

How do I get a Lifeline Pendant?



What is a Lifeline Pendant?

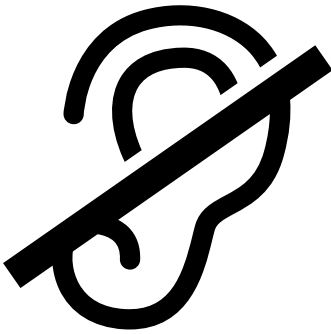
Lifeline, also known as the community alarm system, is a support service for people living with special needs, the elderly and vulnerable residents. There are no age restrictions.

Each Lifeline user is given a pendant which can be used to alert staff at a special centre to provide support 24 hours a day, 7 days a week.



How does it work?

You will be given a pendant that activates the Lifeline unit when it is pressed. This is usually fitted beside a main telephone, but can be put elsewhere in the home. Pressing the radio pendant sends an alert to the Lifeline centre. A trained person then assesses what type of emergency it is and decides on what action to take. You can talk to a person using the two way speech function provided through the lifeline home unit.



What if I am Deaf or hearing impaired?

The service includes text messaging to a mobile phone.

When Lifeline is used a text can be sent to your mobile. We will ask you what you need help with. Your text reply is then responded to by the Lifeline control centre, who will send the right assistance.



Is there a cost?

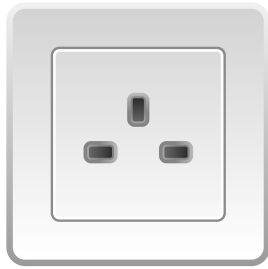
The cost of the Lifeline service is £4.50 per week. This is a Digital Sim card enabled alarm unit that does not require a landline to operate. There is a one off installation charge of £19.99. You have the option to pay this in instalments.



What if I cannot afford it?

If you cannot afford to pay £4.50 per week, you can complete a financial assessment to determine whether you are eligible to receive the Lifeline service free of charge.

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What do I need?

All you need to have pendant installed is a telephone line (can be a mobile) and an electrical socket.

How do I apply?

There are different ways to apply to become a user of the Lifeline Service:



- You can complete an online application form at:
www.redbridge.gov.uk/adult-and-childrens-services/lifeline-form/
- Download an application form at:
www.redbridge.gov.uk/adult-and-childrens-services/lifeline/
- Request an application form by contacting:
020 8708 5897

London Borough of
Redbridge



Who do I contact for more info?

For more information you can contact the London Borough of Redbridge Lifeline service by:

Phone **020 8708 5897** (24 hours a day, seven days a week)

Text **07800 140749** (text message is charged at your standard network rate)

Email lifeline@redbridge.gov.uk (24 hours)

Please note: If you do not live in the London Borough of Redbridge you will need to contact your local council.



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