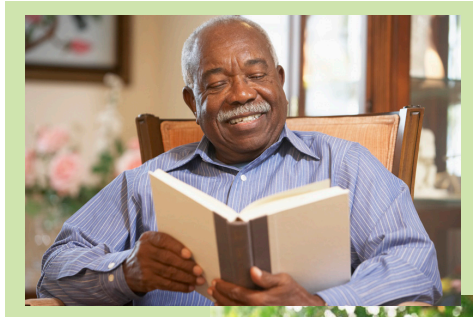




Lifeline

If you had an accident at home would you be able to get to the phone to call for help?

Lifeline can help you stay independent



Dacorum Borough Council
The Forum
Marlowes
Hemel Hempstead
HP1 1DN

What is Lifeline?

Lifeline is an emergency community alarm service that allows you to have peace of mind and an added level of security to live independently in your own home.

How does it work?

If you fall or have an emergency you can raise an alarm by pressing a button on the unit, a neck pendant or wrist band which calls the Lifeline control centre.



The operator at the control centre identifies you as soon as the call is connected and will immediately contact your key holder or the best service to assist you.

Peace of mind

The lifeline works within a 50m range of the unit inside your home or garden.

Even if you are unable to speak or too far from the unit to be heard, the operator will still be aware you have triggered the alarm and the appropriate assistance will be sent.

Telecare

Telecare is additional equipment that works with your lifeline and connects automatically to the control centre, giving you and your loved ones added reassurance:

Fall detector: The fall detector senses that you have fallen and sends an alarm to the control centre on your behalf.

Smoke detector: A smoke detector makes a sound in your home when smoke is present as well as sending a notification to the control centre.

Key holders

Your key holder(s) can be family, friends or a neighbour who are happy to respond to a call on your behalf.

If you have no local contacts we suggest that you arrange a key safe to be fitted to the outside of your home. We can help you to arrange a key safe.



What is the cost?

The Lifeline unit is provided by us and installed by our trained Lifeline installer. There is no installation fee and we do not ask for a deposit.

Council tenants pay just £3.50 per week over 48 weeks of each year, added to your weekly rent.

All external applicants will make four equal payments of £41.99 in April, July, October and January. Payment options available.

If you do opt for Telecare there may be additional charges however you will be informed before you agree to proceed.

We will notify you of any amendments to fees in advance of payment.

Next steps

For more information please contact Supported Housing:

Email: lifeline@dacorum.gov.uk

Tel: 01442 228347

To apply for our Lifeline and/or Telecare equipment you will need to download and complete an application form: www.dacorum.gov.uk/lifeline

