

The quickest way to apply
is using our online form

[cheltenham.gov.uk/lifeline-
application-form](https://cheltenham.gov.uk/lifeline-application-form)

Contact our friendly team today

 **01242 264393**
 **lifelines@cheltenham.gov.uk**



Get peace of mind with our Lifeline alarm service

Cheltenham Borough Council's Lifeline alarm service can be a vital addition to ensuring the safety and independence of vulnerable people, in their own home and garden, 24 hours a day.

The service provides a sense of security and also has a positive impact in reducing hospital admissions.



LIFELINE ALARM SERVICE

**Independence and
peace of mind -
365 days a year**

The Lifeline service is an important preventive measure that can enable a quick response when help is needed.



THE DETAILS

WHAT YOU GET

The Lifeline Alarm Service is a quick and efficient way to get help via our digital alarm.

It consists of a special unit which connects to the monitoring centre using a roaming sim. The alarm is supplied with a pendant which can be worn around the neck or on the wrist.

The benefit of the digital alarm is that it does not require a telephone point or line and can be placed anywhere within the home as long as there is a 13-amp socket.

The alarms have a long standby battery life so in the event of a power cut they continue to work as normal.

The charge for the service is around 60p per day + VAT, if applicable, which is paid monthly in advance. There is also a setup fee of £48 excluding VAT.

The cost includes:

- Hire of lifeline unit and pendant
- Maintenance and repair of the unit and pendant 7 days per week
- 24-hour / 7 day a week monitoring service from the monitoring centre

How to apply:

- Download a form to print, complete by hand and either email it to lifelines@cheltenham.gov.uk or post to Lifeline Alarm Service, Cheltenham Borough Council, Municipal Offices, Promenade, GL50 9SA.
- Contact us directly on 01242 264393 and we can complete the form for you over the telephone.
- To speak to one of our installation officers call us on 01242 264393.

Additional equipment is also available, such as falls detectors for those who are more unsteady on their feet, and smoke and carbon monoxide detectors.

All of the equipment is linked to the monitoring centre providing 24/7 cover through the digital base unit.

The team can now also supply and fit Supra C500 key safes.



CHELTENHAM
BOROUGH COUNCIL

CONTACT US

01242 264393

cheltenham.gov.uk/lifeline

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