



Looking after a loved one? Going away on holiday?

A relaxing holiday starts by switching off from life's daily pressures

Our holiday package gives you the reassurance and peace of mind that your loved one can get the help they need should anything happen, whilst you are away.

Included in the holiday package is a daily phone call to your loved one, to check on their welfare and offer continuing reassurance.

The holiday cover costs £30 per week including installation.



Getting in touch

Call us **Mon - Fri** between **9am - 4pm**
07900 8211220 or **07765 221113** and
request a **LifeLine application form**.

For more information, visit our website:
www.welhat.gov.uk/lifeline

LifeLine is a service provided by Welwyn Hatfield Borough Council.

LifeLine

Community Alarm Service



“ Helping people live independently so they can stay in their own home for longer; happy, safe and in control

Why choose LifeLine?

LifeLine is a service open to everyone – of all ages – that would like to feel safe, protected and independent in their own home.

- We provide a 24/7, year-round emergency response service
- Our Mobile Wardens respond quickly, aiming to arrive at your property within 20 minutes
- The Mobile Wardens carry out regular monitoring visits to test the alarms and to check your general wellbeing
- With your permission we talk to family members and other agencies so that everyone is kept informed at all times
- We offer free installation and a competitive weekly charge



Did you know?

Our wardens will even collect emergency prescriptions (not including routine medical prescriptions).



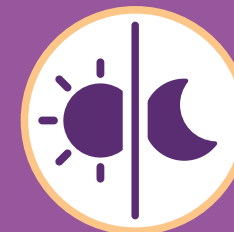
**WELWYN
HATFIELD**



**We respond
to your
emergencies
365 days of
the year**



**Average
response
time of 20
minutes**



**24/7 –
Any time
of day or
night**

How does it work?



Press the button

We install a unit which plugs directly into a 13amp electrical socket, we provide you with a small pendant which can be carried with you anywhere around your home or garden. The lifeline pendant transmits an alarm call within a range of 30 meters of the unit. There is no charge for the installation of the unit.

When an alarm is activated, either by pressing the pendant or the red button on the unit itself, your details are sent immediately to the control centre where an operator will answer the call.



Immediate action

An operator will assess the situation and organise appropriate assistance as quickly as possible. The Mobile Warden will attend in any emergency situation and ensure that relevant assistance is given – liaising with the emergency services if necessary. Friends and family can also be contacted if preferred.



In safe hands

A Mobile Warden will respond to all emergency calls and attend your home. They need quick and easy access to the property and this can be arranged by you having a key safe installed, or by providing us with a key to your property.

All our Mobile Wardens are experienced and friendly. They regularly visit LifeLine clients throughout the year, so everyone gets to know each other.



Anyone can apply for a LifeLine regardless of their age or where they live in the borough.

We install a Lifeline within seven working days after receiving your application form. In emergency situations we can install a Lifeline unit within 24 hours. This is particularly helpful if you have just been discharged from hospital and need the security of the service.

What do I need to do?

For more information call us between 9am - 4pm **Mon to Fri** on **01707 357 678** to request an application pack or visit www.welhat.gov.uk/lifeline to complete an online application.