

Living alone or needing reassurance at home need not put your life on hold.

It's only natural to sometimes worry about your safety at home and what would happen in the case of an emergency.

Safe & Well is a professional response service that provides reassurance or assistance to people in their own homes to help them remain independent and confident. Safe & Well operates 24 hours a day, 365 days a year – ensuring help is always at hand at the touch of a button.

“The Safe and Well service is invaluable. It gives me the reassurance that I never need to feel alone as there is always a friendly voice at the touch of a button.”

Mrs P | Safe & Well Customer



How does it work?

Every customer has a Lifeline unit fitted in their home and a pendant which can be worn around the neck or on the wrist. By pressing the red button on either the Lifeline or pendant, customers can call through to a trained operator at our Control Centre in Coalville, at any time of the day or night. An operator then takes the most appropriate action, whether it be contacting a family member, neighbour, or the emergency services.

The alarm system operates through a working telephone line. If you don't have a landline telephone we can provide a system which works using a SIM card, similar to a mobile phone*.

5. Response from keyholder, Responder or emergency services

1. Personal trigger or telecare sensor raises alert



Who is it for?

The Safe & Well service is available for anyone living within North West Leicestershire who would like to feel safer, more protected and more independent in their own home. It is especially beneficial for:

- Older or disabled people
- People with poor health
- People who have been discharged from hospital and need extra support and assistance at home
- People at risk of bogus callers



Why choose Safe & Well?

- ✓ Rapid response – our trained operators take the right action to get you the help you need when you need it
- ✓ Excellent customer care – from a friendly and professional team
- ✓ Assistance day or night – Safe & Well operates 24 hours a day, 365 days a year
- ✓ Complete peace of mind – if needed our operators will stay on the line until the help you need arrives
- ✓ Local support you can trust – our service is run by North West Leicestershire District Council and is based in Coalville
- ✓ No administration or installation charge – you simply pay a flat monthly rate
- ✓ Tailored service – for a short period of time or longer depending on your needs
- ✓ Try before you buy – a free trial period of four weeks

*additional charge applies

My husband is unsteady on his feet and is prone to falling. If I have to go out I am confident the Safe & Well service will quickly get him the help he needs.


Mrs B | Safe & Well Customer



LIFE ENHANCING TECHNOLOGIES

Getting in touch

For more information or for a free no-obligation demonstration, please contact us:

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TELECARE

*Solutions supporting
independent living*

