



# Charnwood Lifeline Information Pack

**A Service provided by  
Charnwood Borough  
Council**



## Contents

- What is Charnwood Lifeline?
  - How does it work?
  - Getting help could not be easier
- Charnwood Lifeline Units
  - Reach IP
    - Touch 2 Pendant
  - Tunstall Smart Hub
    - My Amie Pendant
- The Key Safe – Ensuring we can reach you without delay
  - Benefits of a Key Safe
- Additional Equipment
  - Fall Detector
  - Monitored Smoke Detector
  - Sound Booster
- Cost and Packages
  - Are you Exempt from VAT?
  - Are you eligible for a Home Safety Grant?
- Charnwood Lifeline – How do I get a Lifeline?

## What is Charnwood Lifeline?

Charnwood Lifeline is a local, friendly service provided by Charnwood Borough Council for anyone who lives within the borough.

The Lifeline Office and Call Centre is based in Loughborough and offers a professional personal alarm service for use around your home and garden.

Our customers can easily raise an alarm in the event of an emergency by simply pressing the button on the Pendant alarm, or the alert button on the lifeline unit. Our trained Operators are ready to answer your call 24 hours a day, 365 days a year.



Whether you have had a fall, medical emergency, or you have a bogus caller, our Operator will assess your situation and get you the most appropriate form of help, giving you and your loved one's reassurance and peace of mind that help is being organised.

Charnwood Lifeline also benefits from having a Warden on call 24 hours a day, who will, if your next of kin or named keyholders are unavailable, be called upon to check on your wellbeing if an alarm is raised and we have been unable to establish the reason for the call.

## How does the Lifeline work?

The Lifeline plugs into an electric socket, and works using a GSM connection (Global System for Mobile communication), just like a mobile phone but instead of using one network, a special roaming SIM card is built into the unit; this roaming SIM will constantly search to ensure it is connected to the strongest mobile network, and will automatically switch to another network if the connection is stronger, this ensures the best signal and coverage is always available.

In the event of a power failure due to a power cut or if the unit has accidentally been unplugged from the electric socket, our Lifeline has a backup battery which will last for a minimum of 40 hours, the lifeline unit will inform our Operators that the power has been switched off and they will contact you to check on the situation and on your wellbeing. Once the power is restored the battery will recharge automatically.

## Getting help could not be easier

1. Press your pendant or alert button on the lifeline unit and an alarm call will be raised
2. The Lifeline unit receives the signal and automatically calls our Control Centre
3. The alert is received by our Operator in the Control Centre
4. Our Operator answers your call, they will speak to you through the loudspeaker within your lifeline unit. There is a sensitive microphone which should pick up your voice and any other background noises, they will assess the situation and decide what course of action is required
5. The Operator will then organise help or contact your keyholders or our Warden if your keyholders cannot be reached
6. Our Operator will stay on the line with you until assistance arrives

If you have had a fall and you are not hurt our Operator has access to a Fall Response Team, provided by DHU Leicestershire and County Urgent Falls Response Service, who are trained to lift you up, they aim to be with you within 2 hours and are available 7 days a week between 8am and 8pm Mon- Fri and 8am and 6pm at the weekend, if you required assistance after a fall outside of these hours an Ambulance would be called instead.

Our wardens are not medically trained to lift you following a fall, they act as the eyes of the Operator, and they would make you comfortable whilst you wait for the appropriate service to arrive. However, the warden may leave once you are comfortable, but the Operator will stay on the line until help arrives.

If you do require an ambulance, our Operator will ask you a series of questions to ensure we have the most accurate information to pass to the ambulance service, however if there is somebody with you who is able to make that call, our Operator will ask if they would call 999 on your behalf. The Ambulance Service will ask questions about your current state and condition, our Operator is not always able to answer all their questions as they cannot see you, for example they may ask "Does the patient feel clammy or are they changing colour?"

Please note: The Ambulance Control Centre can only assess the call on the information they receive; they will categorise the priority of your emergency, to ensure the most critical people are attended to first. Charnwood Lifeline has no control on the length of time it takes for an ambulance to arrive, nor do we get priority in response.

