

LINK TO lifeline



Welcome to Simon Gilder

New Older Persons Services Manager

Simon joins us in March and takes on the role left by Penny Gallagher, who after many years at the council has moved on to a new job with new challenges.

With his wealth of experience and knowledge we look forward to welcoming him to the team.

A bit about Simon

Simon has spent 22 years working within the Technology Enabled Care (TEC) industry, initially with Eastbourne Borough Council in 2002 which later, with Wealden District Council became Welbeing.

He managed alarm receiving centre operations for Welbeing between 2012 and 2020 delivering TEC services on behalf of local authorities across Sussex and other parts of the country.

In 2021 Simon moved to Mole Valley District Council where he oversees operations for the TEC alarm receiving centre and community wellbeing and responder service.

On a personal level, Simon is married with two children and a grandson. Outside of work he enjoys time with family, bringing his garden under control and travelling at home and abroad.

Lifeline charges from April 2024

The charge for Lifeline from April will be £4.70* per week.

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per week

This is a seven per cent increase on last year's charges that we need to make to cover our costs, but we feel we still offer great value for money.

The rental charge includes a responsive repair and replace service of our equipment, an annual service visit from the Lifeline Team and access to an operator 24 hours a day at the Alarm Receiving Centre.

We have been able to hold the rental cost for smoke detectors linked to the Lifeline at £0.88* per week, but there has been a seven per cent increase on the extra charge for additional pendants (now £1.06*), fall detectors (now £2.10*) and other telecare.

*Plus VAT if applicable

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

Annual service visits

The charge for your Lifeline includes an annual service visit. During the covid pandemic we had to do these over the phone, but we are now back to visiting you for all our service visits.

Yoan, Lindsey, Linda, Debbie, Sharon, Angela and Sarah are our Older Persons Support Officers, who also work within sheltered housing. They complete most of the service visits for the Lifeline Team.



You've probably met some of them before.

Our Lifeline Managers are Jan, Charlotte and Rachel. Vicky completes the team with administrative support, you are likely to have spoken to her on the phone if you have a problem or when arranging appointments.

Our service visits are important as we can check everything is working well and to make sure we have all the correct information from you. Changes to your health and contact details all need to be up to date.

In the event of an emergency up to date information is essential so we can get the right help to you.



Changing units

The telephone network is going digital

We've mentioned this before and some of you will have already had your old analogue phone line upgraded to digital.

We have a rolling program to make sure all your units will work with digital phone lines and we're well on track with this. We've changed over 200 units so far and the program continues.

If you have a white Tunstall Smart Hub or we have switched your unit to a white Chiptech SEVEN unit you are all set for the future.

If you have a grey Tunstall Vi we are gradually changing these to Chiptech SEVEN units.

The Chiptech SEVEN

This is completely independent of the phone landline so if the phone line fails it will still work. It doesn't rely on an internet connection either as it has its own inbuilt SIM cards, like a mobile phone. This means it doesn't have to be next to the phone line, you can choose where the unit goes, although we will check that the signal strength is good, and suggest somewhere else if it isn't.

It has that all-important back up battery, large easy to use buttons and it can even change how bright its lights are to fit the light levels in the room.

Pearl alarm button

With new units come new alarm buttons. These are no longer red, the Chiptech pearl alarm buttons are grey.

They can be worn around your neck or on a wrist strap. They are waterproof and work up to 300 metres (328 yards) away from the unit. This means you can wear them in the bath and out in the garden.

If you need help, press and hold the button; when it connects to the unit the outer edge of the button will flash red and you will know that the unit is contacting the Alarm Receiving Centre (ARC) for you.



Smoke detectors

When we upgrade your Lifeline unit any linked smoke detectors will also need to be replaced.

If you currently have a free linked smoke detector(s) the replacement detector(s) will be chargeable.

We, along with West Sussex Fire and Rescue Service, strongly recommend our customers have a linked smoke detector fitted. Activation can indicate to the monitoring centre that there is a potential fire and risk to life.

The charge is just 88p (plus VAT if applicable) per week, a small cost for your peace of mind.

