

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.

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**.

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



Lifeline News

Cannock 2026 Edition

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.

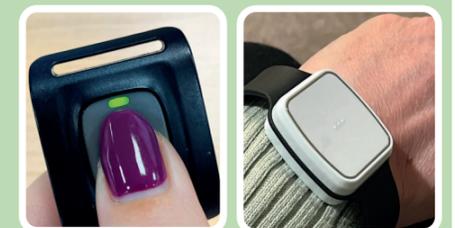
Our valued Lifeline user Jane, 71 told us: *"A severe fall last year really was a real shock - not just the injury, but how much it affected my confidence afterwards. Having fall detection at home and when I'm out has made such a difference. I feel safer, and my family aren't worrying every time I go 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.



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



Certified Organisation



Linked Smoke/Heat Detection Offer

T to B: Heat detector, Smoke detector, Fitting smoke alarm, 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.

Recommend a Friend Winner

A big thank you goes to all our service users who have recommended a friend to **NEW Lifeline**.



Dan with Mrs Homan

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.



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 lone workers
- Waterproof
- Comes with charging dock
- Long battery life
- Suitable for those living with dementia

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



Staffordshire
Fire and Rescue Service
preventing • protecting • responding

Happy Retirement

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.



Elaine celebrating her retirement & dogs Bessie & Dora