

FREE  
13 WEEK TRIAL

# Telecare Lifeline

Independence and safety with equipment helping you live in your own home for longer



## Do you qualify for a 13 week trial of lifeline services?

The 13 week scheme is operated through West Sussex County Council and NHS. The referral process is straightforward and you need to talk to your local health or social services professional team. If you don't qualify for the free service you can still call us directly to discuss the range of options available to you.

A service you can trust

- Not for profit, independent organisation
- Buy With Confidence and Support with Confidence member
- Sussex-based telephone response team, 24/7/365
- Free no-obligation demonstration in own home
- Easy installation
- An individual service to suit you
- Competitive pricing
- Compliant with the industry standard Telecare Services Association (TSA) Code of Practice

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For more information call

**08450 766515**

visit [www.westsussex.gov.uk/telecare](http://www.westsussex.gov.uk/telecare) or [welbeing.org.uk](http://welbeing.org.uk)

Lines are open 24 hours a day 7 days a week.

All calls are voice recorded for your safety.

Wealden & Eastbourne Lifeline are registered in England, number 5363226. VAT number 868798140.



# What is Telecare Lifeline?

The equipment ranges from units where people press a button to connect to Welbeing's monitoring centre, to systems to help with memory and alert family or friends of health fluctuations. Systems can also call for help if they detect that someone has fallen. They can monitor doors in a person's home if there are concerns about their safety.

Customers, and their friends and family, are secure in the knowledge that help is at hand from our friendly staff at our monitoring centre, 24 hours a day 365 days a year, if difficulties arise.

## A free 13 week service for those referred to the scheme

West Sussex County Council and NHS West Sussex are working with Welbeing – a not for profit independent company – to provide a free 13 week package of Telecare Lifeline equipment to those people who are referred to the scheme. Telecare can help get people home from hospital sooner, or sometimes prevent them from being admitted in the first place.

## Some examples of additional Telecare Lifeline equipment

### Key safe

A small box fitted outside your property that can only be opened with a code that we hold on your behalf. In the event of an emergency, the emergency services can gain access to the property quickly without forced entry.

### Bed/chair occupancy sensors

Sends an alert to our monitoring centre if an individual leaves the bed at night and does not return in a specified time. The sensor also works as an inactivity/activity monitor and can be a great support to carers.

### Smoke / Gas/ CO alarms

Activates an alert to the monitoring centre enabling help to be called quickly.

### Extreme temperature sensor

Alert activated when temperature becomes too high or too low.

### Fall detectors

Sends an alert if someone falls (can be worn on belt or around wrist).

### Bogus caller button

Located by the door to raise the alarm if an individual is concerned about safety in their home.

### Free reminder and reassurance safety calls\*

A service that automatically delivers a message to your landline or mobile phone. It could be a reminder call to take medication, eat meals or make appointments. A reassurance call will call at times of a customer's choosing to make sure they are safe. A person's registered contacts are instantly alerted if two calls are missed, for example, in the event of a fall and someone cannot reach a phone to call for help and/or is not wearing their lifeline pendant. Messages can be personalised and require no additional equipment.

\*not subject to 13 week limit and can be free for a further period

## How does the personal response service work?

Telecare Lifeline can be installed simply and quickly into your home. All we need is a telephone point and a nearby electric socket (even if you don't have a land line, we have units that can be deployed on a mobile phone network).



### 1 Press the button

Press the button on your wrist band, pendant or base unit when you need assistance.

### 2 Speak to our staff

Our trained staff will respond and speak to you via the base unit of your phone line. If they cannot get in touch they will summon the appropriate help.



### 3 Help is on its way

We will summon assistance by contacting the nominated key holder (relative, friend or neighbour) or the emergency services.

