

SUPPORTLINE IN ACTION

Mrs Dunderdale, 88 recently needed the help of SupportLine staff as she had taken a fall at home at around midnight. As soon as she pressed her personal alarm pendant, help was only minutes away.

The Contact Centre reassured her husband that everything was going to be OK and that one of our helpful Responders would be out as soon as possible. From the initial call to arriving at Mrs Dunderdale's home took less than 10 minutes.

The SupportLine service is accredited to the Telecare Services Association, which means that it has gone through a rigorous assessment process and has been successful in meeting the requirements to provide a service you and your family can trust.

SupportLine have 3 levels of service that can be delivered to our private Lifeline and Telecare customers. You can change the level of service you are on at any time so that it suits any change in your personal circumstances.

SupportLine Service Level

1

Level of Service Provided:

- All equipment installed
- Pendant
- Monitor Alarm Service
- Contact Family, Friends or Emergency Service

Cost £10.97 per month

SupportLine Service Level

2

All of the above in Level 1 plus:

- SupportLine response Service

Cost £15.62 per month

SupportLine Service Level

3

All of the above in Level 1 and 2 plus:

- Monthly routine visit to see how you are and assess any future needs or equipment

Cost £20.28 per month



There is an initial installation charge of £25 but no charge is made for changing the level of service.

We will contact you regularly to update the information we hold so that we can ensure the right response should you need assistance or the Emergency services.

QUESTION TIME



Q: What happens if there is a mains failure or the power to my Lifeline Unit is interrupted?

A: If the power to your Lifeline unit is faulty or there is a mains failure a member of staff from SupportLine will contact you as the Lifeline unit will activate an alarm call to the SupportLine Contact Centre at Deltic House. Normally we will ask you to check that the mains plug is firmly pushed into the socket and switched on. If you are in any doubt or unable to do these two checks we will ask one of your naked contacts to check for you or if you are a Level 2 or 3 customer we will send a SupportLine responder to check the power for you.

SPECIAL OFFER

Introduce a friend and you could both receive a £15 Marks and Spencer voucher absolutely free

If you value your Lifeline service and think a friend could benefit from having the service recommend them to SupportLine and you could both receive a £15 Marks and Spencer voucher.

All you need to do is call us on and we will do the rest. Your friend will need to have a Lifeline unit for a minimum of 3-months to entitle you both for the vouchers.



FOR MORE INFORMATION about SupportLine and other Community Gateway Association services visit: www.communitygateway.co.uk

Information on SupportLine services can be provided in large print, Braille or audiotape by contacting Robin Ridgley on