## Charnwood Lifeline Units

### Reach IP

This is our newest lifeline unit, it benefits from

- 4G connectivity with a roaming SIM ensuring the most reliable connection
- Back-up battery, which would last up to 7 days in the event the unit being unplugged or a power failure
- High quality digital audio speech with volume control.
- Automatically alerts the Control Centre if any faults occur on the unit or pendant, our team will then resolve the issue promptly



### Touch 2 Pendant



- Over 100 metre range from the base unit covering the home and garden
- The only pendant we supply which gives you visual confirmation that a call is being made, the pendant will go red when you press it and will turn green when your lifeline has received the signal and is making a call
- Waterproof it can be worn in the bath or shower
- Up to a 5-year battery life, and automatically alerts the Control

Centre when the pendant needs replacing

- Light weight at only 12grams
- Multiple wearing options it can be worn on your wrist, around your neck or can be clipped onto your belt.

### The Tunstall Smart Hub

The Tunstall Smart Hub features from

- 4G connectivity with a roaming SIM ensuring the most reliable connection
- Back-up battery lasting up to 40 hours
- Automatically alerts the control centre of any faults, our team will then repair or replace any faulty equipment



### My Amie Pendant



- The pendant has a range of up to 75-metres
- Lightweight pendant with two wearing options, a safety lanyard, or a wristband, both of which are supplied
- Waterproof pendant, can be worn in the bath or shower
- Automatically alerts our Control Centre if the battery in the pendant needs replacing.

## The Key Safe - Ensuring we can reach you without delay



The key safe is a coded box which will hold 3 standard keys for your home. They are a very secure way of allowing access to your property in the event of an emergency, we would highly recommend all Lifeline customers to have one.

If you do not already have a key safe, we will install one on loan for you, at no extra cost, however, it will remain the property of Charnwood Lifeline and would be removed if the Lifeline service is cancelled or you could have the option of purchasing the key safe at the time of cancelling the service.

## Benefits of a Key Safe

- Allows quick and easy access to your property in an emergency
- You can choose your own 5-digit code
- Can be installed in a position of your choice by your door or somewhere discreet if you prefer (must be accessible 24/7 not behind locked gates)
- Incredibly secure (All insurance approved)
- Our Operators only give your key safe details to the Emergency Services or our Warden when required



Please note: If you choose not to have a key safe, we would be unable to provide a Warden to check on your wellbeing, however, we do have “A duty of care” for you, and therefore in the event of a no reply or an emergency call, where we are unable to contact your named keyholders, we will have no alternative but to call the emergency services to carry out a welfare check they may need to force entry into your property. You would be liable for any damages to your property.

Our priority is to ensure you always get help whenever you need it.



## Additional Equipment

If you need any additional equipment, such as a fall detector, smoke detector or sound booster, the Tunstall Smart Hub is the unit we recommend for you. **(Please note extra charges apply for all additional equipment)**

## The Vibby Fall Detector

**We only recommend a fall detector if you suffer from blackouts, seizures or have memory loss and would not remember to press a pendant for help after a heavy fall.**

The Vibby Fall Detector is an intelligent pendant that can automatically raise the alarm if you have a heavy fall, without having to press a button. (Please read disclaimer)

## How it works

The vibby fall detector has two sensors inside, one sensor detects a drop in altitude (the fall) the other sensor detects the impact (the landing) both sensors have to be activated for an automatic call to be raised; if you had a slow fall for example, slipping out of bed or sliding out of a chair, the detector is unlikely to activate automatically, because there would not be a great drop in altitude, or if you fell and landed on something soft such the sofa the sensor would not detect a great impact and therefore would not activate automatically, however the alarm can be raised by simply pressing the face of the device until it vibrates and the red light flashes.

