



Broxtowe  
Borough  
COUNCIL

GIVING YOU A  
**Lifeline**

**24 hour  
support,  
when you  
need it from as  
little as £3.72 a week**

Call our dedicated Lifeline  
Co-ordinator on 0115 917 3358 /  
0115 917 3990



## What is Lifeline?

Lifeline provides round the clock support through a unit which plugs into your telephone socket. It also includes a discreet alarm which you can wear either as a pendant or wristband.

The Lifeline unit is linked to an accredited Control Centre who you can contact 24 hours a day, 7 days a week if you need assistance by simply pushing the button on the unit or your pendant.

## Who is Lifeline for?

Lifeline can support:

- Older people
- People with disabilities including dementia and epilepsy
- People who have recently returned from hospital
- People who are at risk of falls
- People who are worried about safety and security

Lifeline is not just for medical emergencies, it can also give your loved ones reassurance that your personal safety is being monitored every day.

## Lifeline Case Study

*"One morning in January this year I had gotten up early and made a cup of tea. I was taking the tea upstairs, using the handrail, but when I got to the top of the stairs, I don't know what happened, but the next thing I knew was I was at the bottom of the stairs on my back.*

*I pressed my Lifeline, and they were very good. The ambulance arrived in about 15 minutes. They used the keysafe to get in and took me to hospital.*

*My Daughter, who lives in Leeds met me at the hospital after being contacted by the Lifeline people.*

*Fortunately, I hadn't broken anything in the fall, and was allowed home after a thorough check up.*

*I told all my friends how absolutely wonderful the Lifeline is."*

**Mrs Audrey Bee (92)  
Watnall, Nottingham**



# How does Lifeline work?

The lifeline unit has in built microphones so when you press the button you are connected to the Control Centre. Your pendant or wristband is wirelessly connected to your Lifeline home unit and enables you to generate a call for help from anywhere in your home or garden.

When you make contact with a Control Centre Operator they will arrange for the appropriate help including contacting your nominated contacts (who you supplied details for when you signed for the service) or emergency services to attend.

# Why chose Lifeline?

- 24 hour support when you need it
- Gives you the confidence to live independently
- Regular contact every six months to make sure everything is ok with your Lifeline unit and check your details are up to date
- Flexibility, no minimum contract length
- Convenient monthly, quarterly or annual payments
- Service provided by professional, friendly staff
- Industry accredited UK based Control Centre

# How much does it cost?

Lifeline costs only £3.72 a week and payments can be by regular direct debit. This weekly fee includes:

- Lifeline unit and pendant or wristband
- 24 hour UK-based monitoring
- Installation by our dedicated Lifeline Co-ordinator

If you wish to have a Lifeline unit, our dedicated Lifeline Co-ordinator will visit you to arrange the installation and explain how it works. It will take about an hour to install the unit.

## Lifeline Case Study

*"I wear my Lifeline around my neck at all times and used it recently when I had a fall and couldn't get up, they answered immediately and sent help.*

*I had to stay in hospital for a few days but then came home."*

**Mrs Brenda Bramley (89)  
Chilwell, Nottingham**



# Lifeline Plus Package

**In addition to our standard Lifeline service we can also offer the Lifeline Plus package.**

## Key Safe

Keysafes are secure metal boxes that can be attached to the exterior wall of a property and include a panel for entering a code. The owner keeps a spare key to their home inside. The keysafe can only be opened by someone who knows the programmed code.

Keysafes are particularly useful for elderly or disabled people using a Lifeline Alarm and pendant. In an emergency situation we can provide the emergency services with the keysafe code, before they arrive at the scene. This allows them to gain access to the property without causing any damage, saving vital time and potential costs.

We can supply and fit a Supra C500 key safe, which is one of only two police approved keysafes available. The keysafe belongs to you, after fitting.

**The one off cost to supply and fit the Supra C500 key safe is £120.00 (inclusive of VAT)**



## Falls Detector

This lightweight and discreet falls detector is worn on a cord around your neck or wrist and will automatically trigger an alert to our monitoring centre if you've fallen over.



The falls detector can provide peace of mind for a range of customers including:

- Older or disabled people who are becoming less stable on their feet
- Individuals discharged from hospital and require additional support
- People living alone
- People with medical conditions such as epilepsy or diabetes

**The cost of the Lifeline Plus Package is £5.67 per week (or £294.84 per annum) and includes the Standard Lifeline service.**

**If you are interested in the Lifeline Plus package, please contact our dedicated Lifeline Co-ordinator to find out more.**

## Find out more

If you would like to know more about Lifeline including a free demonstration of how the Lifeline unit works please contact our dedicated Lifeline Co-ordinator on:



0115 917 3358 / 3990



[lifeline@broxtowe.gov.uk](mailto:lifeline@broxtowe.gov.uk)



[www.broxtowe.gov.uk](http://www.broxtowe.gov.uk)