



Important information

- Please ensure that you have an active phone line or Wi-Fi connectivity and a modern 3 pin plug socket (close to your phone line)
- If you do not have a plug socket near to your phone line you will need to provide us with an extension.
- We will not run cables under carpets and will always ensure that the area we work in is left safe.
- If Lifeline services is required to be the main contact in an emergency, we will require a key to your property. We will not share key safes with care providers
- If you change your locks, it is your responsibility to ensure that we have a new key.

How to refer for Lifeline pendant and hub

- You can ring our office on 01325 406888, if you are unable to make this call yourself then someone could do this on your behalf
- We will give you an overview of the Lifeline Service, the equipment and our charges.
- We will then make an appointment to come to your home and demonstrate the equipment which we hope to leave at your property on the day.
- We install Lifeline equipment Monday-Friday between 09:00 and 12:00 but we are able to make bookings outside of these days/times for emergency installs and special circumstances

- We will collect quite a lot of personal information at the time of your booking which is relevant to the service we provide. This is stored securely on our database in line with GDPR guidelines.
- There is no charge for the demonstration and if you wish to have a think about the equipment we will remove it following the demonstration. We will do this only once.
- On the day of your install we will discuss your preferred method of payment and you will be required to sign all necessary documentation
- Once installed, you are contracted to keep the equipment for a minimum of 3 months
- The pendant is live as soon as the equipment is installed and you are free to start using the service immediately.

How to refer for Telecare

- If you are a self-funding customer, you can ring directly through to the main Lifeline office number 01325 406888 and arrange an install
- If you have other needs that require a community care assessment, then Telecare could also be assessed for by Adult Social Care. To arrange an assessment at home you can ring 01325 405333 and ask for First Point of Contact
- Installs of Telecare equipment are arranged the same way as a Lifeline hub and pendant install