## The Benefits of the Vibby Fall Detector

- Automatic Fall Detection Technology which sends an automatic signal to the Lifeline unit if a fall is detected without having to press a button.
- Has a button to raise the alarm at any time (no need to wear an additional pendant)
- Vibration and LED light confirmation when a fall is detected and when the alarm is raised.
- Easily cancelled automatic Fall detection alerts to minimise false alarms
- Can be worn on the wrist or as a pendant
- Waterproof – can be worn in the shower or bath
- 50-metre range from the Lifeline unit
- Replaceable battery and auto low battery reporting.



**Disclaimer:** The fall detection technology in the Vibby does not allow analysis and interpretation of all fall situations. Soft falls, slumping falls, descent-controlled falls against a wall or a chair **are not detected** by the Vibby. Despite its algorithm capabilities considering the technologies used and the target to minimise false alarms, **we cannot guarantee that all falls even dangerous-heavy falls will be detected**, this is the reason the presence of the manual trigger on the Vibby remains vital for the user.

## Charnwood Lifeline Smoke Detectors

Charnwood Lifeline is working in partnership with Leicestershire Fire & Rescue Service (LFRS) to fit smoke detectors which are connected and monitored by your Lifeline unit.

We would recommend a monitored smoke detector for any Lifeline customers who do not have a working smoke detector in their property, or customers who would not have the ability to alert the fire brigade or escape to safety in the event of a fire.



## How they work

When smoke is detected it will sound a loud alarm and send a signal to your Lifeline unit, this will put an immediate call through to the Control Centre, alerting our Operator that smoke has been detected, the Operator will speak to you via the intercom, to confirm that it is not a false alarm e.g., cooking fumes such as burning toast, if our Operator does not get a response, they will immediately ring 999 for the Fire Brigade.

## How to get a smoke detector installed?

If you are interested in having a monitored smoke detector connected to your Lifeline alarm, please contact Charnwood Lifeline. We will arrange a joint visit with our Lifeline Officer and LFRS, we aim to install the smoke detectors within a month of your Lifeline being installed, however this is dependent on what stock we have available and the availability of Fire Safety Officers.



## Charnwood Lifeline Sound Boosters

Charnwood Lifeline can install a Sound Booster for customers with hearing problems or who live in a larger property and may struggle to hear the Lifeline throughout their home.

### How it works

The Sound booster has a transmitter which connects to the Lifeline unit, then the Sound Booster is plugged into an electric socket in another room of the house, it transmits the sound from the Lifeline unit to the Sound Booster wirelessly.

When the alarm is activated, it transmits the sound from both the Lifeline unit and the sound booster, giving a good quality sound in more areas of the home, The Sound Booster also features a microphone enabling two-way communication between the customer and Operator.



For example, If your Lifeline unit is in the lounge and you were unable to hear the lifeline in your bedroom just having a Sound Booster installed in your bedroom, would not only give you the ability to hear the Operator when you activated the alarm but you would also be able to speak to them, enabling our team to assess the situation and get the correct help to you quickly.

### Please Note:

In the event of the Operator receiving a call where they have been unable to make voice contact with the customer, they will always call the customer back on their landline or mobile phone to check they are okay before initialising a call to a next of kin or named contact, or as a last resort our on call warden.

**Cost and Packages** (Prices correct as of 1<sup>st</sup> April 2023)

The Lifeline service is charged on a quarterly basis, the quarters start on the 1<sup>st</sup> of January, April, July & October. The first instalment would include a one-off installation fee of £15. If you joined during one of the accounting periods you would pay the installation fee and the remainder of the present quarter, e.g., If you had your Lifeline equipment installed on the 1<sup>st</sup> of June, your first payment would be for the period from 2<sup>nd</sup> June until 30<sup>th</sup> June plus £15

Your next quarter would be due on 1<sup>st</sup> July

Level of Service	Quarterly Charge (Prices excluding VAT)	Quarterly Charge Incl. VAT
<b>Standard Lifeline Service</b>		
<b>Full-Service Charge</b> Smart Hub GSM or Legrand Reach IP Lifeline, pendant & Keysafe	£78.00 (£6.00 per week)	£93.60 (£7.20 per week)
Optional Extras	Quarterly Charge (Prices excluding VAT)	Quarterly charge Incl. VAT
Fall Detector pendant	£8.32	£9.98
1 <sup>st</sup> Monitored Smoke Detector	£5.46	£6.55
2 <sup>nd</sup> + any additional Monitored Smoke Detectors	£3.25 each	£3.90
Sound Booster	£5.00 each	£6.00

**Are you Exempt from V.A.T?**

You will be exempt from paying VAT, if you have a Blue Disabled Badge or a qualifying medical condition; for example: Angina, Asthma, COPD, Diabetes, Hypertension, Osteoporosis, plus various other health conditions.






