

A guide to Lifeline Alarm



Feel secure in your home
at the touch of a button.

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The Lifeline Alarm service can help you if you are older, disabled or feel isolated or vulnerable and you would like to continue living independently in your own home.

You can be sure that if you get into difficulty, you can contact someone 24 hours a day.

What is a Lifeline Alarm?

The Lifeline Alarm unit is connected into a standard phone socket and an electric socket. It provides a 24-hour link to a team of trained operators at a control centre.

Would I need to have a new phone number?

No, you do not need to change your phone number.

How does the alarm work?

You press the button on the unit, or on a pendant that you wear.

You can then talk to an operator at the control centre.

What if I press the alarm by mistake?

Even if you make a mistake, it is not a problem. The operators will always be pleased to hear from you. If you do press the button by mistake, please talk to the operators when they answer, otherwise they will contact the emergency services.

Who are the operators?

The operators are based at the control centre. They are all trained and experienced operators in dealing with any problem you may have. Your details will automatically come up on their computer system when you press your alarm button - so they will know who you are, where you live and who your friends are.

They will keep all your details in strict confidence and only use them when they need to.



Feel secure in your home



How can the operators hear me?

Once you have pressed the button, you can talk to the operators from anywhere inside your home even if you are not near the Lifeline unit. This is possible because of a powerful speaker and sensitive microphone installed within the unit.

Who will come and help me?

When you have a Lifeline Alarm fitted you will be asked for a list of contacts and any instructions which the call centre will keep on your records when you call. The operator will contact a family member, friend or neighbour who has a key for your home. Or, if necessary, the operator can contact your doctor, the police or an ambulance. It is important that if any of your contacts or instructions change, you must let us know asap.

What if the operator cannot contact my 'helper'?

The operator will call the emergency services.

Is it difficult to install the system?

The alarm can be installed by a member of the Lifeline Alarm Team in about 10 minutes. They will also need to take details of who you want to call when you press the alarm.

What about the costs?

There is a small installation fee and a monthly rental charge. The Lifeline Alarm service is provided at the lowest possible price.

Do I get charged for call-outs?

No, the only cost of using the alarm is the phone call when you press the alarm.

What if I change my mind when you call?

The Lifeline Alarm Team will not pressure you into taking the alarm. If you change your mind, we do not charge a cancellation fee.

What do I do Next?

Call our Lifeline Alarm team on: **01235 515900**



at the touch of a button.



Interested?

If you would like to know more about **Lifeline Alarm** please call or contact the Lifeline Alarm Team.

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