

# Turn Your Phone into a Lifeline

Lifeline is an alarm system that allows you to call for help day or night, 365 days a year. It is available to all residents living in the Winchester district and provides peace of mind for you and your family.



## What Is Lifeline?

The system is run by Winchester City Council is available to all residents living in the Winchester district.

## How Does It Work?

Lifeline operates over the telephone network and is easy to install. For further information call us on the contact details opposite.

A small alarm button is worn when you are at home - as a pendant or on the wrist - so that in the case of an emergency the alarm button can be pressed to call for help. This automatically alerts the Control Centre where staff can speak to you even if you are unable to reach the phone, as the system can use the telephone as a loudspeaker.

When the call is received, staff will see your details on their computer screen, together with names and addresses of doctors, relatives, etc. Once we have established the problem, we can send the appropriate help. This could be a neighbour, friend, relative or call for medical help.

All calls are recorded for monitoring purposes, and are confidential.



## What Does It Cost?

The lifeline unit is rented, there is no installation charge or membership fee and the cost is less than 50p per day (please see enclosed price list).



## Want To Know More?

We are always happy to give free in-home demonstrations, without obligation, to anyone interested in the Lifeline system. Please call 01962 855 335 to arrange a home visit or to discuss any special needs you may have.



Run by Winchester City Council, Lifeline is an alarm system that allows people to summon help any time of the day or night.

Lifeline provides:

- independence
- peace of mind
- help at the touch of a button
- efficient and professional support
- an affordable service

**For more information about the Lifeline service for yourself, a relative, neighbour or friend, please:**

**Phone:** 01962 855 335 or

**Email:** [shelteredhousing@winchester.gov.uk](mailto:shelteredhousing@winchester.gov.uk)

**Web:** [www.winchester.gov.uk](http://www.winchester.gov.uk)

Winchester City Council,  
City Offices, Colebrook Street,  
Winchester, SO23 9LJ



If you have any particular needs which affect how you are able to use or be involved in our services or how you would like to receive information for example translation, interpreters, Braille, audio tape, large print, sign language - please contact the Customer Service Centre either by

telephone **01962 840 222**

or by email **[customerservice@winchester.gov.uk](mailto:customerservice@winchester.gov.uk)**

Telephone calls may be recorded