

## Contact details



### Write to us at:

North West Leicestershire Response  
North West Leicestershire District Council  
Housing Division  
Council Offices  
Coalville  
Leicestershire  
LE67 3FJ



### Telephone:

01530 454817



### E-mail:

[sadie.summerton@nwleicestershire.gov.uk](mailto:sadie.summerton@nwleicestershire.gov.uk)



### Website:

[www.nwleics.gov.uk](http://www.nwleics.gov.uk)

This document is available in other formats on request.



### OUR VISION

North West Leicestershire will be a place where people and businesses feel they belong and are proud to call home.

North West Leicestershire District Council,  
Council Offices,  
Whitwick Road, Coalville,  
Leicestershire,  
LE67 3FJ.

North West Leicestershire Response  
**Emergency Lifeline System**

It could be a lifesaver

May 2008

## What is the **Emergency Lifeline** system?

The Emergency Lifeline system is essentially an emergency alarm box that is connected to your telephone line. There are two buttons, one is incorporated into the alarm box and the other is a pendant that can be worn as a necklace or on a wrist strap.

The pendant works anywhere in the house or garden. By pressing either of the two buttons you will automatically dial through to our Control Centre where your call will be dealt with promptly.

As soon as we know what sort of help you require, we will be able to respond correctly. Whether it is a doctor, a neighbour or you just want to hear a friendly voice when your feeling low, we are able to help.

The Emergency Lifeline provides **24 hour emergency** cover so it can offer you and your family peace of mind and reassurance that help is on it's way when you need it.

Problems or faults with the lifeline system should be repaired within 24 hours of them being reported.



## Would I be eligible for a **Emergency Lifeline** system?

Anyone can have a lifeline system.

They can be particularly beneficial for anyone who feels vulnerable, and just requires that extra reassurance that this service can offer



## How does the **Emergency Lifeline** system work?

The Lifeline alarm works via an operational telephone line and can be easily connected.



## How will it affect my telephone calls?

The lifeline alarm system will enable you to take normal calls with more ease.

When the telephone rings just press the button on your pendant and you will be able to talk to the caller.

If you get to the telephone part way through the conversation then pick up the handset and resume the call as normal.

## How can I get an **Emergency Lifeline** system?

If you feel you would benefit from having an Emergency Lifeline alarm system please call us on **01530 454817** or you can email [Sadie.summerton@nwleicestershire.gov.uk](mailto:Sadie.summerton@nwleicestershire.gov.uk) or write to us at the address overleaf.

We will respond by sending a member of staff to see you and discuss the system to explain how it works.

It couldn't be easier, so contact us today to ensure peace of mind in your home. There is a small rental charge required, which covers both the equipment and a monitoring fee.