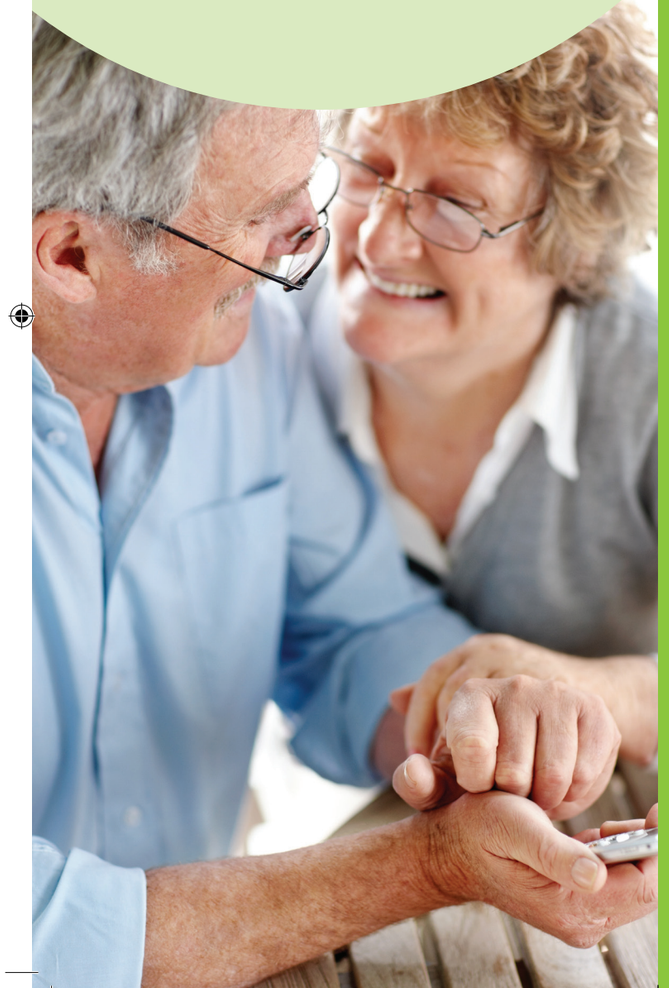
“Thank you from the bottom of my heart for all your kindness, for calling an ambulance so quickly for my husband and for being so kind to me.”



A service you can trust

- A local service with a national presence
- Not for profit, independent organisation
- UK telephone response team, 24/7/365
- Free no-obligation demonstration in own home
- Easy installation
- An individual service to suit you
- Competitive pricing
- Compliant with the industry standard, Telecare Services Association (TSA) Code of Practice

For your no-obligation demonstration call

01323 644422

or find out more at www.welbeing.org.uk

Lines are open 8:30am - 5pm, Monday to Friday.
All calls are voice recorded for your safety.

This leaflet is also available in alternative languages, large print, audio tape and Braille upon request.

Wealden & Eastbourne Lifeline are registered in England no. 5363226. VAT no. 868798140.

Lifeline

Providing peace of mind, independence and security

wel being
there for you, anytime...

Our focus is on the best help and support for you

Welbeing is a leading national provider of lifeline services. Our personal alarm services, also widely known as Lifeline, provide peace of mind for people who want to feel more secure in their own homes by coupling high-tech equipment and technology with caring services.

What is Lifeline?

It’s a quick and simple way of getting help should you have an accident or emergency in your home. You may be unable to get to the phone, for instance, after a fall, or because of an intruder. We provide a 24-hour, 365-day monitoring service giving you the freedom to live your life independently knowing that you can obtain assistance when you need it.

Who’s it for?

We provide valuable support to a wide range of people of any age, from older people, to learning disabilities, to mental health, to domestic violence, to anyone with concerns for their safety.

How does the personal response service work?

Lifeline can be installed simply and quickly into your home. All we need is a telephone line and a nearby electric socket (even if you don't have a land line, we have units that can be deployed on a mobile phone network).

1 Press the button

Press the button on your wrist band, pendant or base unit when you need assistance.

2 Speak to our staff

Our trained staff will respond and speak to you via the base unit or your phone line. If they cannot get in touch they will summon the appropriate help.

3 Help is on its way

We will summon assistance by contacting the nominated key holder (relative, friend or neighbour) or the emergency services.

What does Lifeline cost?

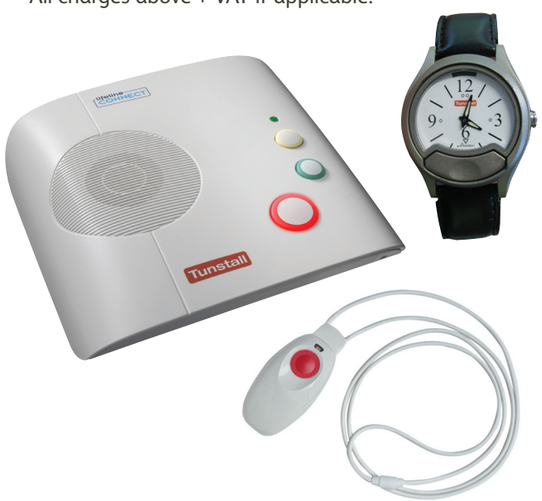
Rental charge	
Weekly	£3.68
Monthly	£15.96
Half Yearly	£95.75
Annually	£191.50

Payment plans range from monthly by direct debit to annual by direct debit, cheque or cash.

Installation	
Installation charge	£37

A one-off installation charge is payable with your first account which covers all future maintenance.

All charges above + VAT if applicable.



What else is available?

There is a wide range of additional safety and security equipment that can be used to heighten your independence and prevent unnecessary trips to hospital. These can be connected to your Lifeline base unit at any time to protect against:

- Smoke and fire
- Falls and sudden incapacity
- Hypothermia
- Overflowing sinks and baths
- Carbon monoxide poisoning
- Unnecessary trips to hospital

Key Safes

Fitted to the exterior of your property, a key safe ensures that, should the need arise, the emergency services can gain access to your property. We can arrange for a key safe to be fitted at the same time as your Lifeline installation.

Book a free no-obligation demonstration

We can arrange a free no-obligation demonstration in your home. There's no pressure for you to buy, but if you feel it's suitable, we can connect you there and then.

Your details

Name
Address
Postcode
Email
Telephone
Time to call

Data protection

☐ Please tick if you do not wish to be contacted from time to time by post or telephone regarding our products and services that maybe of interest to you.

Return your completed form in an envelope to the address below (no stamp required):

Welbeing Lifeline,
FREEPOST RSZC-ZXLY-SKSB,
Greencoat House,
32 St. Leonards Road,
Eastbourne, East Sussex,
BN21 3UT