoring centre's response is immediate; they operate 24 hours, 7 days a week, 365 days a year and are TSA (Telecare Services Authority) accredited.

It gives you and your loved ones the peace of mind, that help is available when you need it. It also increases your independence and gives you the security without the intrusion.

There isn't a typical Lifeline customer but every user has one thing in common; they want to be safe and maintain an independent lifestyle.

Who can use a Lifeline Alarm

There isn't a typical Lifeline customer; we have a wide range of users, our customers include older people, young people and vulnerable people or those just discharged from hospital, especially if they are living alone and those who have young children.

Lifeline is also used for lone working when at work e.g. shops workers. It can act as a panic button in the event of a threatening situation, where police assistance may be required.





When can I use the Lifeline Alarm

This is not an exhaustive list and we encourage you to use the alarm in any emergency situation when help is needed. Here are some examples of when you might need to press your pendant when you cannot reach for the telephone:

- If you are unwell
- If you fall
- If you are unable to get up
- If you are unable to get out of the bath
- If you are injured
- If you need help in a situation which you consider to be an emergency



How do I make a Lifeline Alarm call

Simply press the pendant. This sends an alarm signal to the Lifeline monitoring centre through the base unit. You can also press the button on the base unit. The call is answered by the Monitoring Centre, their system automatically identifies where the call has come from and your personal details are accessed, as soon as the call is received. The monitoring centre will speak to you through the microphone in the base unit. You do not have to be near the base unit, as the microphone is sensitive and in most instances you can be heard wherever you are in your home. For your safety and security all calls are recorded.

How does the Monitoring Centre respond to a Lifeline

When an alarm has been activated, the Monitoring Centre operative will decide, when possible with you, the best course of action which can include calling the emergency services, out of hours medical service or your named contact.

If the Monitoring Centre is unable to make contact with you through the base unit or via your home telephone, they will call your named contacts and ask them to check on you.

If contacting your named contacts fail, the Monitoring Centre will call the emergency services, who may have to make a forced entry if a key is not available. If there is a key safe the Monitoring Centre will have the key safe code which will be given to the emergency services to gain entry without breaking the door.

We will install the Lifeline unit and pendant or wrist strap in your home and carry out the administrative set-up

Who do I choose as a Contact?

A contact is anyone that you choose to hold a key to your home. They can be your neighbour, your friend or perhaps a relative, whoever you trust. The Monitoring Centre will keep their details, so when you need help, they can get in touch with them. There isn't a limit on the number of contacts one client can have but, we advise you to have a minimum of two contacts who live locally.

What if I don't have anyone who is willing to be my Contact?

If you don't know your neighbours or you don't feel able to ask them to be a contact and your family and friends don't live nearby, you can have Forestcare who are the Monitoring Centre as your contact and key holder. Please liaise with them directly for this service. For more information please contact Forestcare on 01344 786500.

What do I need?

We will install the Lifeline unit and pendant (neck cord or wrist strap provided) in your home and do the administrative set-up for you with the Monitoring Centre.

You will need a telephone socket and a 13 amp power point that are within 6 feet / 1.83 metres of each other with no obstructions and ideally on the same wall.

If you do not have a telephone line it is still possible to use this service, as we have the Lifeline GSM, which has an integrated GSM module to enable the unit to be deployed on a mobile phone network. SIM cards are available with this system or you can choose to use your own mobile service provider.

It is important to note that the Lifeline call will not go through if the telephone receiver is not replaced properly.



How much does it cost?

The minimum contract is three months. We aim to keep our prices competitive, please contact us for information on our prices. There will be an installation fee and a quarterly rental as the Lifeline unit is leased to our customers. Any maintenance issues or technical faults are repaired as part of your lease, providing the fault is with the equipment and not caused by the customer. The customer will be held liable for the cost of repairing any damage which is caused by them. There is a charge to replace a lost pendant.

If you require financial assistance you may be eligible to apply for a grant if you live within the Royal Borough of Windsor and Maidenhead and receive Housing Benefit, Council Tax Credit or Guaranteed Pension Credits. This will enable you to receive a reduction in the rental fee for the unit and the installation fee will be waived. If you would like further information on financial support, please call **01628 545000**.



How Do I Pay?

The installation fee and the first quarter payment is payable at the time of the installation of the Lifeline. This is to cover the rental for the first quarter. This can be paid via cheque, debit or credit card. A Direct Debit mandate will need to be set up for future payments (we will provide the forms). These are payable quarterly in advance.

How can I request a Lifeline?

Please fill out the Lifeline application form in this leaflet and return it to **Lifeline, Housing Solutions, Crown House, Crown Square, Waldeck Road, Maidenhead, Berkshire, SL6 8BY.**

Once we receive the form, we will contact you to arrange an installation appointment. Please contact us on **01628 545000** or email **homeassistance@housingsolutions.co.uk** if you have further queries.

What do I do if I no longer need a Lifeline?

Please contact us at **01628 545000** and inform us that you wish to return the unit. As part of our lease agreement, the Lifeline base unit, the pendant and peripherals are the property of Lifeline, Housing Solutions and need to be returned to Housing Solutions, Crown House, Crown Square, Waldeck Road, Maidenhead, Berkshire, SL6 8BY

Once we receive the Lifeline equipment, we will cancel the Direct Debit and close the account. If there is any balance outstanding, this will have to be paid before we close the account. If there is a credit on the account this will be refunded to you.

