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Please complete and send to the Lifeline Team for a free, no obligation demonstration of our lifeline service.

Name

Address

Telephone No.

Name and address of the person needing Lifeline, if different from above

How did you first find out about Lifeline?

Please send to Lifeline, Crawley Homes, The Town Hall, The Boulevard, Crawley, West Sussex, RH10 1UZ.



Crawley Homes – providing homes that the people of Crawley are proud to live in

Lifeline can be contacted at the Town Hall, Crawley on 01293 438468 or email lifeline@crawley.gov.uk

This document is available in other formats on request. Please contact us if you would like a translation or copies in Braille, large print, audio tape or computer disk.

Please contact Housing Service Development on 01293 438685 or e-mail housing.news@crawley.gov.uk

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Crawley Borough Council
Town Hall, The Boulevard
Crawley, West Sussex
RH10 1UZ

Lifeline

Assistance when you need it



Crawley Homes



Lifeline – Assistance when you need it... peace of mind when you don't.

With Lifeline, calling for help could not be easier. Are you retired or do you have a medical condition which may mean you need help without warning? If the answer is yes then our lifeline service could be for you.

What is Lifeline?

Lifeline is a very special kind of unit that combines your normal telephone with an emergency alarm which enables you to get help whenever you need it. We supply a tiny personal radio transmitter called a 'pendant', which you carry with you at all times while in your home or garden.

How does it work?

If you need help, simply press the red button on the Lifeline or your pendant. It could not be easier. Your call will be quickly answered.

When can I use it?

You can use your Lifeline whenever you need help, reassurance, or if you simply want to test the system. We recommend that you use it once a month whether you need help or not, this will help you to feel at ease with the system.

Who will answer my call?

When you press the red button on your pendant or the Lifeline itself, the Lifeline automatically dials our Care Centre where fully trained staff are available to deal with your call. They are there 24 hours a day, every day of the year. When your call is answered, our Care Centre staff will know automatically who you are, where you live and who you would like them to contact in an emergency. There is a sensitive microphone and powerful loudspeaker built into the Lifeline so that you will be able to hear our Care Centre staff and they will be able to speak to you. They will make sure

that you get the right help as quickly as possible. They can also continue to talk to you until help arrives.

How will they know who I am?

Every Lifeline we install has its own unique identity number. When you press the red button to call for help, our Care Centre staff will know immediately where the call has come from. When we demonstrate the Lifeline, we will ask you for information on yourself, the name and address of your Doctor and any other friends or relatives you would like contacted in the case of an emergency. This information is passed to our Care Centre and held there until needed. There is no need to worry about the information you give us, as our Care Centre and Lifeline Team will hold it in strictest confidence.

Who will come to help me?

Our Care Centre staff can contact your Doctor, any of the emergency services plus a relative or friend.



What do I need to have a Lifeline installed?

You will need a telephone line in your home with a plug in style telephone socket, no more than 6 ft away from a 13 amp electrical socket. If you do not already have these and are unsure how to organise them, our Lifeline Services Manager will be pleased to help, but you will be responsible for meeting the cost of these installations. You will also need spare door keys to be held by friends and relatives who would be prepared to give access to your property, in the case of an emergency.

Will there be a charge?

