

lifeline

Welcome to our latest newsletter

This issue contains important information about the forthcoming digital switchover, our charges from April, we introduce our team and give you a wordsearch to exercise your mind.

If you want to comment about the newsletter or our service we'd love to hear from you. The best way to do this is to drop us an email at lifeline@crawley.gov.uk

It's been a strange old year with the Covid-19 pandemic affecting everyone in many different ways. As we slowly return to a new normal we hope you have managed to keep safe and well.

This year will be a busy one for us, we're getting a new computer system and will be moving into the new Town Hall. We hope that annual service calls will become home visits again, but we will of course continue to wear face masks and other PPE if we need to or if you ask us to.

Meet the team

If you've been a Lifeline customer for some time you may recognise some of them.

A real wealth of experience between them



Jan, Lifeline Services Manager, has been part of the team for the last 26 years



Charlotte, Lifeline Services Manager, joined us six years ago



Vicky, Lifeline Administrator, arrived in 2018



Rachel, Lifeline Services Manager, is the new face joining us in September last year



Older Persons Services Manager, Penny, manages the whole team and has been working for Crawley Borough Council for 28 years

We had hoped to get a group photo of them all, but it hasn't been possible.

Our Older Person Support Officers continue to support the team with telephone calls for your annual service check and later in the year home visits.

Together they all provide our Lifeline Emergency Alarm Service.

Remember we all carry photo ID when we visit, so please be sure to check it.

Welcome to Amanda

A warm welcome goes to Amanda Kendall who became Head of Crawley Homes in December last year. Lifeline is one of Crawley Homes' key services and we look forward to working with her.



Lifeline charges from April 2022

Lifeline charges will go up by three per cent from April this year. This small increase is necessary to cover the increase in our costs due to inflation.

Our charges include an annual service visit or call, replacement batteries and 24-hour monitoring.

Rental charges (April 2022 to March 2023)

Some of the new charges. Per week, plus VAT if applicable.

- Lifeline and pendant £4.00
- Digital Lifeline and pendant £5.26
- Linked smoke detector £0.80
- Fall detector £1.78

VAT relief

If you're disabled or have a long-term illness it may be possible to claim VAT relief.

Find out more on gov.uk/financial-help-disabled/vat-relief

Digital switchover

Change is coming... something new is on the horizon

The whole country's phone network is being upgraded. Slowly but surely phone lines are changing from analogue to digital. By the end of 2025 they will all be digital.

Out goes the phone socket (the white box on the wall we're used to plugging our landline phones into) and in comes an internet router.

No phone socket on the wall

What does this mean for your Lifeline?

If your Lifeline plugs into the phone socket it is using an analogue phone line. Once the telephone network to your home is upgraded to digital, your Lifeline will not work if plugged into the phone socket, it will need to connect to an internet router for it to work.

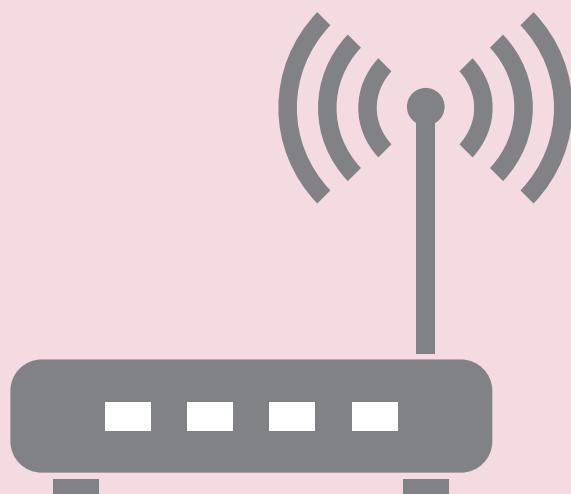
You will then need to have working internet at your home for your Lifeline to work.

Tell us

The upgrade will change the way your Lifeline communicates with our Care Centre so it is important that you contact us when you hear that your upgrade is due so we can test the alarm and update our records.

Tell us when you are going to change

Internet needed



Power failure

There is an important difference between the old and the new you need to know about.

Once you have gone digital, if there is a power cut or your electricity is off, it is likely your Lifeline will not work.

The old analogue lines used to have a small power back up that meant your Lifeline could dial out for up to 40 hours without power in your home, but for many internet routers when they lose power the new digital line does not work.

Find out more about the switchover at openreach.com/phone

Digital Lifeline – an alternative option

Digital Lifelines do not use a phone line to contact our Care Centre. Instead, they use a SIM card (a microchip which connects a device to a mobile phone network).

The benefits of a Digital Lifeline

- Alerts from a Digital Lifeline are received by the Care Centre much quicker than an analogue lifeline
- A Digital Lifeline with a roaming SIM can connect to any mobile signal, to help keep you connected
- No matter how many alerts are sent, all charges are covered within the weekly Digital Lifeline charge
- A Digital Lifeline does not need to be plugged into a phone socket or router
- A Digital Lifeline requires only a standard power socket, meaning it can be plugged in closer to you, making it easier to talk to the Care Centre
- In a power cut the Digital Lifeline has a battery backup of 24 hours if no call is made
- To find out more about upgrading your Lifeline to a Digital Lifeline please call **01293 438468** or email lifeline@crawley.gov.uk

Change can be daunting but we will work with you to avoid disruption and make the digital switchover as seamless as possible.