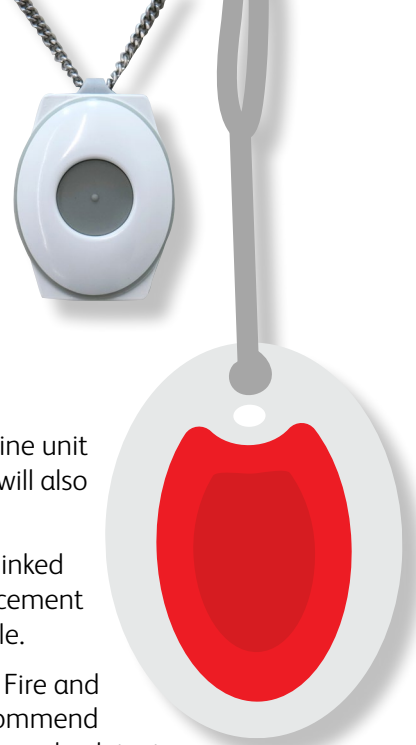
The same price

The price for all our Lifeline units is the same, there will be no change to your rental charge when we change your unit.

You don't need to do anything now. If we haven't made the change yet we will be in touch with you over the next couple of years.

Don't let it go flat

Don't let it go flat! Don't leave your pendant to go flat, test it every month to keep it in good working order. The good news is, our new units will remind you every 30 days to test the grey button you are wearing. The unit will play a reminder message and the info button on the base unit will turn blue.



Three days in the bath

Sounds like the beginning of a horror story and for one of our new customers that's exactly what it was. This is a true story, but we have changed their name.

Steve loves a soak in the tub and was his treat at the end of the day. He'd never had a problem before but on this day, he got in and couldn't get out.

Stuck fast, without the strength in his arms to pull himself up.

He doesn't live in a flat or have any close neighbours, and although there is a path outside his home, not many people walk past, so banging on walls or shouting didn't get noticed.

He kept warm by letting cold water out and topping up the bath with hot, he had a plentiful supply of water to drink, but after day one he was beginning to get hungry.

Day two came and went, his banging and shouting had still not been heard. Hunger pains were felt, worry had set in, and he couldn't sleep.

On day three, a mum and her young daughter were walking past his home, when the girl stopped and said "Mummy, I can hear something". She had heard Steve shouting, fortunately her mum explored further and saved the day.

After this scare, a very relieved Steve took steps to find out how to make sure this didn't happen again, and he now has a Lifeline and makes sure he wears his pendant in the bath.

The pendant is waterproof.

Remember to wear it when you bath or shower.

Mole Valley Life Alarm Receiving Centre (ARC)

Alerts from your Lifeline go to the ARC run by Mole Valley Life. They are on hand to answer calls 24 hours a day, seven days a week. Their call operators will call your named contacts if you need help.

Do you and your contacts have the ARC's phone number stored in your phone?

It's a good idea for you and your contacts to do this.

Friends and family, who are your contacts, will know who is trying to call them.

If they miss a call, they will know who to call back.

No guessing who has called, no waking up and wondering who called late at night and making sure you can be there to help.

ARC phone number 0300 123 7718

Are you up to date?

Have you updated us? It's important we have your most up to date medical, next of kin and keyholder contact details. This means we can get help for you quickly and easily in an emergency.

Please keep all your contact numbers up to date. Email lifeline@crawley.gov.uk, call us during office hours on **01293 438468** or the ARC anytime.

Spread the word

We want you to spread the word about our service. The comments we get show how important it is to our customers and we just want you to tell your friends, your mates at the club and anyone else who will listen to you about us.

We want more customers to benefit from what we do.

Thank you

Wordsearch

Find the words in the puzzle.

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

BATH

BUTTON

CHIPTECH

CONTACT

DETAILS

FLAT

GREY

LIFELINE

OLDER

PENDANT

PHONE

SERVICE

SEVEN

SIMON

TEAM

TEST

WATERPROOF

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

Contact us

Call the team on **01293 438468** during office hours (8.30am to 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

Address: **Town Hall, The Boulevard,
Crawley RH10 1UZ**