

How do i pay for the service?

You will be invoiced a quarterly charge, in advance, by the Council. Payment may be made in the following ways:

Bank - direct debit.

Customer Service Centre - cash or cheque.

Post - cheque to be sent to the address on the invoice.

Telephone - debit or credit card.

Internet - debit or credit card.

How much will it cost?

All charges can be obtained by telephoning the NEW Lifeline office on 01527 534060.

Please note all charges are subject to annual review in April.

VAT is charged at 20%, however, under the VAT Act 1994 Group 12, Schedule 8 VAT Reliefs for Disabled People you may be eligible for VAT exemption. Guidelines published by HM Revenue & Customs advise that zero rate VAT may apply if the person is chronically sick or has a physical or mental impairment.

In order to claim it will be necessary for you to sign a declaration form which will be provided when our Telecare Installation Officer visits you in your home.

What should i do now?

To arrange a without obligation demonstration please:

Telephone: 01527 534060

Email: lifeline@bromsgroveandredditch.gov.uk or complete and return the form below.

NEW Lifeline Application 

Name:

Address:

.....

..... Post Code

Contact Tel. No:

To: NEW Lifeline, Town Hall
Walter Stranz Square, Redditch B98 8AH



Telecare Service

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



Bromsgrove
District Council

www.bromsgrove.gov.uk



*making
a
difference*

www.redditchbc.gov.uk

NEW Lifeline is a telecare service available 24 hours per day, 365 days per year to any vulnerable person living within the Redditch and Bromsgrove Districts and surrounding areas. Supporting those who may be elderly, living alone for the first time, living with a disability or a serious health problem. The aim of the Service is to give the user confidence to continue living independently in their own home and to provide security and peace of mind to themselves and their families.

Our Monitoring Centre is staffed 24 hours a day by friendly, caring Operators who are fully trained to respond promptly and efficiently upon receiving an emergency call.

How does the system operate?

The Lifeline Unit allows you to call for help by pressing either the red button on the control unit or the portable pendant also supplied, which you wear as you move around your home.

Upon receiving your call our Monitoring Centre 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 order to continually improve our service all calls are recorded and may be used for training or other purposes.

How do i subscribe to the NEW Lifeline Service?

If you are interested in subscribing to the NEW Lifeline Service, an appointment will be made for a Telecare Installation Officer to visit you at your home. The Officer will carry an ID card with them at all times, which they will present to you on arrival.

The Officer will ask you for various details about yourself, such as your address, next of kin, doctor, chosen contact and key holder details, and details of any ailments or disablements that you may have. This information must be kept up to date and is stored strictly confidentially on the NEW Lifeline Monitoring Centre database to enable our Operators to respond appropriately upon receipt of your emergency call.



If possible, at this visit, the Telecare Installation Officer will install and demonstrate the Lifeline equipment to you. If you wish to go ahead the equipment will be left with you and should you wish to cancel the Service within 21 days of installation the equipment will be removed without charge or notice.

You are recommended to wear the pendant at all times; will be expected to test the equipment at least once a month and to ensure that your personal details are correct and up to date.

What does installation involve?

Installation of the equipment will be carried out by the Telecare Installation Officer and requires the availability of a telephone line and a 13amp electric socket outlet.

In addition to your Lifeline Unit, for an additional fee, NEW Lifeline can supply and install a range of telecare sensors and other equipment. These sensors include flood, smoke, extreme temperature, carbon monoxide and fall detectors.

To aid access in the event of an emergency occurring we can also supply and install a secure Key Safe outside your property.