

A close-up photograph of a hand pressing a red button on a white emergency alarm device. The device has a speaker grille, a green button, and a red button. A hand is shown pressing the red button, which has a small red light on it. The device is connected to a power source by a black cable. The background is a plain white surface.

feelingsafer

Lifeline Emergency Alarm Service



**The Trust's Lifeline Alarm Service provides a simple to activate emergency contact that operates 24 hours a day 365 days a year. It offers help to vulnerable people or those who just want some peace of mind at the press of a button - allowing the user to live as independently as possible.**

### **Who can apply for the Lifeline Service?**

We provide the service to anyone, whether you are a resident of the Trust or not, young or old, for those with a disability, victims of violence or harassment or long term illness.

The service provides peace of mind for you, your family and friends by knowing that, whatever the circumstances, help is close to hand.

### **Quick and Easy installation**

We are normally able to complete the installation within days of receiving your order. As the Lifeline alarm works with your existing telephone, to install it in your home requires just two things: a telephone socket and a nearby electric socket.

Many additional features are available with Lifeline, should you require them. For example, Lifeline can be set up to monitor whether the user has had a fall, to detect floods, smoke, heat or carbon monoxide. We can also provide a key safe to allow emergency access if required. These options will be explained at the initial demonstration.

### **Is the equipment complicated to use?**

No. It is very simple to use. At the press of a button, a signal is sent to our control centre. Fully trained and friendly operators are on hand to answer your call 24 hours a day. They can summon help from family, neighbours, doctor or the emergency services. The button can be worn as a wrist strap, a necklace or on a clip attached to your waist.

### **What will the Lifeline Service cost?**

It's a lot less than you think. There is a weekly rental charge for the service and a one off installation charge. In some situations you may be exempt from VAT on the Lifeline charges. For advice, assistance and information on easy to set up methods of paying for the service, please contact us for up to date details.



### **How to apply for a Lifeline Alarm Service Demonstration**

If you would like to receive the Lifeline service or get more information, contact us on 01296 732600, Monday to Friday, 8.30am to 5pm. We can, if you wish, visit you to demonstrate the system before you decide to have it installed. Anybody can become a Lifeline customer and there is no waiting list.

### **To contact us**

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Lifeline Service, Supported Housing Team,  
2nd Floor, Fairfax House, 69 Buckingham Street,  
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