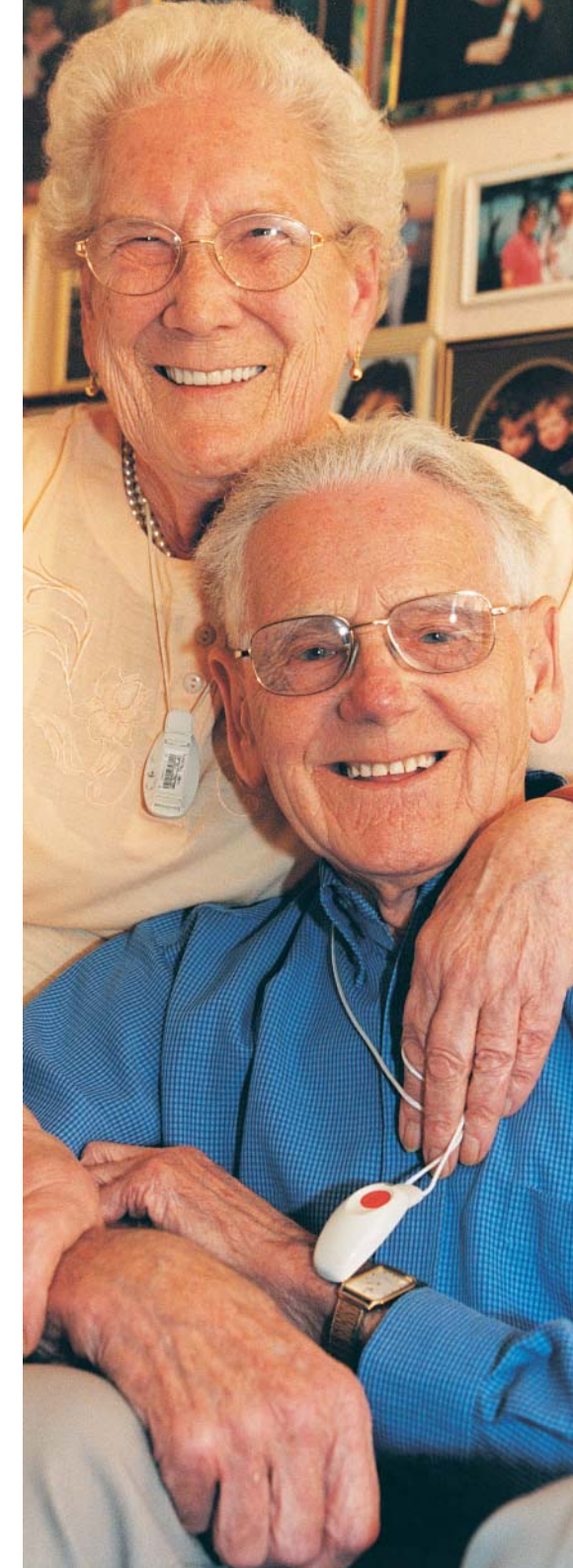
There is a weekly rental charge for Lifeline. This charge includes all servicing and maintenance costs for the Lifeline unit and pendant, replacement of pendant batteries and the services of the Care Centre. You will be responsible for the cost of your own telephone calls and

line rental and you will continue to receive these bills in the normal way. For the current rental charge please contact us on 01293 438468.

Who can apply?

If you or someone you know is of retirement age or who has a medical condition and they live in Crawley, you or they can apply for Lifeline. It does not matter whether you are a council tenant, rent your home from a Housing Association or private landlord or own your own home. Whether you live on your own or live with someone, you can apply for Lifeline.

If you want to apply or just want to find out more about Lifeline please call us on 01293 438468 or fill in the form on this leaflet and send it to Lifeline, Crawley Homes, The Town Hall, The Boulevard, Crawley, West Sussex, RH10 1UZ.



