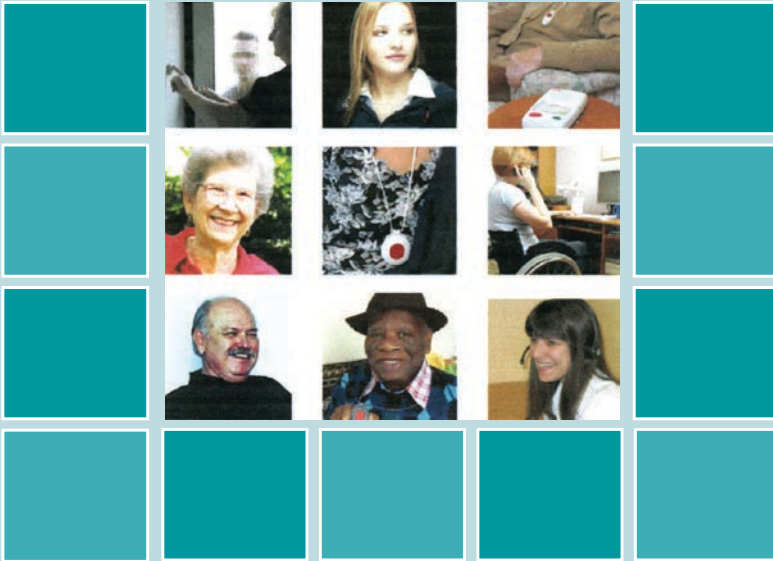




GUILDFORD
BOROUGH

Assistance at the touch of a button



**Guildford Borough Council
Community Care Services**

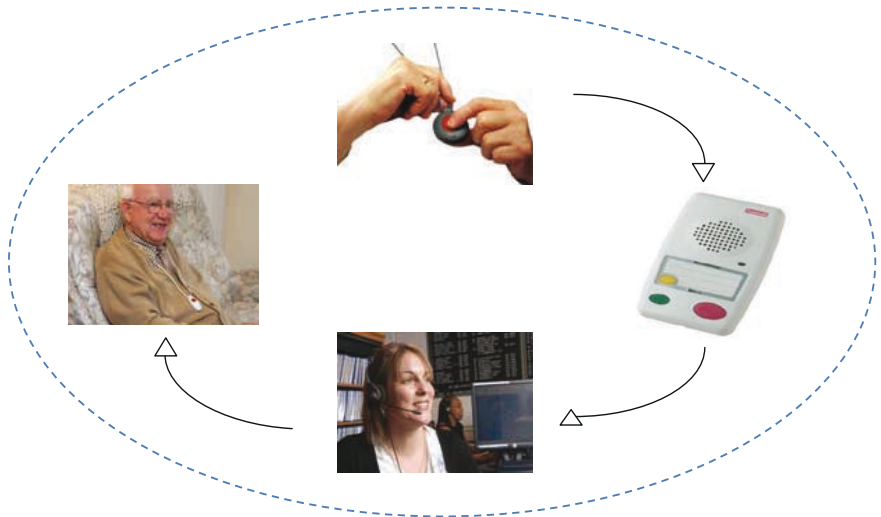


Community Alarm Service

CARE LINE

How does the service work?

We provide a 24-hour emergency link between your home and our monitoring centre. When you press the button on your pendant or lifeline unit, you will be connected to friendly and experienced staff who will take the most appropriate action to assist you. If necessary, they will contact the emergency services, your doctor, a family member, neighbour or friend.



What are the benefits?

Many of our customers say their lifeline has given them and their relatives:

- ❖ Peace of mind
- ❖ A feeling of greater security
- ❖ Reduced feelings of isolation.



Who can apply?

Anyone can have a lifeline, regardless of age or circumstance. We help older people, with a disability, those suffering with long-term illness, or those who feel vulnerable and need an added sense of security.

Is there a charge?

There is a charge for Lifeline which you pay for quarterly. It includes all servicing and maintenance costs for the Lifeline unit and pendant and 24-hour monitoring. You will remain responsible for paying for your telephone calls and line rental.

For current charges please contact us on the details below.

How do I get a Lifeline?

We offer a free, no-obligation demonstration service in your home to allow you to see how the alarm works and how it may benefit you.

Just contact us on the details below and we will arrange a convenient appointment to visit you. All you need is an active phone line and a nearby power supply to have the alarm installed. You will continue to be responsible for paying for these services.

Contact us

Tel: 01483 502334

E-mail: careline@guildford.gov.uk

Website: www.guildford.gov.uk

Caring for the community

The Community Alarm Service is provided by Guildford Borough Council. We also offer a range of other services in the community including:

- ❖ Sheltered and extra care housing
- ❖ Meals on Wheels
- ❖ Day Centres
- ❖ 'Care & Repair' - Advice on grants and adaptations for disabled residents
- ❖ 'Dial-a-Ride' - Community Transport.

If you would like further information on these or any other services provided by the Council, please write to:

**Community Care Services
Guildford Borough Council
Millmead House
Millmead
Guildford
Surrey GU2 4BB**

Phone: 01483 502334

E-mail: careline@guildford.gov.uk

Nothing contained in this leaflet shall constitute or form part of any contract or warranty expressed or implied.

This leaflet is for guidance only.

7/11 HHCS036A.INDD