



# Life line

**Giving independence  
to people in all walks  
of life**

Autumn 2021

# 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.

## Who can use a Lifeline alarm?

We have a wide range of users, our customers include older people, young people and vulnerable people 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.

*“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.”*



# When can I use the Lifeline alarm?

The alarm is designed for emergency situations 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?

The monitoring centre is prepared for any eventuality and will try a number of options to make sure that you have the assistance you need. Firstly the Monitoring Centre operative will contact you and you can decide which option you would prefer, 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.



## 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. Our Lifeline advisor can give you some options.

# What do I need?

We will install the Lifeline unit and pendant (neck cord or wrist strap provided) in your home as well as set up your preferences 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.

# How much does it cost?

The minimum contract is three months. The price will include an installation fee and a quarterly rental charge. Our prices are competitive, please contact our Lifeline advisor for pricing details. As the unit is on a lease we take care of any issues or faults. 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 our Lifeline Advisor on 01628 545000.

*“We will install the Lifeline pendant or wrist strap in your home and carry out the administrative set-up.”*

## 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 awarded a Loss Prevention 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.

# 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 to the installer. 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?

You can download the form, return it by email to **homeassistance@housingsolutions.co.uk** or post 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](mailto:homeassistance@housingsolutions.co.uk)** if you have further queries.

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

Please contact our Lifeline Advisor who will be able to explain the simple process of how to return a leased unit. 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/privacy-policy](http://www.housingsolutions.co.uk/privacy-policy)**

## Personal Information Form (block capitals please)

Title:

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

Name: .....

Address: .....

.....

.....

Post Code: ..... Date of Birth: .....

Telephone: ..... Mobile: .....

Email: .....

## Medical Information

Doctors Name: ..... Telephone: .....

Doctors Surgery: .....

Surgery Address: .....

.....

.....

Post Code: .....

## Mobility

☐

Able to walk without assistance

☐

Wheelchair bound

☐

Walk with assisted devices

☐

Bed bound



## Allergies

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 conditions that need to be addressed in an emergency situation by paramedics/doctors:

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## Emergency Contacts - Key Holders

Emergency Contact No. 1:

Name: .....

Relationship to client: ..... Phone: .....

Address: .....

.....

.....

Post Code: ..... Mobile: .....

I consent to being a Lifeline contact:

Name: ..... Date: .....

Signed: .....

## Emergency Contacts - Key Holders

Emergency Contact No. 2:

Name: .....

Relationship to client: ..... Phone: .....

Address: .....

.....

.....

Post Code: ..... Mobile: .....

I consent to being a Lifeline contact:

Name: ..... Date: .....

Signed: .....

## Emergency Contacts - Key Holders

Emergency Contact No. 3:

Name: .....

Relationship to client: ..... Phone: .....

Address: .....

.....

.....

Post Code: ..... Mobile: .....

I consent to being a Lifeline contact:

Name: ..... Date: .....

Signed: .....

## Equipment

Key Safe already fitted **Yes / No**

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 No: .....

Date: .....

Pendant: .....

Installer: .....

Signed: .....



Crown House  
Crown Square  
Waldeck Road  
Maidenhead  
Berkshire  
SL6 8BY

Home assistance      01628 545000  
Lifeline Adviser      07887 628813  
Contact Centre      01628 543101

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

Email: [homeassistance@housingsolutions.co.uk](mailto:homeassistance@housingsolutions.co.uk)  
Web: [www.housingsolutions.co.uk](http://www.housingsolutions.co.uk)