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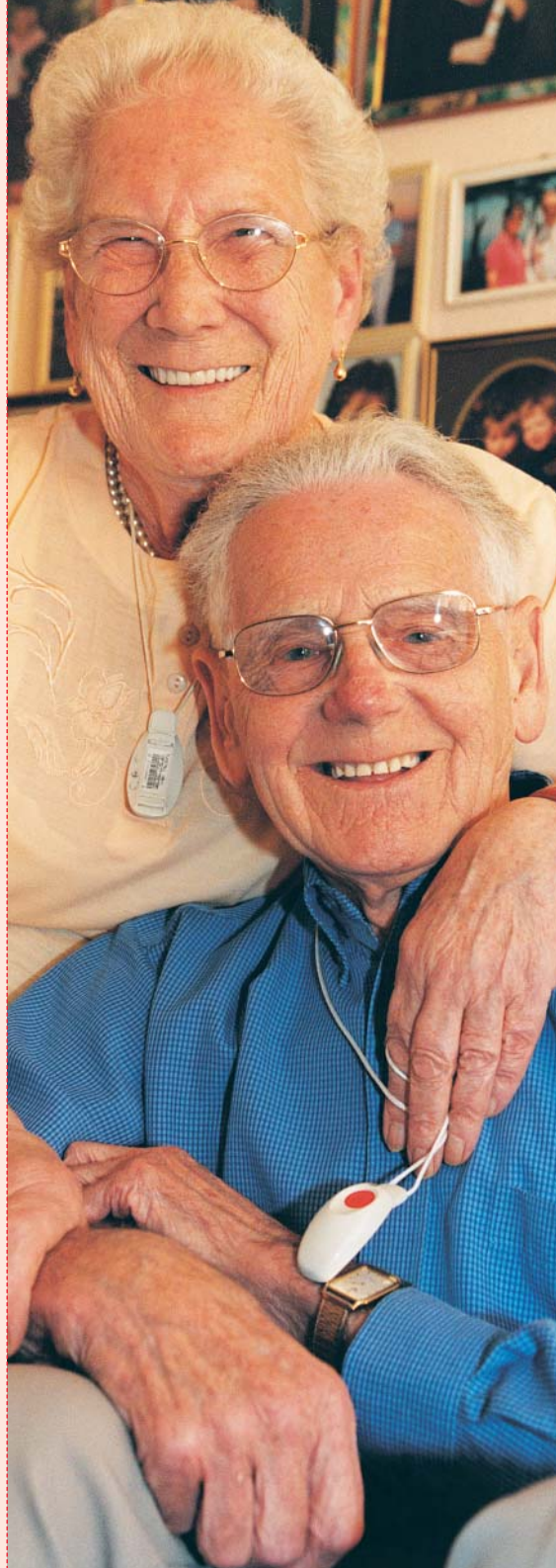
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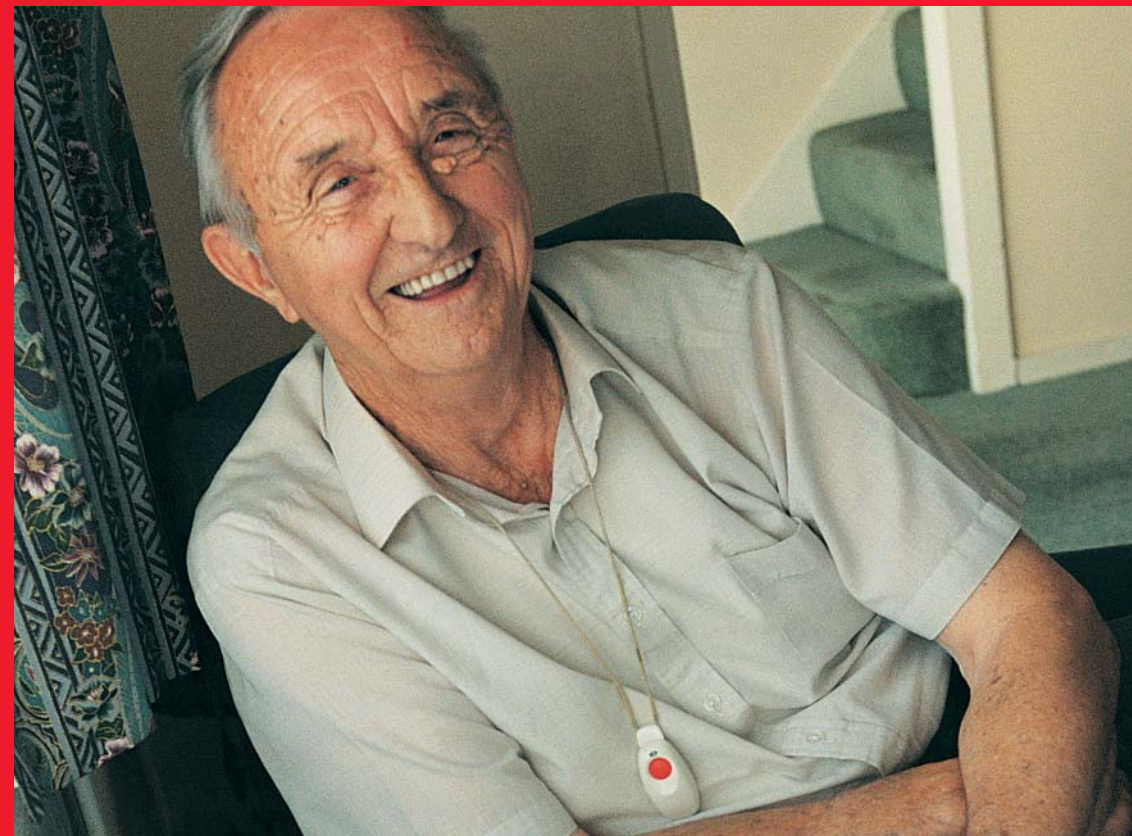
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