

## Recommend a friend winners

A big thank you goes to Jill of Cofton Hackett and Carole of Catshill for recommending their friends to **NEW Lifeline**.

They were presented with a £10 voucher from a store of their choice by Telecare Installation Officers, Matthew Fowler and Alan Taylor and Telecare Services Team Leader, Julia Taylor. If you know someone who could benefit from the Lifeline Service please telephone our office on 01527 534060. Once your friend has signed up to the Service and paid the first three months of their invoice you will receive a £10 voucher from a store of your choice.



Matthew and Carole



Jill with Alan and Julia

## Need Help Away From Home?



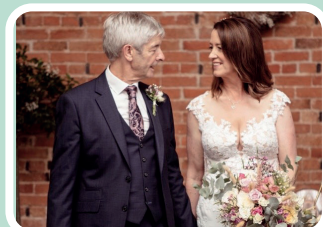
For security and peace of mind NEW Lifeline also provide a Mobile Help Button and Location Finder for when you are out



and about. The pendant has two-way voice communication, allows you to call for help wherever you are and can tell us your exact location.

- Emergency Call Button
- Two-way voice communication
- Full roaming SIM included
- GPS satellite tracking with breadcrumb trail if required
- Fall detection feature if required
- Suitable for those living with dementia
- Suitable for lone workers
- Waterproof
- Comes with charging dock
- Long battery life

## Another Wedding



Last September Julia (was Hickman now Taylor) and Alan got married. They had a fabulous day celebrating with their friends and family. Our congratulations go to them both and a big welcome to another Taylor in the Team!!



## 25 Years

Our congratulations go to Rachel Nicholls who has now been with the Service for 25 years. Rachel started in 1999 as a Monitoring Centre Operator and in 2005 took over managing the Service. Thanks Rachel, for all your hard work, we are lucky to have you.



## Call Response Statistics: January to December 2023

**353,328** calls to Lifeline were answered between January and December 2023.

Over **34,668** of these calls were emergency calls.

Percentage of calls answered within 1 minute **97.64%**

Percentage of calls answered within 3 minutes **99.67%**

If you would like a copy of our Annual Report please give us a call on 01527 534060

**NEW lifeline**  
Technology Enabled Care

# Lifeline News

## Bromsgrove & Redditch 2024 Edition

## Going Digital - things are changing...

The UK is going digital and moving to an all-IP 'telephone' network. Some services that were designed work on the analogue network are undergoing some changes to allow them to work in this digital world. Lifelines or Telecare are one such area that is embracing the changes required. A Digital Lifeline means you can continue to receive the same peace of mind offered by your existing equipment, but also offers many advantages and room for future developments that your old equipment doesn't offer.



- Free visit to upgrade your existing analogue unit
- Fixed telephone line not required
- Unit always connected even when your landline is not
- Unit can be moved into any room in the house where there is an electrical socket & a strong signal
- Improved call quality & a seamless connection
- Avoid messy wiring - only 1 cable
- Fully roaming SIM used to ensure connectivity by not relying on one phone provider
- Calls from a digital unit included in the weekly charge so if you don't want a landline any longer you don't need one in order for your Lifeline to work
- Permanent connection between the alarm & monitoring centre enabling faults to be detected immediately

Unfortunately, there is no escape from the upgrade to the telephone network. If your phone provider hasn't already been in touch they will be at some point before the end of 2025. When your phone line has been upgraded, it will likely mean that your telephone will no longer plug into the familiar telephone socket in your home. An upgraded phone line usually means you will then need to plug your phone line into a router. This will work fine for making and receiving phone calls but is not great for plugging in devices that send and receive data such as Lifelines. To change to a Digital Service or to find out more please call us on **01527 534060**. If anyone calls you regarding your Lifeline Service and you are unsure that the call is genuine, please hang up and call us back on **01527 534060**.

## Meet the Team

**NEW Lifeline** take time from their busy day to get together for a team catch up at Christmas.

*Daniel, Jo, Tina, Rachel, Julia, Alice, Matthew, David, Alan and Chris.*



**NEW Lifeline, Town Hall, Walter Stranz Square, Redditch, B98 8AH**  
Telephone: 01527 534060 Email: [contact@newlifeline.org.uk](mailto:contact@newlifeline.org.uk)



Certified Organisation



**Bromsgrove**  
District Council  
[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)





## The importance of wearing and testing your NEW Lifeline equipment

It is vital that you always carry your emergency pendant with you, so that you can call for help in an emergency. To ensure your pendant is always working press the emergency button and wait for your call to be answered by an Operator. Just advise you are doing a test call and they will confirm that all is OK.



