



London Borough Redbridge Lifeline and Telecare

The Lifeline Service provided by the London Borough of Redbridge offers extra support and help at the press of a button, 24hours a day, 365 days a year.

We have over 30 years experience of responding to calls and helping vulnerable residents in their homes with medical emergencies.

Our services are here to help and support you in your home. We provide you with the assurance that there will always be a Lifeline Operator ready to talk to you and respond to any emergency.

Our system works by pressing an alarm button which comes straight through to the call centre. Operators can then talk with you to help find the best support that you need.



Victim of Crime?

The team also offers support to residents worried about becoming victims of crime.

You or someone you know may already have been targeted by distraction burglars or 'Bogus Callers', attempting to trick you out of cash for unnecessary work.

You might be concerned about other crimes in the home such as unwanted callers trying to force entry once a door has been opened.

You can simply press the alarm and our Operators can assist in getting the right help to you, without the assailants knowing you have called for help.



How Does it Work?

You will be provided with a radio pendant to wear around your neck or wrist, that activates the Lifeline Alarm when you press it.

The Lifeline is usually fitted beside your main telephone. A telephone socket and a nearby mains socket is all that is required for installation.

Pressing your pendant connects you to the Lifeline Team through your telephone line, and we will know who you are, where you live and your medical details.

A 'Bogus Caller Alarm' provides an additional pendant placed by the front door that can be set to activate silently so an intruder doesn't know you have raised the alarm.

Our staff will then contact your key-holders, family member or Emergency Services, depending on the situation.





Lifeline Alarm and Pendant

How much does the Lifeline Service cost?

If you are in receipt of a Pension Credit, Income Support, Housing Benefit or Council Tax Benefit, you may receive the Lifeline Service free of charge. Otherwise, there is a small weekly charge, currently £4.55, for the basic Lifeline Service. An additional 50p per week is charged for the additional Bogus Caller button.

If you are interested in the service you can call the 24/7 Lifeline Control Centre on **020 8708 5897** where our experienced team will be able to provide any further information you may need. Alternatively you can e-mail the team at :- lifeline@redbridge.gov.uk or visit www.redbridge.gov.uk/adult-and-childrens-services/lifeline/ where you can download an application form.

The Redbridge Lifeline Visiting Response Team

The Lifeline Visiting Response Team will assist Redbridge Lifeline Clients in an emergency between the hours of 07.00 and 23.00. The team are First Aid trained and carry a defibrillator provided by the London Ambulance Service.



Have you considered fitting a Key-safe?

Many of our clients install a key-safe to ensure that the emergency services can gain access to your home to provide the assistance you need.



SUPRA C500 Key Safe—Image courtesy of Supra UK

**London Borough Of Redbridge
Lifeline and Telecare**

Get Help - Get a Lifeline

Do you feel vulnerable on your own or had a Medical Emergency?
Are you Frightened of Falling or are you worried about being the victim
of Bogus Callers?

**"I was On my own when I fell...
...but I wasn't alone"**

**HELP AT THE TOUCH OF A BUTTON!
WITH A LIFELINE ALARM!**

Do you feel vulnerable? Are you frightened of falling?
On your own? Have you had a medical emergency?

Don't leave it too late! Call now:
020 8708 5897
www.redbridge.gov.uk

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Redbridge