



CHELTEMHAM
BOROUGH COUNCIL

Lifeline

alarm service

Independence and peace of
mind 24 hours a day



PHOTOGRAPH: ATP

What is the Lifeline Alarm Service?



The Lifeline Alarm Service is a way of getting help via your telephone, quickly and efficiently. It consists of a special unit which is connected to your ordinary telephone line and a small pendant which can be worn around the neck or on the wrist.

How does it work?



In the event of a fall, sudden illness or in an emergency, an alarm call can be raised by pressing the pendant or the button on the alarm unit. The call is received at a control centre based in Hereford which is staffed by trained operators. The centre is open 24 hours a day, 365 days a year, it does not matter when a call is made, there will always be someone there to help.

How does it benefit me?



The alarm system will indicate to the control centre operator who is calling and allow access to relevant information such as medical problems and details of any emergency contacts. The centre will then determine the nature of the call and take the appropriate action – whether it be by contacting friends or relatives or by calling an ambulance.



Who does it benefit?



The alarm service can be of benefit to people of any age, those with a disability and people who are feeling vulnerable who need reassurance. It can also provide peace of mind for family members and friends.

How much will it cost?

The charge for the service is approximately 48p per day + VAT if applicable which is paid monthly in advance, to include;

- ◆ 24 hours 7 days a week monitoring service from our control centre.
- ◆ Hire of a lifeline unit and pendant.
- ◆ Maintenance and repair of the unit and pendant.
- ◆ If two pendants are required within the same household, there is no additional charge for a second pendant.

Alternatively you may wish to purchase the lifeline alarm unit. The daily monitoring charge will then be reduced by approximately 50%. Please contact the Lifeline team on 01242 264393 for further details. Our service includes;

- ◆ 24 hours 7 days a week monitoring from our control centre.
- ◆ Maintenance and repair/replacement of the unit and pendant (within warranty).
- ◆ If two pendants are required within the same household there would be an additional charge for a second pendant.
- ◆ There is no installation charge.
- ◆ Prices correct at printing Dec 2018.

Please contact the Lifeline team on **01242 264393** for further details.

How do I apply?

For an information pack please call **01242 264393**. Or email direct at; lifelines@cheltenham.gov.uk. Please visit Cheltenham Borough Council website at; www.cheltenham.gov.uk to complete an online contact form.

Once you have completed the application form, please contact us to arrange an installation date. This will normally be within 5 working days from your telephone call.

We also offer additional peripherals which can be added to the lifeline unit.

These include;

- ◆ "Vibby" Falls Detector
- ◆ Flood Detector
- ◆ Bogus caller button
- ◆ Smoke detector
- ◆ Carbon monoxide detector

Please contact the Lifeline team on **01242 264393** for further details.

Key Safe installation

Cheltenham Borough Council Lifeline Service can supply and install a **Supra C500 Keysafe** which is a Police accredited Keysafe. This will provide secure external storage for keys and allows immediate access to your property by the emergency services, care workers or family and friends in case of an emergency.



Customer comments:

"I was under family pressure to go into retirement accommodation, but in general they don't like outdoor cats, nor pianos, besides which I did not want it. Now all is OK, thanks to you!"

"The lady who came out was patient in making sure my husband understood the equipment and it is reassuring for me to know that if I am out and something is wrong I or other key holders will be contacted. A very important service thank you."

"Very prompt service giving much more confidence in the home."



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Call us today: **01242 264393**

Email: lifelines@cheltenham.gov.uk

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