

### The Canary Care System



When you want to keep your independence, asking for help can be a challenge - and offering it can be too. With families living further apart from each other, caring for older relatives and friends can often be one of the biggest challenges a family face.

The Canary Care system from **NEW Lifeline** helps families make decisions about support at home. It takes away the guesswork, reassuring everyone when things are fine, and flagging where a little extra help wouldn't go amiss.



The Canary Care Hub from **NEW Lifeline** requires no Wi-Fi, uses its own in built systems to stay connected around the clock and with carefully placed multi-use sensors will help give a better understanding of your relative or friends daily routine. Rules can be set up to monitor when help is required and can be used to answer questions such as:

- Do they need night time care?
- Is a pendant alarm needed?
- Are care visits happening?
- Are they eating enough?
- Is memory loss affecting their day?
- Have they fallen?

With the Canary Care Portal, you can monitor as much or as little as you like. Log in to see your loved one's daily routine and be reassured immediately. Get instant alerts when a rule is broken so you can step in if something's not quite right.

Our packages and insights work for your needs - multi-use sensors mean you can monitor the behaviour you're most worried about, and you can register other family members, friends or carers to get alerts and help when needed. Plus - no microphones or cameras mean your loved one keeps their dignity and independence.

If you are interested in learning more about the Canary System, please call **NEW Lifeline** on 01527 534060.



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

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



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.

## 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

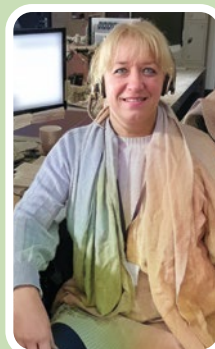
## Out & about

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**.



## A warm welcome...

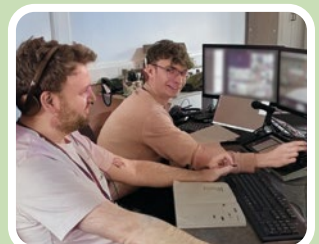
**NEW Lifeline** are pleased to introduce 4 new members of staff. Martin Winrow, Louise Morrell, Vicky Rothwell and Will Venables have all joined as Monitoring Centre Operators. Welcome to the team - it's great to have you all.



Vicky



Martin



Will (on right) being trained by Jake also a Monitoring Centre Operator.

# Keeping our communities Safe and Well



Information tailored to your individual needs may include the following:

- Fire safety (cooking, electrical, escape routes, night time routine etc.)
- Smoke alarm testing
- Physical health, mobility and falls
- Safe heating, insulation and layout arrangements
- Social isolation, loneliness and general wellbeing



For support and guidance get in touch with our Contact Centre for more information:



**0800 0241 999**



**ContactCentre@  
staffordshirefire.gov.uk**



Residents who are deaf or hard of hearing can text a request to **07528 983 101**

Phone lines are open Mon-Fri 8:30am - 4:30pm



[www.staffordshirefire.gov.uk](http://www.staffordshirefire.gov.uk)



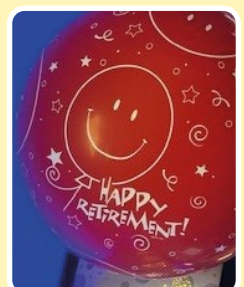
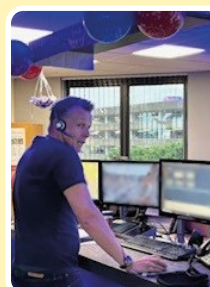
**Staffordshire**  
Fire and Rescue Service  
preventing • protecting • responding

## Happy Retirement

**NEW Lifeline** would like to wish John Williams (Monitoring Centre Operator) a very happy retirement.

John retired on the 20th of December and is looking forward to spending time travelling with his family. John said, *"I have enjoyed the last 5 years immensely and will greatly miss everyone associated with **NEW Lifeline**, especially the service users who were a pleasure to help and made a 'job' a 'pleasure'. I'll miss checking those pendants each month!"* All the best John from us all. 😊

Middle photo is John receiving his leaving gift from Monitoring Centre Team Leader, Donna Heath.





## Recommend a friend winner

Matthew with Miss Field

A big thank you goes to all of our clients who have recommended a friend to **NEW Lifeline**. Miss Field of Redditch recommended her friend and was presented with a £10 voucher from a store of her choice by Telecare Installation Officer, Matthew Fowler. Miss Field said that the service gives her peace of mind whilst she is alone in her home.

If you know someone who could benefit from the **NEW 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.

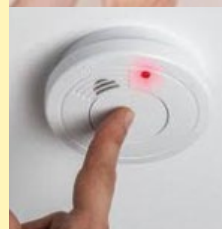


## Linked Smoke/Heat Detection Offer

- (1) Heat detector
- (2) Smoke detector
- (3) Fitting 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.**

## Digital Update



**NEW Lifeline** have completed 99% of their digital upgrades. If you have any concerns that you may have been missed or you have been contacted by your telephone provider and are unsure what you need to do please give us a call on **01527 534060**.

*Team celebrating their achievement*

## Call Response Statistics: January to December 2024

**442,750** calls to Lifeline were answered between January and December 2024.

Over **30,107** of these calls were emergency calls.

Percentage of calls answered within 1 minute **97.51%**

Percentage of calls answered within 3 minutes **99.71%**

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