



Lifeline

Help at the press of a button



www.warwickdc.gov.uk/lifeline

“ I am very satisfied with the service provided,
it has given me peace of mind. ”



What is Lifeline?

Lifeline is a personal alarm scheme available to anyone in the Warwick district and Stratford district areas, who are disabled, living in a vulnerable situation or are over 50. Lifeline gives the reassurance of having help available at all times at **the press of a button.**

The Lifeline service gives the user emergency assistance

24 hours a day

365 days a year.

You will be supplied with:

- A Lifeline unit
- A pendant, with a variety of wearing options (neck, wrist, key-ring and belt clip)

Please remember

- The pendant should be worn at all times in your home/garden
- Place it by your bedside at night
- The pendant is showerproof but shouldn't be immersed under water.



How Does Lifeline Work?

It's quick and easy to install the Lifeline unit into your home. You will need to have a landline telephone connection to be able to use this service and an electrical socket within 2 metres (6.5 feet). If you don't have a landline telephone, we offer a similar service using a mobile phone, please contact us for further details.

You will be shown how to place an emergency call to our friendly team of operators. This should ensure you feel confident to do so, should the need arise.

In a real emergency, you just press the button on the pendant or the button on the Lifeline unit and you will hear the unit dialling through to our operators. Prompt action will be taken by the operator, for example they will call one of your named contacts, or, if appropriate,

an ambulance or other emergency service will be asked to attend.

Please note: The pendant has a range of approximately 50 metres from base unit - so can be used around your home/garden for peace of mind. Remember to take it off and leave it by your front door when you go out!

Why might I need Lifeline?

You may be fit, healthy and active, but imagine if you were at home alone and had severe chest pains or a fall in the garden and weren't able to get to the phone to call for help.

Wouldn't it be reassuring for both you and your loved ones to know that there is help available to you at the press of a button? Having Lifeline could allow you to continue to live an independent life in your own home.

The pendant can also be used if you are alone and feel threatened, e.g. you suspect a potential intruder and you can't get to the phone to dial for help.

“ **My mother had to use your service twice within the last 8 weeks and I have to say what an excellent service we have found it to be. Me being the only family member and living some distance away from mum has given me peace of mind that she has someone at the end of the button.** ”



How do I find out more?

The best way to find out about Lifeline is to book a free, no-obligation home demonstration, at a time to suit you, including evenings and weekends.

One of the Lifeline Services team will visit and show you how the equipment works and answer any queries you may have about the service.

If you decide to proceed, we can install the equipment and complete the paperwork there and then or arrange another appointment.

We can supply and install the Lifeline unit and pendant for a one off charge. There is then a small monitoring charge each quarter. Alternatively, the equipment can be rented from us on a weekly basis.

We aim to repair any equipment that develops a serious fault within 48 hours. Please contact our friendly team for current prices. Call us on 01926 339577

“ Having lifeline has helped me no end – it’s fantastic! ”



What information will you need?

In order for the service to work effectively we will need the following information from you:

- Details of at least two emergency contacts (e.g. next of kin, a neighbour, friend) who are willing to be called by our team to assist
- Your doctor's name, address and contact details
- The name, address and contact details of a carer/ care agencies and/or social worker (if relevant)
- Any relevant medical information (this can be relayed to paramedics)
- Any other relevant information for an emergency situation (e.g. if you have a pet, who will look after it if you are taken into hospital?)
- A direct debit mandate will need to be completed for payment on a quarterly basis

It is very important that you tell us of any changes to these details and that your named emergency contacts are happy to be called 24/7 to assist you.

This information is kept securely on our Lifeline computer system and is covered by the Data Protection Act. We do not share your personal information with anyone else. Please note, all calls are recorded for training and monitoring purposes.

We answer 99% of all our calls in less than 60 seconds.

Key Safes

You should have a key safe fitted to your property. It's a secure way of storing a key should it be needed in an emergency, e.g. we can tell 999 services the code, which allows them quick, easy access to your property (rather than potentially damaging your door). If you would like one fitted, please contact our team for more information.

“ As a caring family, mum's lifeline is an invaluable piece of equipment which has given us all a great peace of mind. We press her pendant monthly to check mum is connected, the staff are always friendly ”



Lifeline Products

MyAmie Pendant

The current products we supply are the MyAmie Pendant and Lifeline Vi. Please contact the Lifeline team if you are interested in any of these products.



MyAmie

MyAmie Accessories



Wrist Strap 10mm wide



Wrist Strap 20mm wide



Neck Cord



Belt Clip



Easy Press Adaptor



Keyring

The Minuet Watch

The Minuet Watch is a high quality watch that incorporates a personal trigger compatible with the Lifeline unit. It uses a standard sized watch strap enabling the user to personalise their watch with a wide range of straps available from high street retailers.



Minuet Watch

Lifeline Vi

The Lifeline Vi provides a hub for telecare in the home, it has a range of features including; ambient temperature sensor, automated pendant test reminder, improved battery back up and enhanced reminders.



Lifeline Vi

Supra C500 KeySafe

The KeySafe is a strong mechanical metal box providing a secure method of externally storing keys (up to six) to a property. It is installed into brick or concrete and keys are accessed by a combination code. The code is easy to set and can be changed when appropriate to maintain security. The C500 is the only Police approved key safe in the UK.



Supra c500 Key Safe

Where possible, this information can be made available in other formats, including: large print, CD or other languages. Tel: 01926 339577



T: 01926 339577 | E: lifelineservices@warwickdc.gov.uk

www.warwickdc.gov.uk/lifeline

Lifeline Control Centre, 42 Acorn Court, Stockton Grove,
Royal Leamington Spa, CV32 7NP

Help is available **24 hours a day 365 days a year**

Just press the button on your pendant or lifeline unit

