

LINK TO lifeline

SPRING 2019 • ISSUE 10



Happy birthday to us

This year Lifeline celebrates 30 years of providing an emergency alarm service in Crawley.

Later this year we're planning to share our good news stories from this period and we'd love to hear from you.

We're not sure who's been our customer for the longest time and we'd love to track them down to help us celebrate.

If you've been a customer for more than 20 years, we'd love to hear from you.

Give us a call on **01293 438468**, write to us at the Town Hall, email us at lifeline@crawley.gov.uk or

press your red button and let our colleagues in the care centre know you've got something to tell us, they'll pass it on and we'll get in touch with you.

Great stories

We also want your great stories about Lifeline:

- Lives that have been saved
- Funny stories
- Silly stories
- Anything else you'd like to tell us about Lifeline.

It would be great if you could write to us with these. If you've done the wordsearch pop it in the envelope with your answers.

If you've got a service visit coming up, tell us when we visit.

Test your red button

Go on, give it a press; don't worry about bothering the care centre, just tell them you're testing it.

The battery in your button likes to be used at least once a month – idle batteries can lose power, which is why we want you to test them every month.

Who's who?

There's been a few changes to the team in the last year. We welcomed Kristy as Lifeline Services Manager and Emily as Older Persons Support Officer (OPSO), based in Carey House, and Vicky became our full-time administrator based at the Town Hall.

Our OPSOs Linda, Yoan, Sharon, Debbie, Val, Titi, Lindsey and Emily continue to carry out most of our annual service visits and work well with our Lifeline Managers, Jan, Charlotte and Kristy.

Vicky does the admin in the office. This includes booking appointments, dealing with enquiries and contacting new customers after eight weeks to make sure they are happy with the service. The whole team is then managed by, the Older Persons Services Managers, Penny and Becky.

Chichester Careline

The care centre is now part of PPP Taking Care. This will not affect you. They'll still be known as Chichester Careline with the same staff answering your calls 24 hours a day, seven days a week.



Kristy



Emily



You said

Many thanks to everyone who filled in our online satisfaction survey last year. We had a great response with some very positive feedback.

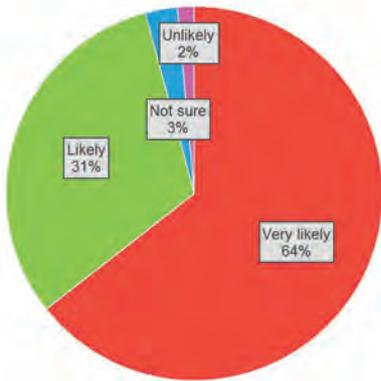
We asked both you, our customer, and your friends and family who are named as contacts, if you were satisfied with our service.

90 per cent of those who replied were satisfied with the overall service.

87 per cent of everyone who responded thought the service offered value for money.

95 per cent of you were likely to recommend Lifeline to others. This is great news as most of our new customers say they heard about us from someone they know.

How likely are you to recommend the Lifeline service to others?



No bother

We had a few comments from family members about customers not pressing the red button because they didn't want to bother anyone!

"Unfortunately, when my dad has had a couple of falls, he hasn't pressed his button as he didn't want to bother anyone".

"I am regularly reminding my mother to ensure she keeps the alarm on her at all times – particularly as she lives alone".

We'd like to take this opportunity to say to you.....

It is **NO BOTHER**, if you need help, are worried or just need reassurance press the red button.

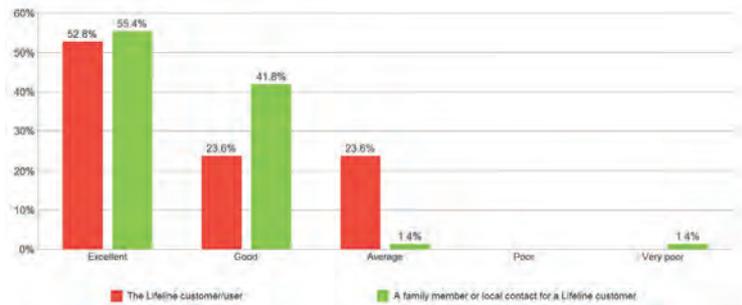
You also need to press the red button every month to test it so we can make sure it is working.

Lifeline charges

Over the last few years we've been able to keep increases to a minimum and sometimes we've even been able to freeze it.

Unfortunately, this year we need to increase the cost of a Lifeline unit to cover our costs. The increase will be 2.4 per cent, which works out at an extra 9p per

Do you think Lifeline services offer value for money?



Peace of mind

It is clear from the comments we received that the service gives peace of mind to customers and their families.

"Gives me peace of mind that I will be contacted if my father needs assistance."

"My brother and sister are less worried as I lose my balance quite a bit so having this helps."

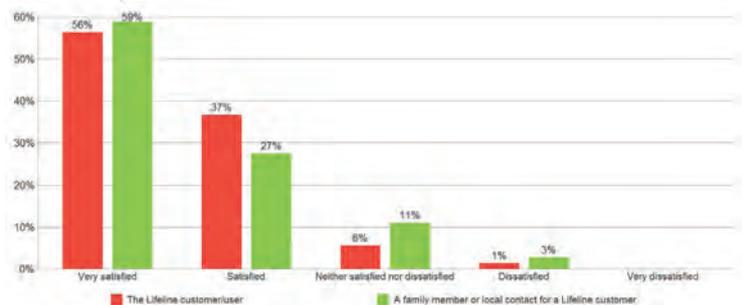
"This was for my parents and very pleased with the help and comfort knowing that they had this service. A big thank you."

