

Supporting You - lifeline support for any resident in South Holland



This leaflet explains:

- Who the service is for
- How it works
- Paying for the service

Translation available

-  доступный перевод
-  Tłumaczenia dostępne
-  a tradução disponível
-  Chinese 可提供的翻译

A guide to your Lifeline facility

Who the service is for

Who the service is for

Lifeline is for anyone who feels vulnerable or at risk, whatever their age.

You may feel vulnerable because of health problems or disability, or domestic abuse.

You may simply want peace of mind that you have someone to contact in an emergency.

How it works

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A lifeline alarm gives you peace of mind and reassurance by providing 24 hour access to a care centre.

If you have an emergency you can press the pendant which will contact the care centre. An operator will help and advise you. If you need someone to come to help you the operator can:

- Contact a member of the Supported Housing Team to assist if family or friends are unavailable, from Monday 8.30am to Friday 4.45pm inclusive, including evenings and during the night.
- Call the emergency services

The Lifeline alarm can be installed quickly and easily, and all that is needed is a modern telephone socket and a nearby electric plug socket.

You will need to test your pendant on a monthly basis. We will tell you how to do this when we install it.



We will talk to you about the things you need support with, and agree a plan of how we can support you. If you agree, we can refer you to other agencies who may be able to help you.

Paying for the service

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We charge a small amount for the support and the equipment we provide.

For up to date information on the charge and how you can pay, please contact us on 01775 764461 or by sending in the tear off slip.

How to find out more

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Please send more details about the lifeline service.

I am making an enquiry and understand that I am not under an obligation to sign up for the service.

I understand that my information will be treated confidentially.

Name

Address

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Postcode

Telephone number

Email

A guide to your Lifeline facility

How to get in touch with us:

Write to us at: Supported Housing Team,
Nene House, Nene Court,
Thames Road, Spalding,
Lincolnshire PE11 2JT

Telephone: 01775 764461

E-mail: supportedhousingteam@sholland.gov.uk

Website: www.sholland.gov.uk

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Please return your tear off strip in an envelope
(no stamp is needed) to:

Freepost RLKS-JCGL-XYJR
Supported Housing Team
Nene House
Nene Court
Thames Road
Spalding, Lincs PE11 2JT