

Recommend a Friend Winner



Dan with Mrs Homan

A big thank you goes to all our service users who have recommended a friend to **NEW Lifeline**. Mrs Homan of Bromsgrove recommended her friend and was presented with a £10 voucher from a store of her choice by Telecare Installation Officer, Dan.

Mrs Homan was very happy to receive the voucher and wouldn't hesitate to recommend the **NEW Lifeline** Service again. Thank you Mrs Homan, your support is much appreciated.

Customer Satisfaction Winner



Alan with Ms Nickless

Ms Nickless completed our Annual Customer Satisfaction Survey and was delighted to be given the voucher and flowers. She told Alan that she wouldn't be without the service now as it made her feel safe at home when she was alone. She also commented on how friendly and helpful the whole team were. Thank you Ms Nickless for your kind words.

Landline Telephone Digital Switch

We are digital! **NEW Lifeline** are proud to offer our service users a fully digital service. Your Lifeline has already been upgraded to the latest digital technology. It no longer relies on the traditional telephone network.

If your home telephone or internet has not yet been upgraded to a digital connection, you should expect to hear from your provider soon. They plan to have switched all customers before January 2027.

They may ask if you are a Telecare user. You can confidently tell them that your service has already been upgraded and uses a SIM card, not your landline.

It is important to discuss your landline service with your provider. Upgraded lines will not work during a power cut, so if you are a vulnerable service user, additional equipment such as battery backups may be available to support you.

If you live somewhere with poor mobile signal, your provider may offer an emergency telephone solution.

You should expect to hear from them about four weeks before your switch is due. You can also nominate a friend or family member to support you through the process.

You don't have to wait. You can contact your telephone or internet provider directly to ask about switching to a digital connection.

We can't speak to your phone provider on your behalf, but we are always happy to help with any questions you may have, whether about your Lifeline service or advice on anything else we can support with. If you would like to speak to us for any advice please call us on **01527 534060**.



Lifeline News

Bromsgrove & Redditch 2026 Edition

Linked Smoke/Heat Detection Offer

(1) Heat detector (2) Smoke detector (3) Fitting and (4) testing smoke alarm

NEW Lifeline are pleased to introduce our new linked smoke detection offer. Fire is by far one of the most serious threats to people at home. Homes with smoke/heat detectors discover fires more rapidly than those without. The importance of being connected to a Monitoring Centre cannot be stressed enough. This ensures that the emergency services can be contacted on behalf of the vulnerable adult who may not hear or be able to respond to a stand-alone alarm.

NEW Lifeline are offering to fit a smoke detector and heat detector for a reduced rate of £2.00 per week in addition to the cost of your Lifeline Unit and for a limited period with no call out fee. We also have equipment suitable for those with a hearing impairment. Please call **NEW Lifeline** on **01527 534060** for further information.

Don't forget to test your smoke alarms at least once per month.



HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE

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/

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



PREVENTION

Call Response Statistics: January to December 2025

382,371 calls to Lifeline were answered between January and December 2025.

Over **24,536** of these calls were emergency calls.

Percentage of calls answered within 1 minute **98.09%**

Percentage of calls answered within 3 minutes **99.82%**

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

NEW Lifeline, Town Hall, Walter Stranz Square, Redditch, B98 8AH
Telephone: 01527 534060 Email: contact@newlifeline.org.uk



Certified Organisation



Bromsgrove
District Council
www.bromsgrove.gov.uk



Working together for our communities

Happy Retirement

Elaine celebrating her retirement and dogs Bessie and Dora

NEW Lifeline would like to wish Elaine Beard a very happy retirement. Elaine retired on the 30th November after 19 years and is looking forward to enjoying long lunches with friends and country walks with her four-legged friends, Dora and Bessie!

Elaine has enjoyed her time at **NEW Lifeline** and especially working with her lovely colleagues and speaking to our service users. She will miss everyone. Happy Retirement Elaine.



Helping you stay safe after a fall - even when no one is around

A slip, trip or unexpected fall can become more than just an inconvenience. Many of our service users tell us their biggest concern isn't if they might fall... it's the fear of not being able to get timely help.

With your equipment from **NEW Lifeline**, you already have an alarm unit or device to support you to get help when you need it. But did you know your existing service can be enhanced with additional fall-focused technology? This can help when a fall happens in a way that leaves you unable to activate your Lifeline due to being unconscious, confusion or laying in an awkward manner.

Today there are several smart fall detection options available, designed to work quietly in the background and provide reassurance day



and night. Some are worn, some are placed around the home, some are automatic, some require a button press, and others work as part of a layered solution supporting you both around the home or on the go. Our valued Lifeline user Jane, 71 told us: *"A severe fall last year really was a real shock - not just the injury, but how much it affected my confidence afterwards. Having fall detection at home and when I'm out has made such a difference. I feel safer, and my family aren't worrying every time I go out for a walk alone or move around the house. It's helped me stay independent without feeling like I'm taking risks."*

If you'd like to explore fall detection options that could support you or a loved one, we offer free, no-obligation assessments to discuss what solution would be best for you.

For more information or to book your free assessment, please contact **NEW Lifeline** on **01527 534060** or press your lifeline button and speak with the operator.

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. **NEW Lifeline** will visit to service/replace your equipment as and when required.

It is also important that your details are kept up to date and that any changes are passed to the Monitoring Centre. Please press your pendant and inform the Operator of any changes to your details, such as your medical history and contact information.



Meet the Team & A Warm Welcome

NEW Lifeline Monitoring Centre is staffed by 18 enthusiastic and friendly Operators plus Gary who is our Senior Operator and Donna who is the Monitoring Centre Team Leader.

Here are a few photos of the Team so you can put a face to the name the next time we have a chat!



L to R: Rita, Martin, Lorna, Karen D, Karen K
Bottom L to R: Jake, Andi, Angela



Natalie being trained by Gary - Senior Monitoring Centre Operator

NEW Lifeline are pleased to introduce 2 new members of the Team. Sonia and Natalie have recently joined us as Monitoring Centre Operators and are excited to start in their new role. Welcome both, it's great to have you.

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 free sessions over 6 weeks
- Starting:** Courses running throughout 2026

Bromsgrove Class Details

- Venue:** Bromsgrove Sport & Leisure Centre
- Day/ Dates:** Mondays and Wednesdays
- Time:** 1pm Mondays & 2pm Wednesdays
- Duration:** 12 free sessions over 6 weeks
- Starting:** Courses running throughout 2026

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 or www.bromsgrove.gov.uk or call Hayley on 01527 881404**

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SOAK AND SOCIAL

A Weekly Chronic Pain Class at Bromsgrove Sport and Leisure Centre

Combining the benefits of warm water and the power of social connections.

Every Thursday
Adult quiet swim 12-1pm
Social in the café 1-2pm

Benefits:

- qualified instructors
- supportive community
- share experiences
- soothe sore muscles
- gentle movements
- breath work
- meditation

Book now via the QR code



JUST £2.50 per session



If you would like further information, please contact Hayley William on 01527 881404 or you can email hayley.gwilliam@bromsgroveandredditch.gov.uk