

**Pembrokeshire County Council
Cyngor Sir Penfro**



PEMBROKESHIRE LIFELINE

April 2010

**Community Care Commissioning
Social Care and Housing Department**

Pembrokeshire Lifeline

What Is Lifeline?

If you live alone or you are worried that you may need assistance in an emergency, Lifeline could be for you! It is a telephone alarm unit and a radio alarm trigger that you can carry with you and can be easily used to summon help in an emergency from anywhere within your home or garden.

How Does It Work?

The Pembrokeshire Health Authority provides a 24-hour control centre staffed by trained Ambulance Control Officers who are dedicated to providing help for the elderly and disabled.

Pressing the button on your handset or pendant sends an immediate alarm signal to the control room. You will be able to use the Lifeline in any room and in your garden. Quality two-way speech is possible within seconds due to the powerful loudspeaker and sensitive microphone in the unit, providing you are in earshot of the unit. The pendant is not a microphone.

You can talk to them, they can talk to you and whatever the problem, the Control Staff will do their utmost to assist – from contacting your doctor to making sure a friend comes round to give you a hand!

As well as being simple to use in emergencies, Lifeline is a normal telephone service with a host of special features to suit those with visual, hearing, mobility and other disablement problems. For instance if you can not get to the telephone quick enough you can press the red button on your pendant and you can talk to the caller if you are near to your phone. This can be particularly useful for the elderly, the disabled or the bedridden. In addition there is a hands free facility which enables outgoing or incoming calls to be dealt with without having to lift the handset.

Who May Benefit From The Service?

Until recently only tenants of sheltered housing schemes were able to benefit from this scheme. Pembrokeshire County Council has extended the benefit of the community alarm system to those that have the need to make use of these services. Potential applicants will usually fall into the following categories:

- a) elderly
- b) disabled
- c) chronically sick or infirm
(regardless of age)
- d) any other persons at risk

However it is important to note that applicants must be able to understand the purpose of the system and be capable of using it. Sadly there are some physical or mental conditions which prevent the user from making use of the system effectively.

Information Regarding Installation of Piper Lifeline

Before the Lifeline telephone can be installed the customer will need to ensure that an electrical socket is situated within 1 metre of the BT socket on the same wall.

If an electric socket is not available on the same wall the customer will need to arrange to have this work completed before the installation of the Lifeline can take place.

Additional Information

Provision of the B.T line can be arranged by the Lifeline staff but the cost of this provision will have to be met by the customer.

The criteria for the provision of a lifeline telephone is that the applicant must have at least two local contact numbers e.g. family, friends or neighbours. This enables the control centre staff to locate someone who is a named key contact to attend if there is an emergency.

Scale Of Charges - Council Tenants

Tenants who apply for the Lifeline service will be supplied with a Lifeline unit on loan. They will be charged £1.35 over 48 weeks (inclusive) – this will be added to the rent - for the monitoring service provided by central control. Where required the Authority will arrange for the provision of a telephone line and/or new style socket. Thereafter the tenant will be responsible for the quarterly rental charges and the cost of calls made on the telephone. Under this scheme the Local Authority will be responsible for the maintenance of the Lifeline equipment.

Tenants Of Private Rented Accommodation And Owner Occupiers

Distribution of the Lifeline equipment in the private sector will be undertaken by the County Council through the grant process if the applicants are either in receipt of Pension Tax Credit or getting help with the Council Tax.

Applicants not on either of these benefits can buy the Lifelines through the County Council.

Cost Of Lifelines:

NEW £151.60 inc.VAT

SECOND HAND £50.00

Plus £1.25 per week over 52 weeks billed quarterly.

Please note that payment must be made on the day of installation.

Related leaflets

Community Care Services, Complaints Compliments & Suggestions

If you would like any more information on
"Pembrokeshire Lifeline"
then please contact 01437 764551
and ask for Community Alarms Liaison Officers

For a copy of this publication in Braille, in larger print audio tape or an alternative language, please contact Pembrokeshire County Council on 01437 776613