Please contact us if you are an existing Lifeline customer and your telephone provider (BT, Virgin, Sky, TalkTalk, etc.) gets in touch with you about upgrading your network connection from analogue to digital. We can then make sure your Lifeline will work on the digital connection. Call **01293 438468** or email lifeline@crawley.gov.uk

Living safe and well

Every new Lifeline customer gets offered a Safe and Well Visit, but existing customers can request one too.



West Sussex Fire & Rescue Service

Free fire safety advice

Keeping you safe

A Safe and Well Visit is a free service carried out by Community Fire Safety Officers from West Sussex Fire and Rescue Service (WSF&R).

They'll arrange to visit you at home. They'll come and have a look around with you and offer advice on how to make it safer and if necessary fit smoke alarms and talk to you about a linked smoke detector.

You might not have realised that plugging an electric heater in could be dangerous. Could you trip over the electrical cable, is the socket overloaded, could it cause a curtain or cover to catch fire? If the worst happened and there was a fire could you easily get out of your home? These are just some of the things they can talk to you about and give you expert advice on fire safety.

Linked smoked detectors

These smoke detectors link wirelessly to the Lifeline and, if activated, the Care Centre will be contacted automatically.

If a fire breaks out, the radio-linked smoke detector contacts the Care Centre through the Lifeline in your home. They will call you through the Lifeline to make sure it's not a false alarm or you've only burnt the toast, before calling the emergency services.

Sometimes it's good to push buttons

In your home, there are at least two things with buttons that need testing regularly.

Smoke alarms

These need testing at least once a month, better still once a week. Just push the button or get someone else to do it for you.

Lifeline pendants

Every pendant needs testing every month. Just press the red button on the pendant you wear round your neck or on your wrist.

When they answer just tell the operator you are testing your pendant. Don't feel you are putting them out, they like to hear from you as they can tell if your pendant might need replacing.

If your pendant needs replacing the Care Centre will let us know and we will give you a replacement free of charge.

Visits are tailored to your needs and normally last between 30-45 minutes. The fire service personnel who visit always carry identification.

Find out more at www.westsussex.gov.uk/safeandwell

You can ask for a visit by email: safeandwell@westsussex.gov.uk or telephone: 0345 8729 719 or ask us to refer you.

Tell your friends

You don't need to be a Lifeline customer to ask for a Safe and Well Visit, but you do need to be eligible. You need to live in West Sussex and may be eligible if you:

- Have reduced mobility regardless of age
- Are elderly or frail
- Are a lone adult or parent with young children
- Are unable to hear a standard smoke alarm
- Use oxygen at home.



This can reduce the time between a fire starting and the 999 call, so help can be on the way quicker.

These could be fitted by WSF&R if you have a Safe and Well Visit. There is a small weekly charge as we need to cover our costs to provide them and this will be charged by invoice with your Lifeline rental charge.



The battery in your pendant needs activating regularly, just to keep it in good working order, a bit like a car battery.

Between 1 October 2021 and 4 January 2022, more than 100 customers had not tested their pendants. We have written to them and also contacted 28 family members.

Don't join this group of customers who may only find out the Lifeline is not working when they need it to.



Test your pendant

Favourite things

Find the words in the puzzle.

Words can go in any direction. Words can share letters as they cross over each other.

CAKE FLOWERS
DRINKING FRIENDS
HUGS TALKING
LAUGHTER WALKING
WINE
RELAXING
FILMS
SUNSHINE
COFFEE
CHOCOLATE
EATING
FAMILY

G	R	H	R	G	L	F	Z	E	P	O	E	Z	V
Y	U	E	E	E	R	A	K	I	S	J	N	V	V
R	L	T	L	I	T	A	N	S	X	S	I	C	F
U	F	I	E	A	C	H	E	R	Q	F	H	C	L
J	Y	N	M	S	X	P	G	I	Z	Z	S	K	O
P	D	C	E	A	C	I	X	U	F	O	N	U	W
S	F	Q	S	O	F	G	N	Z	A	L	U	K	E
G	G	P	F	Y	P	N	Z	G	H	L	S	G	R
N	N	F	B	K	O	I	O	P	S	G	U	H	S
F	E	I	W	A	L	K	I	N	G	E	N	I	W
E	I	J	T	O	C	L	T	L	W	I	T	S	E
I	A	L	Q	A	B	A	L	J	L	E	R	G	F
U	J	U	M	V	E	T	A	L	O	C	O	H	C
N	V	T	E	S	D	D	R	I	N	K	I	N	G



Contact us

Call the team on **01293 438468** during office hours (8.30am-4.30pm) or outside office hours contact our colleagues at Mole Valley Life on **0300 123 7718**. Lifeline will respond to calls about lost pendants and faults by the next working day.

Email: lifeline@crawley.gov.uk

Website: crawley.gov.uk/lifeline

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