

## What if the operator cannot contact my 'helper'?

The operator will call the emergency services. If you don't live in Soha sheltered accommodation - where you have a keysafe next to your door – we strongly recommend you have one fitted (we can help you organise this). The control centre can then give the code to open the keysafe to the emergency services if they are called. Otherwise they may be unable to get into your home to help you.

## Is it difficult to install the system?

It will take a member of the Lifeline Alarm Team about 10 minutes to install 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 standard phone call when you press the alarm. We do charge for replacing lost pendants.

## What if I change my mind about having an alarm?

You will not be pressurised into taking the alarm. If you change your mind, we do not charge a cancellation fee.

## What do I do next?

If you would like to know more, call our Lifeline Alarm team on **01235 515900**.

## If you would like this information in a different language, in large print or on CD, please contact us on 01235 515900.

### Polish Pierwsza pomoc (Lifeline)

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

### Portuguese Linha Vida (Lifeline)

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

### Bengali লাইফলাইন (Lifeline)

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি'তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

### Chinese 「救生素」(Lifeline) 計劃

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

### Albanian Përkrahje për vazhdimësi (Lifeline)

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

### Slovakian Pomoc pre znevýhodnených (Lifeline)

Ak požadujete túto informáciu v inom jazyku, vytlačenú s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

**Soha Housing**, Royal Scot House,  
99 Station Rd, Didcot OX11 7NN

**Tel:** 01235 515900

**Fax:** 01235 515970

**Email:** housing@soha.co.uk

**Website:** www.soha.co.uk



27 06/09

## Lifeline



## Feel secure in your own home at the touch of a button

The Lifeline Alarm service can be a valuable support if you are worried about getting into difficulty and not being able to contact someone. For example, it can help you if you are older, disabled or feel isolated and you would like to continue living independently in your own home. Whoever you are and whatever happens, with a Lifeline Alarm 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.

Using feedback from existing Lifeline customers, we have developed the following standards.

If you decide to have a Lifeline call system installed in your new home, we will:

- Contact you about your Lifeline application within 10 calendar days and will explain the system so you know fully what you are agreeing to
- Install and repair the Lifeline at a time which is convenient to you
- Contact you annually to check your Lifeline and make sure all contact details held at the call centre are correct
- Respond to all repair issues within 5 calendar days
- Ensure that staff working in your home:
  - Keep agreed appointments

- Show official identification
- Take care not to damage your property
- Ask before using your electricity or phone
- Clean up before they leave
- Are polite

A recent survey with our current Lifeline customers found that:

- 97% of those surveyed said the service responds well to individual needs
- 98% of users said they were very satisfied with the service
- 95% said they'd recommend it to a friend

## 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, on a pendant that you wear around your neck. 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. Please talk to the operators when they answer, otherwise they will contact the emergency services.

## Who are the operators?

The operators 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 to contact.

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

## 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. The pendant has a range of 50 metres/55 yards. If you activate the pendant whilst in your garden, the operator will be alerted but may not be able to hear your voice.

## 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.