It is also important that your **NEW Lifeline** equipment is serviced regularly, and an officer will visit you annually to update your details and service/replace all your equipment as required.

## A warm welcome...

(Top L): Andi Clark (Top R): Daniel Schofield  
(Bottom L): David Robinson  
(Bottom R): Matthew Fowler

**NEW Lifeline** are pleased to introduce 4 new members of staff. Andi joined back in May as a Monitoring Centre Operator. David, Daniel and Matthew joined the Installation team in April, August and September as Installation Officers. You may recognise Matthew from his previous role with Redditch Borough Council where he was a Dial-A-Ride Driver for many years.

Welcome to the team - it's great to have you all.



## \*\*\*\*\* SCAM ALERT \*\*\*\*\*



The police will never ask you for your bank details or ask you to hand over any money. Always hang up and use another phone to make a call from if you want to check whether it is a genuine call or not. Scammers will always keep the line open.

We've had reports of calls in Worcestershire where fraudsters are impersonating police officers & telling victims that their bank cards have been used to make payments without their knowledge. **THIS IS A SCAM.**

For latest fraud prevention advice visit:

[www.westmercia.police.uk/advice/advice-and-information/fa/fraud/](http://www.westmercia.police.uk/advice/advice-and-information/fa/fraud/)

For crimes in progress call 999.

For non-emergencies report online:

[www.westmercia.police.uk/report](http://www.westmercia.police.uk/report)

Police will never:

- Send somebody round to your house to collect the cash/vouchers/cards
- Ask you to transfer money into another account
- Ask you to hand over money for safekeeping or even ask you to post it
- Ask you for your bank details over the phone

**STOP**

If you ever get a call from anyone asking you to transfer money or pay with vouchers: **STOP & hang up.**



Action Fraud is urging people to use strong passwords and 2-step verification after receiving thousands of

reports about hacked email and social media accounts.



## FREE Home Fire Safety Visit



A Home Fire Safety Visit is a FREE home safety visit that is tailored to an individual's needs.

The visit includes a home safety check to help reduce the risk of fire in the home, including the checking and fitting of smoke alarms where required. This includes alarms suitable for those with a hearing impairment and giving advice on a fire escape plan.

A Home Fire Safety Visit maximises the opportunity to help individuals stay safe and independent and includes advice on the following:

- Home Fire Detection
- Fire safety in the home
- Fire and heaters
- Clutter and hoarding
- Smoking-related fires
- Electrical safety
- How to access additional support services

## How can I arrange a visit?

Complete your FREE online Home Fire Safety Check now by visiting [www.safelincs.co.uk/hfsc/](http://www.safelincs.co.uk/hfsc/)

For further information about a FREE Home Fire Safety Visit call the Prevention Team on: 0800 032 1155

## Out & about

Look out for the NEW Lifeline stand at events in your area. Our Team love getting out and about to show off the range of devices we have available, such as, mobile lifeline alarms, epilepsy sensors, automated reminders, smart falls monitoring, environmental sensors, activity monitoring, key safes and even clocks! If you would like further information or to arrange a no obligation visit to find out more about the other services we offer, please give us a call on 01527 534060.



## escape pain

Do you have knee, hip or back pain?

Join our ESCAPE-pain class, meet other people living with osteoarthritis and learn:

- Information and simple ways to better manage knee, hip, and back pain.
- A gentle, individualised exercise programme that matches your needs and pace.

### Redditch Class Details

**Venue:** The Abbey Stadium, Redditch  
**Day/ Dates:** Wednesdays and Fridays  
**Time:** 2:30pm to 3.30pm  
**Duration:** 12 sessions over 6 weeks  
**Starting:** Courses running throughout 2024

### Bromsgrove Class Details

**Venue:** Bromsgrove Sport & Leisure Centre  
**Day/ Dates:** Mondays and Wednesdays  
**Time:** 2:15pm to 3.15pm  
**Duration:** 12 sessions over 6 weeks  
**Starting:** Courses running throughout 2024

### How do I sign up?

First, make sure that you can attend twice a week on the days stated. Evidence is based on attending every session. **Complete a registration form online: by searching for 'escape' on [www.redditchbc.gov.uk](http://www.redditchbc.gov.uk) or [www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk) or call Hayley on 01527 881404**

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