Council Housing

Lifeline Connect

Help at the touch of a button

Providing peace of mind for you and your family

www.lancaster.gov.uk/housing
**What is Lifeline Connect?**

The telephone is for many people their only means of contacting family, friends and neighbours. In a crisis you may need to summon help quickly but you may not be able to reach the telephone – that is when a Lifeline can connect you to the help and support you might need.

Just a press of your own personal alarm button will tell your Lifeline Connect system to make a call through to our team of friendly, trained staff who will do the rest.

The Lifeline Connect system will work alongside your own telephone and can provide peace of mind for both you and your family.

---

**The Lifeline Vi and pendant**

---

**Lifeline Connect Unit**
About Lifeline Connect:

Who is eligible for a Lifeline Unit?

The Lifeline is available to anybody that would like one.

What do I need?

As well as the Lifeline Connect system, you will need a BT telephone socket and a plug socket (three pin) close by. If you have multiple telephone extensions, and/or an internet connection, you will need safe sockets on each telephone extension. We can provide these free of charge.

How does the Lifeline work?

When you press the button on the pendant, or on the Lifeline unit itself, the Lifeline Connect system makes a call to the Emergency Call Centre.

The call is answered by trained staff, who provide assistance 24 hours a day, 365 days a year. The staff are highly trained to respond promptly to your call and take whatever action is needed, contacting your named emergency contact, your care agency, your doctor or the relevant emergency service.

All calls are recorded for monitoring and training purposes.

What does the Emergency Call Centre need from you?

You must provide details of two local emergency contacts, your GP surgery details, information about medical conditions and any care packages currently in place.

You must agree to the personal information that you provide being held on computer files to be used only in the event of you making an emergency call to the Lifeline Connect Service.

Key Features of the Lifeline Connect System

- High quality two-way speech on alarm calls
- Alarm calls interrupt all outgoing calls
- Automatic redial ensures alarm calls are connected in the shortest time possible
- Emergency calls can be triggered from anywhere in your home
- Audible and visible reassurance of an alarm call in progress
- Audible warning of telephone line and/or mains failure
- Battery back-up keeps your alarm working for up to 8 hours following a mains failure
- Conforms to British and European standards
What if there was a fault with the equipment?

It is important that a fast and efficient maintenance service is provided to all customers. In the unlikely event that things go wrong it is good to know that there is someone there to put them right as fast as possible.

In the unlikely event that your lifeline equipment is not working correctly, a qualified engineer will call within 24 hours, 365 days of the year.

How much does Lifeline Connect cost?

**Rental of equipment**

You can rent the lifeline equipment with a warranty for £1.84 per week.

**Monitoring Charge**

There is a monitoring charge which is payable at £1.99 per week.

Want to know more?

If you would like to find out more about Lifeline Connect, or to arrange an appointment for installation, please ring (01524) 582929.

How to Pay

Shortly after installation you will receive an invoice through the post for all costs until the following April.

**Your Payment Options**

1. **By post (except cash) to:**

   Lancaster City Council  
   Cashiers Section  
   Financial Services  
   PO Box 4  
   Town Hall  
   Lancaster LA1 1PJ

2. **At any Post Office**

   Take the invoice to any Post Office and pay by cash, cheque or debit card. Full details will be on the reverse of the invoice.
3. By Credit/Debit Card

- You can pay via the internet at www.lancaster.gov.uk
- You can pay using the automated telephone payments system by telephoning 0845 6017297, 24 hours a day, 7 days a week.

4. By Direct Debit

- You can pay monthly by direct debit. A direct debit form is enclosed with the invoice. If you would like to pay by direct debit you should return forms to: Health & Housing Services, PO Box 4, Town Hall, Dalton Square, Lancaster LA1 1QR.
- Please note, if your equipment is installed between January and the end of March, you will not be able to set up a direct debit until April.

Lancashire Telecare Service

Telecare can best be described as a technology based system designed to provide safety and reassurance to help keep older and vulnerable people safe within their homes, and support their carers. Sensors are installed in conjunction with a Lifeline Unit that can indicate when there is a problem in the service user’s home such as:

- A build-up of natural gas from a cooker that has been turned on, but not lit
- A flood from a bath or sinks around the house

Sensors can also indicate if a service user has a problem such as:

- Having fallen and been unable to call for help
- Having wandered outside the home at an inappropriate time.

Lancaster City Council is the provider of Telecare equipment in the Lancaster district. This service is provided in partnership with Lancashire County Council. Lancashire County Council, Social Services department carry out assessments for Telecare packages.

For further information, please contact us on (01524) 582929
Council Housing

Contact Information

Postal Address:
PO Box 4, Town Hall, Lancaster, LA1 1QR

Office:
38 Cable Street, Lancaster, LA1 1HH

Telephone:
01524 582929

Email:
councilhousing@lancaster.gov.uk

Website:
www.lancaster.gov.uk

Our office hours are 9.00 am to 5.00 pm weekdays.
(10.00 am to 5.00 pm Wednesdays)

Emergency Call Centre:

When the office is closed, if there is an emergency ring the Council’s Emergency Call Centre – open 24 hours a day, 365 days a year.

Tel: 01524 67099

Calls may be recorded to help improve our standard of service and accuracy of information.

This document can be made available in large print, audio, Braille, and other languages.