Data Protection

All information you provide to us is stored securely in accordance with the latest Data Protection legislation. Please go to our website for more information regarding Data Protection at

www.housingsolutions.co.uk/residentsinformation/policies.aspx



What else do we offer?

Lifeline Discharge Package

If you live alone and are being discharged from hospital, we have a service you can call on 24 hours a day, if you need emergency help while you are recovering.

The Monitoring Centre, for our Lifeline service, offers a Responder Service* for customers in these situations. When you press your Lifeline pendant for assistance, the Responder Team will come out to check that you are OK. They can then either help to lift you, if you have fallen, or they can arrange for your GP or emergency services to attend if required. The Responder Service Team are CRB checked, First Aid and Lifting Cushion trained.

You can still use the Hospital Discharge Package if you have your own emergency contacts and will not need to call on the services of the Responder Team.

This service is available for six weeks and covers six visits with an option to extend for an additional two weeks. The cost is £99.00**. If you would like to continue this service after 6 or 8 weeks, please contact us.

* This service requires a key safe installed outside your home. Please contact us if you need a key safe to be installed.

**Price subject to change.

What is a key safe and do I need one?

A key safe is a secure metal box which stores a spare set of house keys. It is fitted to the outside wall of your home. The key safe is kept locked and opened with a combination code. Key safes are often used by carers.

Lifeline customers may opt to have this installed as it gives the emergency services immediate access to their property without causing damage.

We supply and install the C500 KeySafe which is the only key safe in the UK to be approved by the Police and be awarded a Loss Prevention Certification Board (LPCB) security rating. The test covers breaking into the key safe and removal from the wall. That makes it as secure as your front door.

Please call us on 01628 545000 for more information.

Telecare Equipment

We supply and install a wide range of Telecare equipment that help our customers maintain their independence. If you would like details of the product range please call us on **01628 545000** or email:

homeassistance@housingsolutions.co.uk

Please complete this form and return to:

Lifeline, Housing Solutions, Crown House, Crown Square,
Waldeck Road, Maidenhead, Berkshire, SL6 8BY

PERSONAL INFORMATION FORM (block capitals please)

.....
Title Mr / Mrs / Miss / Ms / Other

.....
Name

.....
Address

.....
Post Code

.....
D.O.B

.....
Telephone

.....
Mobile

.....
Email

MEDICAL INFORMATION

.....
Doctors Name

.....
Telephone

.....
Doctors Surgery

.....
Surgery Address

.....
Post Code

MOBILITY

☐
☐

Able to walk without assistance

Walk with assistance devices

☐
☐

Wheelchair bound

Bed bound

.....
Are you allergic to any medication?

.....
YES / NO

.....
If **YES** please state which medication?

.....
Do you have any allergies?

.....
YES / NO

.....
Please list all relevant diagnosed medical condition that need to be addressed in an
emergency situation by paramedics and doctors:

EMERGENCY CONTACTS - KEY HOLDERS

Emergency Contact - No. 1 Name

Relationship to client

Phone

Address

Mobile

Post Code

Emergency Contact - No. 2 Name

Relationship to client

Phone

Address

Mobile

Post Code

Emergency Contact - No. 3 Name

Relationship to client

Phone

Address

Mobile

Post Code

Key safe Already Fitted: YES ☐

Key safe Required: YES ☐

NO ☐

Clients signature

Date

Who should we contact to arrange the Lifeline installation:

Name:

Telephone:

FOR OFFICE USE ONLY

ID Number

Account No.

Unit Model

Serial Number

Date

Pendant

Installer

Signed

If you would like an audio or large print version of this document please call our offices on **0800 876 6060**.

Urdu

اگر آپ اپنے کرایہ ادائیگی کے مسائل کے بارے میں اس لیفلٹ کا ترجمہ
چاہتے ہیں تو براہ کرم ہمیں فون کریں

☎ 0800 876 6060

Hindi

यदि आप किराए की अदायगी में समस्या के बारे में इस
लीफ़्लैट का अनुवाद चाहते हैं तो कृपया हमें फ़ोन करें

☎ 0800 876 6060

Gujarati

જો તમારા ભાડાં ભરવાની સમસ્યાઓ અંગેની આ પુસ્તિકાનું
તમારે અનુવાદ જોઈતું હોય તો કૃપા કરીને અમને કોલ કરો

☎ 0800 876 6060

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਕਿਰਾਏ ਦੀ ਅਦਾਇਗੀ ਵਿਚ ਮੁਸ਼ਕਲਾਂ ਦੇ ਬਾਰੇ ਇਸ
ਲੀਫ਼ਲੈਟ ਦਾ ਤਰਜਮਾ ਚਾਹੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਫ਼ੋਨ ਕਰੋ

☎ 0800 876 6060



Crown House, Crown Square, Waldeck Road, Maidenhead, Berkshire SL6
8BY

Lifeline: 01628 545000

freephone: 0800 876 6060

email: homeassistance@housingsolutions.co.uk www.housingsolutions.co.uk

Open 8.45am – 5.15pm Monday–Thursday and from
8.45am – 4.45pm on a Friday