

selwood

lifeline

Helping you live
independently





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Selwood Lifeline is for
anyone and everyone.
It gives security and peace
of mind to people of all
ages and needs.

What is Selwood Lifeline?



Selwood Lifeline is simple, fast access to help 24 hours a day, 365 days a year. At the touch of a button there's an instant response helping you to live as independently as possible in your own home.



Add ons

Did you know that there are lots of sensors you can add to your Selwood Lifeline to help you around the home. See our 'add ons' leaflets for more information.

Who is it for?

Selwood Lifeline is for anyone and everyone. It gives security and peace of mind to people of all ages and needs.

Having a Selwood Lifeline gives you the freedom to remain independent and live your life the way you want. You know that with our friendly service help is only the press of a button away.



Call on 01225 715715 or email lifeline@selwoodhousing.com

How does it work?

Follow these 4 steps



When you need help, simply press the red button on the pendant or on the base unit. The pendant works all around your home and garden. You can choose to wear the pendant around your neck, clipped to your clothing or on a band around your wrist. The pendant is splash proof and can be used in the bathroom or shower (it is not recommended to immerse the pendant in water).

Pressing the red button sends a signal to the base unit and connects you to a member of the call centre team who will ask how they can help you.



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The operator will know that it is you and will have all of your details and medical history on the screen. They will contact your nominated responder or the emergency services if appropriate.

Help will arrive to give you the assistance that you need.



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Responders or key holders are people you trust and who live close enough to come to your aid quickly.



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We have over 20 years
experience in providing
Selwood Lifeline



Why choose us?

With lots of providers out there,
how do you know which one to choose?

We can't make the decision for you but we can tell
you why you should choose Selwood Lifeline.

1

We have a team of dedicated,
fully trained and experienced
staff ready to help.

2

All our staff are fully
CRB checked.

3

We are accredited by the Telecare Services
Association who check our services every year.
This accreditation is your assurance of quality.

4

We are not for profit and a registered charity
which means that all of our money goes back
in to making the service better for you.

5

We know what we're doing with over 20 years
experience in providing Selwood Lifeline.

As well as all that, if you have any problems with your equipment
we will repair or replace it for you free of charge*. You can also
speak to a real person at any time of the day or night giving
you constant comfort and reassurance.

**Replacement equipment will not be free of charge where
damage has been caused by misuse or where it has been lost.*

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How do I find out more?

Why not arrange a free no obligation demonstration. Our professional installers will come to your home and connect the equipment so that you can see Selwood Lifeline in action. All you need is:

- A telephone socket and a compatible phonenumber
- A mains electrical socket, ideally within 3 metres or 10 feet of the telephone socket
- You can also arrange to have a demonstration at the Independent Living Centre in Semington

To arrange your free demonstration simply fill out the card at the back of this leaflet and send it back to us. We will contact you to arrange a suitable time.

Alternatively you can call us on [01225 715 715](tel:01225715715) or email lifeline@selwoodhousing.com



How quickly can a Lifeline be installed?

We can connect Selwood Lifeline anywhere within 1 hour of our offices within 7 working days. However, if you urgently need an alarm installed we are able to connect you within 48 hours.

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Selwood Lifeline
connected anywhere
within 1 hour of our
offices within 7
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If you need this information in large print, on audio tape, CD or in another language please contact customer services on 01225 715 715.

Me kërkesë, ky dokument gjendet edhe në gjuhën shqipe.

هذه الوثيقة متاحة باللغة العربية عند الطلب.

本文件可以应要求，製作成中文(繁體字)版本。

Ce document est disponible en français sur simple demande.

अनुगोच पर यह दस्तावेज़ हिन्दी में भी उपलब्ध है।

Dokument ten jest na życzenie udostępniany w języku polskim.

Este documento encontra-se disponível em Português, a pedido.

ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

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Fast access
to help 24 hours
a day, 365 days
a year

Selwood Housing Society Limited

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Registered Charity Number 1141124