

Checking you're ok?

NEW Lifeline can call you at pre-arranged times permanently or for just a short time following discharge from hospital or if your family or regular contacts should be away. This call can be to remind you to take medication or just to give peace of mind about your well-being to friends and family.

Secure access to your property

We strongly recommend having a key safe fitted. This is a secure metal box which has been rigorously tested, is the only key safe approved by the Police and is ideal for anyone who can't easily get to their own front door. It securely stores a set of spare house keys so you don't have to risk hiding them under a doormat or in a plant pot. It also removes the dangers of having to leave the door unlocked or handing out your spare keys.

The key safe is kept locked with a combination code which is stored securely on our database and only given out if needed by the emergency services to gain access and to avoid forced entry to your property. The code can also be given to regular callers such as carers.



Why choose NEW Lifeline?

NEW Lifeline has been helping people to continue living safely and independently within their own homes for over 30 years. We hold the highest platinum level of accreditation with the Telecare Services Association (TSA) which ensures that all services we offer meet the highest possible standards and that we meet strict performance targets.

Our locally based Monitoring Centre is staffed 24 hours a day, 365 days a year by friendly, caring Operators and Telecare Installation Officers who are all fully trained and have completed enhanced security checks.

Our Installation and Maintenance Service is available 7 days a week and on receipt of an urgent maintenance report we are committed to re-instating your Service within 2 working days. NEW Lifeline has a base at both Redditch and Cannock in order to respond promptly to your requests.

What should I do now?

If you are interested in subscribing to the NEW Lifeline Service and wish to arrange a without obligation demonstration or if you require further information on our services and associated charges please:

Telephone **01527 534060** or email contact@newlifeline.org.uk

You can also complete an application on line by visiting either www.redditchbc.gov.uk or www.bromsgrove.gov.uk and searching for the keyword 'lifeline'.

Following installation we offer a 21 day cooling off period during which time the equipment can be removed without charge or notice.



Telecare Service

01527 534060



NEW Lifeline - supporting independent living, providing peace of mind to service users and their families 24 hours a day.



Providing peace of mind

NEW Lifeline is a telecare service available 24 hours a day, 365 days a year to any vulnerable person living within the Redditch, Bromsgrove and Cannock Chase districts as well as surrounding areas.

It allows residents such as the elderly, disabled or those with serious health problems to continue living independently whilst providing security and peace of mind to themselves and their friends and family.

Our team are here to help

Our Monitoring Centre is staffed by friendly, helpful and caring Operators who are highly trained to respond promptly and efficiently. Upon receiving an emergency call our Operators are able to identify you and where you live; speak to you; arrange for the necessary help or assistance and advise your next of kin or other personal contact what has happened, at any time of day or night.



In emergency situations we can call the Ambulance, Police and Fire Services should you need their help.

In order to continually improve our service all calls are recorded and may be used for training or other purposes.

Telecare services within the home

Our basic telecare alarm and pendant gives you the ability to call for help at any time of the day or night. Our Telecare Installation Officers will demonstrate and install the equipment which requires the availability of an electric socket and a telephone line.

The lightweight, discrete pendant will work anywhere in the average house and garden. You are recommended to wear the pendant at all times including in the bath or shower and you will be expected to test the equipment at least once a month to ensure that it is working and that your personal details are correct and up to date.



No telephone landline fitted?

You can now have all the peace of mind and security of NEW Lifeline in your home without the need for phone lines, sockets or extensions. Our new telecare alarm uses GSM technology,



similar to mobile phones, using multiple network coverage for best performance and can be placed anywhere in your home that has the availability of an electric socket.

Need help away from home?



NEW Lifeline can now give you all the comfort provided by a telecare alarm away from home.

For your security and peace of mind NEW Lifeline's GPS pendant allows you to call for help wherever you are, whether it's going for a walk, shopping or visiting friends.

The pendant has two-way voice communication and in an emergency it can even tell us your exact location.



A full roaming SIM is included and, if required, a fall detection feature can be activated.

The pendant is also suitable for children, those living with dementia and lone workers.

Keeping you safe in your home

To help and support your independence NEW Lifeline also supply and install a range of telecare sensors in addition to your alarm and pendant. These can be tailored to meet your individual needs and provide automatic alerts to situations such as:

- Fires
- Extreme temperatures
- Raised carbon monoxide levels
- Floods
- Falls