



LHA, 3 Bede Island Road,  
Leicester LE2 7EA  
[www.lha.org.uk](http://www.lha.org.uk)



### For more information

If you would like to join LHA's Lifeline service, a member of staff will make an appointment at your convenience to visit your home and explain in detail more about the service.

Just contact LHA at the address below, or return the reply-paid card.

LHA  
3 Bede Island Road  
Leicester  
LE2 7EA  
T: 0116 255 0711

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Freepost RRKR-TZBY-USZS  
Service 24  
LHA-ASRA Group  
3 Bede Island Road  
Leicester  
LE2 7EA



THE LIFELINE SERVICE

## Customer information

# THE LIFELINE SERVICE

If you live independently, but would value the extra security provided by a 24 hour link to outside help, then the Lifeline service from LHA could well be for you.

The service provides reassurance and assistance to clients in Leicestershire, Nottinghamshire, Derbyshire and Northamptonshire.

If you would like this or any other LHA publication explained, translated or made available in another format such as large print, audio or Braille, please contact your nearest LHA office.





## THE LIFELINE SERVICE



### Coping in an emergency

Lifeline enables older people, those with disabilities and other individuals who are vulnerable, to cope in the event of an emergency.

For you and your loved ones, it brings peace of mind to independent living.

### How does the Lifeline service work?

A Lifeline is an emergency alarm device, which is installed in your home.

It includes a small pendant which may be worn around the neck or as a clip or wristband, and which connects you to Service 24 at LHA – our 'round the clock' response centre.

By pressing the large red alarm button on the alarm or pendant, you will be automatically connected.

Your call is received by one of our highly trained operators who will know who you are, and can arrange whatever help may be needed – even if you are unable to speak.

You can name who you would like to be contacted in an emergency (where a doctor or ambulance may not be needed) – friends, neighbours and relatives for example. All details are kept highly confidential.

### How is the Lifeline installed?

Installation is very simple and takes a matter of minutes. All that is needed is a live telephone line and an ordinary 13 amp socket nearby.

Staff will take time and care to show you how the system works, and to answer any queries.



## THE LIFELINE SERVICE



Yes, I would like to find out more about the Lifeline service.

Name

Address

Telephone number