



Lifeline and Telecare Service

Thank you for your enquiry about our Lifeline service.
We are pleased to provide this information, which we hope you will find useful.

This leaflet tells you about:

- What a Lifeline is
- What Telecare is
- How the system works
- Costs
- How to get a Lifeline or find out more

What is Lifeline?

Lifeline is an emergency alarm service that gives you the confidence to live independently in your own home. If you have a fall or other emergency you can contact the Control Centre quickly and easily, even when you can't speak or reach the phone. It operates 24 hours a day, every day and night of the year so you know that help would always be on its way if you needed it.

What is Telecare?

Telecare is additional equipment that works with your lifeline and connects automatically to the monitoring centre with no need to press a pendant. The extra equipment you could have includes a falls pendant and smoke detectors.

How does it work?

When you apply for the Lifeline service you give us details of trusted neighbours, family members or friends living nearby who would come round if you need emergency help.

When our trained staff fit your Lifeline, they give you a lightweight pendant that you should wear or keep in close reach at all times in your home. It's splash proof so you can even wear it in the shower.

If you have an emergency, then pressing the button on the main unit or pendant will automatically dial the Control Centre. The operator can identify you as soon as the call is connected and can immediately contact the best person or service to help you. If you can speak then you can tell the operator about the problem. The base unit can pick up sounds

from many feet away, so the operator will be able to hear your voice even if you are not in the same room.

The pendant works when you are outside, close to your home (for example in your garden) but not if you are further away (for example visiting a neighbour).

If I want it, what happens next?

If you decide to use our service, please complete the Lifeline application form inside this pack and return it to The Forum. The lifeline officer will then contact you to arrange to install the lifeline or complete an assessment if you would like telecare sensors. At this meeting the Lifeline installer can connect your lifeline and demonstrates how it works.

Lifeline Charges

Council Tenants:

Council tenants pay just £3.50 per week over 48 weeks of each year.

Your rent will be recalculated with effect from the Monday following the installation and the charge will be included in your rent amount.

Privately rented and owner occupiers:

Private tenants and other applicants make four equal payments of £41.99 by Direct Debit in April, July, October and January.

Telecare:

If you decide to have extra telecare sensors, you may pay up to an extra £1 per week for the service. You will be told how much it will cost at your assessment with the Lifeline installer and we won't install any equipment until you have agreed to the costs.

There is no installation charge.

For more information about the Lifeline service, please contact the Supported Housing team by email: Lifeline@dacorum.gov.uk take a look at our website www.dacorum.gov.uk/lifeline or telephone **01442 228000** and ask for **Lifeline**.