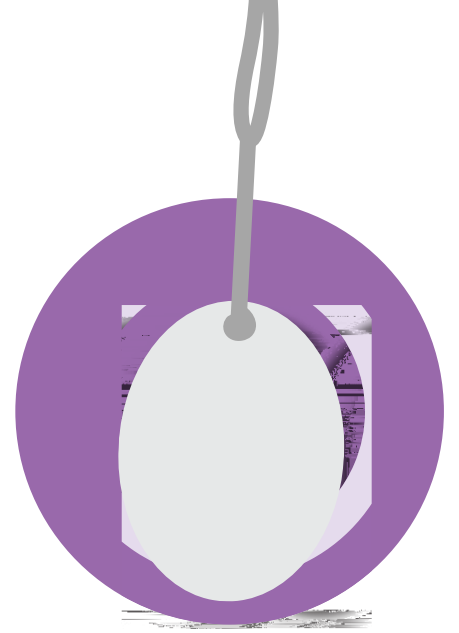


Spring 2024 • ISSUE 15

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

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.

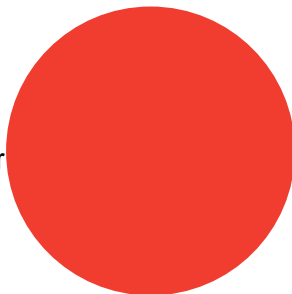
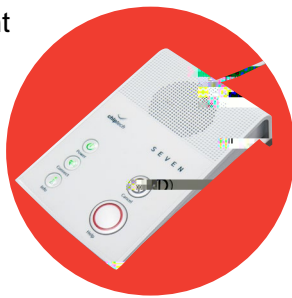
It has that all-important back up battery, large easy to use buttons and it can even change how bright its lights are to fit the light levels in the room.

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.

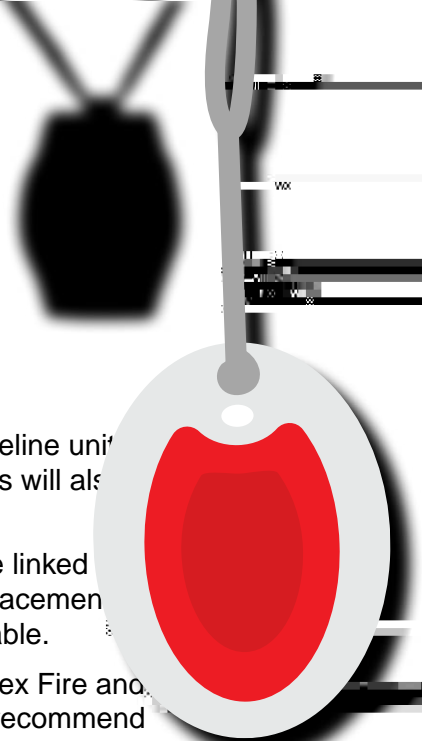
The same price

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@crowley.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

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