**Are you eligible for a Home Safety Grant?**

A Home Safety Grant could slightly reduce the Lifeline charge, if you are currently in receipt of a mean tested benefit such as Housing Benefit, Guaranteed Pension Credit or Universal Credit you may be eligible, please contact Charnwood Lifeline on 01509 643970 for further details.

## Lifeline Packages

(Prices correct as of 1<sup>st</sup> April 2023)

All Packages will include a key safe if you do not have one already installed at your property at no extra cost.

<b>Legrand Reach IP Lifeline Package Standard Digital Package</b>	<b>Quarterly Charge (Prices excluding VAT)</b>	<b>Quarterly Charge (Incl. VAT)</b>
<b>Package 1</b> 	£78.00 (£6.00 per week)	£93.60 (£7.20 per week)
<b>Tunstall Smart Hub Lifeline Packages</b>	<b>Quarterly Charge (Prices excluding VAT)</b>	<b>Quarterly Charge (Incl. VAT)</b>
<b>Package 2 – GSM Smart Hub Lifeline</b> 	£78.00 (£6.00 per week)	£93.60 (£7.20 per week)
<b>Package 3 – GSM Smart Hub Lifeline +1 Fall Detector</b> 	£86.32 (£6.64 per week)	£103.58 (£7.90 per week)
<b>Package 4 – GSM Smart Hub Lifeline +1 Smoke Detector</b> 	£83.46 (£6.42 per week)	£100.15 (£7.70 per week)
<b>Package 5 – GSM Smart Hub Lifeline +1 Sound Booster</b> 	£83.00 (£6.38 per week)	£99.60 (£7.66 per week)

Please remember all equipment supplied by Charnwood Lifeline is hired to you and will remain the property of Charnwood Lifeline, including the key safe (if it has been installed by Charnwood Lifeline).

## Charnwood Lifeline – How do I get a Lifeline?

Getting a Lifeline installed in your home could not be easier, just follow the 3 steps below.

### 1. Request a sign-up pack

If you have not got a sign-up pack, please ring Charnwood Lifeline on 01509 643970 or email [OnlineLifelineEnquiries@Charnwood.gov.uk](mailto:OnlineLifelineEnquiries@Charnwood.gov.uk). We will post or email the pack to you. Please note that you will require access to a printer to print the forms if they are emailed to you.

### 2. Complete the forms in the Sign-up Pack

Please complete all areas of the sign-up pack and if you wish to pay by direct debit, please complete the direct debit mandate (please note the reference number on the direct debit mandate is for office use)

**Please DO NOT post your completed forms to Charnwood Lifeline, due to the amount of personal or sensitive information you provide, this will also delay the installation of your Lifeline service.**

### 3. Make an appointment with Charnwood Lifeline

Once you have completed your sign-up pack, please contact Charnwood Lifeline on 01509 643970 to arrange collection of your sign-up pack and delivery of your Lifeline equipment

At this appointment, the Lifeline Officer will install and demonstrate your lifeline equipment, then check, and complete your Sign-up Forms to ensure we have everything required to provide the best service to you.

If you require a key safe this will be installed by Charnwood Borough Council's Maintenance Team – the order for your key safe will be processed once your lifeline equipment has been installed and the key safe will be fitted within 5 working days of ordering.

In the unlikely event that when the equipment has been installed and demonstrated you do not feel the service is suitable for your needs you are under no obligation to sign up for the service, our lifeline officer will uninstall and remove the equipment at the end of the visit.