

Comments, complaints or concerns

If you have any comments about One Community LifeLine, or if you are unhappy about any aspect of the service, please contact the LifeLine office (details below).

Contact details

For further information about LifeLine, please contact the LifeLine Co-ordinator on:

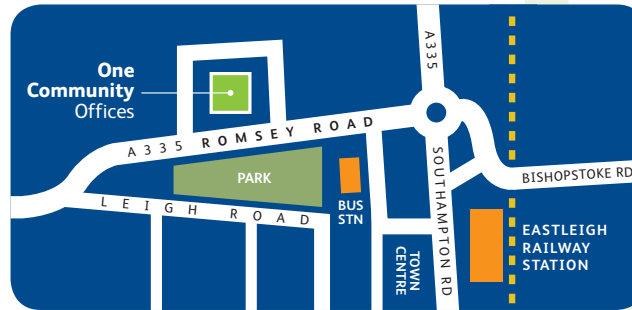
Tel 023 8090 2416

Please leave a message if we cannot answer your call straight away, or speak directly to our reception staff on:

Tel 023 8090 2400

Opening hours

The LifeLine office is usually staffed
Monday to Thursday, 9.00am-4.00pm
Friday 10am-3pm



One Community's headquarters stands overlooking the Recreation Ground and bandstand in central Eastleigh, just a few minutes' walk from the railway and bus stations. The building has a small forecourt car park, and pay-and-display parking is available diagonally opposite, to the rear of Sainsbury's, accessed from Romsey Road.

LifeLine is funded and Managed by One Community, with additional support from Adult Services



Published by **One Community**
(Formerly Eastleigh Community Services)

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Registered Charity Number 1052978.
Registered in England as a company limited by guarantee.
Registered Number 3132524.
Registered office: as above.

LifeLine Emergency panic button alarm

One Community provides a range of Voluntary Sector Support, Community Development, Care, Information and Transport services



The One Community LifeLine service

LifeLine is a telephone linked support service operating across the borough of Eastleigh, designed to help clients to maintain an independent lifestyle more safely.

In an emergency, the client presses a panic button, worn on the person, which alerts by telephone a 24-hour control centre where assistance can immediately be arranged.

The client

The service is aimed at vulnerable people whether living alone, as a couple or within a Family. This includes the elderly, frail, disabled or those leaving hospital who may not be back to full health. With the LifeLine you can summon help immediately should you have a fall, become unwell, or find yourself in a difficult or life threatening situation.

Relatives & carers

LifeLine is a great benefit to relatives and carers, who can rest assured that the person they care for can get help at the touch of button. The control centre can call you, any other nominated key holder or the emergency services, to get help to the person you care for as quickly as possible.

“Its so reassuring to know there's someone there if I need them”

Lifeline Emergency panic button alarm

LifeLine equipment

The panic button

LifeLine clients are supplied with a panic button in the form of a pendant worn around the neck or, if more convenient, as a wrist or belt activated button.

The LifeLine unit

Clients are also supplied with a LifeLine 400 telephone control unit, designed for use with an existing telephone, which is programmed to dial to the Winchester control centre. The client can summon help by pressing button anywhere within approximately 50 metres/150 feet of the control unit (for clients with very large garden or small holding it is sometimes possible to extend the range).

Fitting

A modern telephone socket point is required. If one is not already fitted, a telephone company can usually fit one within a few days.

A 13-amp power outlet is also necessary, located within about six feet of the telephone position. LifeLine can usually supply an extension lead, if required, at a modest cost.

Equipment is fitted free of charge by our team of skilled volunteers or if it is urgent our engineer can fit the lifeline for a charge of £20.

When the LifeLine is fitted we take details of general information, any medical conditions next of kin and key holder details. We ask for three key holders who may include family and friends who live close by and neighbours. (If you have no keyholders an emergency warden service is available at a total cost including rental of £5.35 per week).

The cost of the LifeLine

The rental charge for the LifeLine service is £2.50 per week. After the lifeline is installed we invoice the client for the current period (up to 6 months) and then most clients pay by standing order every 3 months at £32.50. If clients wish to continue paying by cheque this can be arranged on a quarterly, half yearly or annual basis.

24-hour control centre

The LifeLine service is supported by the Winchester control centre. This centre operates 24 hours a day, 365 days a year.

When the panic button is activated by pressing the pendant button, the client's details will be displayed on the control centre computer screen, including the names and telephone numbers of the key holders. Two-way speech is possible if the client is within hearing distance of the telephone, without the need to lift the receiver.

If the control centre is unable to speak to the client they will automatically send round a key holder to check on the client. If they unable to contact any key holder they will contact the emergency services.

LifeLine volunteers

The dedicated team of skilled LifeLine volunteers install equipment and help with routine maintenance and occasionally collections. The volunteers are trained following a successful interview, references and criminal record checks. The time the LifeLine volunteers give help to keep the cost to a minimum.

If you are interested in volunteering with LifeLine please contact the LifeLine Co-ordinator on 023 8090 2416 or the Volunteer Centre on 023 8090 2457/8.