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Supported Housing Lifeline services



SH0027

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

What is lifeline?

A lifeline is fitted to an existing telephone line and this enables customers to get help from the call centre that monitors the system, 24 hours a day. The operators will summon assistance from your nominated contacts or emergency services. The control 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?

Any customer 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. Each application is dealt with on its own merits and an instant decision will normally be given.

How do I apply?

There is a form for prospective customers to complete and return to our office at Crown Court. This is just to ensure that there are adequate facilities in the property to enable the lifeline to be connected. This form is also available on our web site.

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, doctors no, next of kin etc. This will enable call 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.

Additional information

The supported housing 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.

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

Please contact us on 0300 123 66 11