

How does the personal response service work?

Telecare Lifeline can be installed simply and quickly into your home. All we need is a telephone point and a nearby electric socket (even if you don't have a land line, we have units that can be deployed on a mobile phone network).



1 Press the button

Press the button on your wrist band, pendant or base unit when you need assistance.

2 Speak to our staff

Our trained staff will respond and speak to you via the base unit of your phone line. If they cannot get in touch they will summon the appropriate help.



3 Help is on its way

We will summon assistance by contacting the nominated key holder (relative, friend or neighbour) or the emergency services.



A service you can trust

- West Sussex based engineers and mobile response team
- One of the largest telecare companies in UK
- Buy with Confidence member
- Free no-obligation demonstration in own home
- Easy installation
- An individual service to suit you
- Competitive pricing
- Compliant with the industry standard Telecare Services Association (TSA) Code of Practice

For more information call

08450 766515

visit www.westsussex.gov.uk/telecare or welbeing.org.uk

Lines are open 24 hours a day 7 days a week.
All calls are voice recorded for your safety.

Wealden & Eastbourne Lifeline are registered in England
no. 08666755. VAT no. 174 0837 03



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Telecare Lifeline

Independence and safety with equipment helping you live in your own home for longer



FREE
13 WEEK TRIAL

A free 13 week service for those referred to the scheme

West Sussex County Council and NHS West Sussex are working with Welbeing, a leading UK provider, to provide a free 13 week package of telecare lifeline equipment to those referred to the scheme. Telecare can help get people home from hospital sooner or sometimes prevent them from being admitted in the first place, supporting people to continue to live safely and independently in their own home.

Do you qualify for a 13 week trial of lifeline services?

The 13 week scheme is operated through West Sussex County Council and NHS. The referral process is straightforward and you need to talk to your local health or social services professional team. If you don't qualify for the free service you can still call Welbeing directly to discuss the range of options available to you.

Some examples of Telecare Lifeline equipment

Home Safety

- **Smoke / Gas/ CO alarms** – activates an alert enabling help to be called quickly.
- **Extreme temperature sensor** – alert activated when temperature becomes too high or too low.

Independent Living

- **Fall detectors** – sends an alert if someone falls and can't press their pendant.
- **OneCall** – silicone wristband providing life-saving identification service for individuals out of the home.

Home Security

- **Key safe** – a small box fitted outside your property that can only be opened with a code that we hold on your behalf. If needed the emergency services can gain access to your property quickly without forced entry.

- **Bogus caller button** – located by the door to raise the alarm if an individual is concerned about safety in their home.

Carers Support

- **Bed/chair occupancy sensors** – sends an alert if an individual leaves the bed at night and does not return in a specified time. The sensor also works as an inactivity/ activity monitor and can be a great support to carers.
- **Epilepsy sensors** – goes under the bed mattress, and will transmit a signal to the carer if the user is having a seizure/fit.

