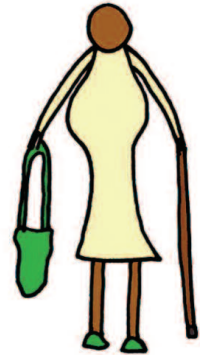


The Lifeline Service

in partnership with
'Harborough Lifeline'



This leaflet is to explain about the lifeline service that is provided within Rutland. Hopefully this will answer general questions about the service that can be provided.

What is lifeline?

A lifeline telephone is fitted to an existing telephone line and this enables tenants to get help from the Lifeline centre that monitors the system, 24 hours a day. The operators will summon assistance from your nominated contacts or emergency services. The Lifeline centre is staffed 24 hours a day, every day of the year and work with a local team of supported housing staff.

Who can apply for this service?

Anyone who feels vulnerable and in need of some support and peace of mind. This means that you do not have to be elderly, disabled or living on your own to apply for this service.

How do I apply?

There is a form for prospective customers to complete and return. When this is received in the office a home visit will be carried out. At this time the service will be explained in more detail and relevant information taken.

What information do I need to give you?

Customers will need to have a key holder who lives locally, and is able to attend in the event of an emergency for access. Customers who have no one near to them able to do this can have a key safe fitted (more information can be given if required). A form will need to be completed with the customer. Customers will need to give medical

information, contact details for doctors, next of kin etc. This will enable Lifeline care to have the relevant information to deal with any emergency.

Does this cost?

Yes, there is a one-off fee for fitting the lifeline; there is then a weekly charge. Up-to-date information on the charges will be given on the home visit. Customers can choose a variety of ways to pay this to suit their individual needs.

You may be entitled to extra funding to help pay these costs and / or exemption to payment of V.A.T.

Additional information

The Lifeline Centre staff cannot provide any hands on care. Although, they will assist you in arranging help from external agencies. This could be medical, social, domestic or financial.

We can also arrange for a Community Warden from the Sheltered Housing Service to visit you and help arrange the extra support you need.

It is important to advise your key holders that they will be contacted in an emergency, this could be in the night.

I hope this answers any queries you have. If you would like to contact the Lifeline Service direct, please telephone 01858 464499, or write to them at; Clover Court, Hearth Street, Market Harborough, Leics LE16 9AH.

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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