"Prompt response – thank you. It gives me reassurance that I can call for help if I need it."

"It is nice to know that I can call if I have a problem. My daughter wanted me to have the pendant after I had a bleed."

Once again, thank you for filling in the online survey, it really helps to know we are going in the right direction.

How satisfied are you with the overall service?



week, taking the charge to £3.74 per week (+VAT if applicable).

NO VAT

If you are registered disabled or chronically sick it may be possible to claim VAT exemption on the Lifeline service. Give us a call to find out more or visit gov.uk/financial-help-disabled/vat-relief

**POWER CUT?
CALL 105**



Power cut? Call 105

105 is the number you can call to report or get information about a power cut. It will put you through to UK Power Networks, our local electricity network operator

– the company that manages the cables, wires and substations that bring electricity into homes and businesses locally.

105 is free to call. It doesn't matter who you choose to buy your electricity from – anyone can call 105.

Don't be left in the dark. Call 105.

Need extra support during a power cut?

UK Power Networks have a priority services register for vulnerable people, including those over pensionable age and the chronically ill.

Visit ukpowernetworks.co.uk/priority to find out more or give them a call on **0800 0294 285**.

Top tip:

In a power cut your Lifeline unit will continue to work using its backup battery. It will also alert you with a message. After an hour it will let the care centre know there has been a power failure.

To stop the message from your Lifeline just press and release the green button.



The Forget Me Nots

The Forget Me Nots exist to provide friendship, help, advice and a hand to hold when needed.

Supporting the carers of people with dementia who live in Crawley or the surrounding area, family, friends and professional carers are welcome.

Among friends

All their members and volunteers have been personally affected by dementia. As soon as you arrive you know you are among friends who truly understand your daily trials.

Enjoy a meal you haven't had to cook for a very reasonable cost, join in with a quiz, watch entertainment and meet up with friends.

Friday lunch club, 10.30am-2pm, book a place a few days before.

For carers with or without the person they care for.

Tuesday evenings from 5.30-8.30pm is for carers only. You can come along at 5.30pm for an evening meal enjoyed in the company of others or drop-in from 6.30pm for a cuppa and a chat. You'll need to book a place if you want to eat.

For more information about The Forget Me Nots or to book a meal call **07486 869939** or **01293 427067**.

You can also visit forgetmenotclub.org



Crawley Men's Shed

Crawley Men's Shed is a FREE workspace where men can work on practical projects with others. People are welcome from anywhere in the surrounding Crawley and West Sussex area.

They make and mend things together, working on projects and using everyone's skills for the benefit of the community.

We know coffee and bingo isn't everyone's cup of tea, so at the shed, they've got a games room with pool table and darts board, a workshop to craft wood and make things and if gardening's your thing you can help maintain the grounds and nursery garden.

Membership is free and anyone is welcome to come along and join the shed project.

Come on down, they are open every Monday and Friday from 10am-4pm.

Find them on Shackleton Road, Tilgate, Crawley RH10 5DF.

Crawley Men's Shed is dementia-friendly and also aims to help those:

- **Living on their own**
- **Carers**
- **Recently bereaved**

Carers are welcome to accompany members. If you are unsure of someone's suitability to attend, please contact them for further information.

Telephone: **01293 438163**

Email: shed@crawley.gov.uk

Website: crawleymensshed.com



Anniversary wordsearch

Find all the hidden words in the grid and with the letters left over make a sentence that describes Lifeline.

Once you've got the sentence, send it with your name and address to:

Lifeline (117), Town Hall, The Boulevard, Crawley RH10 1UZ

Or email it to lifeline@crawley.gov.uk, putting Wordsearch entry as the subject.

Closing date for entries is 3 May 2019 and the first name 'out of the hat' with the right answer will get shopping vouchers worth £25.

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

BIRTHDAY
CELEBRATE
THIRTY
YEARS
HELP
LIFELINE
ANNIVERSARY
CAKE
FUN
ENJOY
HAPPY
SERVICE
INDEPENDENCE
AGE
PEARL
CANDLES
GOOD
NEED
ANYONE
CRAWLEY
RED BUTTON
NOW
WISE
COUNTS

Recommend a friend

Do you know someone who would benefit from the peace of mind a Lifeline gives?

Do them a favour, help keep them safe, tell them about us.

Many of our new customers say they heard about us from someone they know.

First-hand experience

As an existing customer you can reassure your friend and tell them all about the service you get and how it all works. They can get in touch with us in all the usual ways.

Do them a
favour, tell
them
about us.

Contacting us

LIFELINE TEAM Telephone: **01293 438468** Monday-Friday 8.30am-5pm
(Enquiries and fault reporting)

Email: lifeline@crawley.gov.uk

Website: crawley.gov.uk/lifeline

Town Hall, The Boulevard, Crawley, West Sussex RH10 1UZ

Emergencies: To report a fault outside of office hours: **01293 438000**

Faults will be dealt with on the next working day.



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