

## Telecare

Telecare is additional equipment that works with a Lifeline. They automatically contact the monitoring centre if there is a problem and can give added reassurance to friends and family.

Here are just some options:

### Fall detector

Automatic alert if you fall to the ground.

### Medication dispenser

Automatically reminds you to take your pills.

### Heat detector

Placed in the kitchen, these detect the heat of a fire and send an alert.



## Out and about – Mindme

The Mindme is similar to the Lifeline pendant but this one works best out of the house. Think of it as a mobile Lifeline service suitable for those on the go, who may need to call for help suddenly. Wherever you are in the world, just pressing the button will connect you to our monitoring centre.



## FREE Lifeline installation

For your appointment call 01293 438468, email [lifeline@crawley.gov.uk](mailto:lifeline@crawley.gov.uk) or visit [www.crawley.gov.uk/lifeline](http://www.crawley.gov.uk/lifeline)

We'll visit you in your home to show you how it works.

There's no obligation. Just let us know if you'd like to go ahead. Installations are free and there is no fixed term to the contract.



Lifeline  
Crawley Borough Council  
Town Hall  
The Boulevard  
Crawley  
RH10 1UZ

# Lifeline

Your local emergency alarm and telecare provider

We can help  
**you**  
keep your  
independence



Contact us  
01293 438468  
[www.crawley.gov.uk/lifeline](http://www.crawley.gov.uk/lifeline)  
[lifeline@crawley.gov.uk](mailto:lifeline@crawley.gov.uk)



# Lifeline

Always  
within  
reach

## What is it?

Lifeline is a personal alarm in your home. It's a unit and pendant with a red button, which you can press in an emergency. Most work with your home phone line, but we can offer one that uses mobile phone technology.



The Lifeline pendant (red button) is worn on a neck cord or wristband so it's always within reach, wherever you are in your home or garden.

## Call for help 24 hours a day, seven days a week

When activated it calls the monitoring centre through the unit. Their friendly operators are always there to talk to you, using the powerful microphone and speaker in the base unit, reassuring you and getting you help should you need it.

They'll know who you are, any health conditions you have and who to contact, even if you can't talk.



## Free installation then rent for a small weekly charge

The weekly rental charge for a Lifeline includes an annual service visit, maintenance of the equipment and the services of our monitoring centre and Lifeline team.

Call us on **01293 438468** to find out the current charges.

## How do I pay for the Lifeline?

Choose the option that suits you. You can choose **monthly Direct Debits, or pay by debit or credit card, online or over the phone, or pay cash at the Town Hall.**

We can also send your bill to someone else if we have their permission.

## Who can have one?

Anyone in Crawley and surrounding areas who may need help urgently in their home.

We'll create a personal package to meet your needs, to help you live your life independently and safely.

It doesn't matter if you're a tenant or own your own home – you can rent the Lifeline and telecare equipment for as long as you need them.

## Keys

Your key holders can be family, friends or neighbours who are happy to respond to your calls.



If you don't have any local contacts a key safe is a good alternative to enable access to your home in an emergency.

We can offer a key safe as part of a Lifeline package.

## What our customers say

"A tonne weight has been lifted, my daughters don't need to worry about me anymore"

"A real lifeline for my dad when he fell and broke his hip at 2am"

"I fell and couldn't move, I pressed the button and they got me paramedics in minutes. I was bleeding badly and if I hadn't had a Lifeline I wouldn't be here to tell the tale"

"I'm not old but even though I don't have any medical problems I do live alone and you never know when you will need help"

Find out  
more, call  
**01293  
438468**