



# Harborough Lifeline

Local, 24-hour support at the touch of a button



## Why choose Harborough Lifeline?

We are a local support service that you can depend upon. Provided by Harborough District Council, our control centre is based locally and does not rely on large, out of town call centres like many national companies.

Our service will provide you with peace of mind whilst enabling you to retain your independence.

### What is Harborough Lifeline?

An emergency alarm service for anyone who feels vulnerable or alone, whatever your age or needs.

A lifeline unit will be installed in your home, with a panic button. Additionally you will be given a pendant button which you can wear on a wrist strap or neck cord, allowing you to keep it with you as you move around your home.

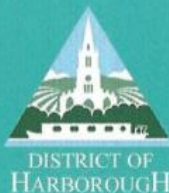
### How does Harborough Lifeline work?

When either button is pressed your lifeline unit will call our control centre and you will be immediately connected to one of our team. The lifeline unit is fitted with a sensitive microphone which enables you to hold a hands-free conversation with our operator.

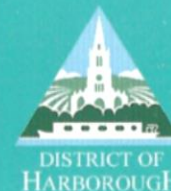
If the alarm is triggered our call staff will have instant access to the contact details for friends or family and any other important information that you have supplied. This means we can make sure you get the right help quickly.

Our lifelines are quick to install and easy to operate! Once setup they are also very inconspicuous.

☎ 01858 464499  
🌐 [www.harborough.gov.uk/lifeline](http://www.harborough.gov.uk/lifeline)  
✉ [lifeline@harborough.gov.uk](mailto:lifeline@harborough.gov.uk)



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# We are here for you 24 hours per day, every day of the year - our promise.

We are passionate about helping people stay safe and independent.

## If necessary we can:



Contact family, friends or a keyholder



Contact your GP or a district nurse



Contact your carers or meals on wheels service



Request an ambulance



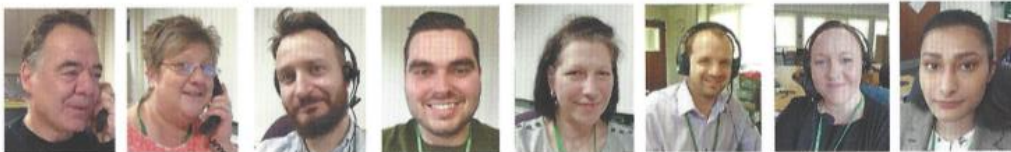
Contact the fire service



Contact the police

## Meet some of our team!

Regardless of when or why you need to call us you can rest assured that one of our friendly team will be available to help you!



Iain Yvonne Jon Joe Mandy Graham Claire Lima

All of our staff are trained to a high standard and are ready and able to listen and to help you.

## Feedback From our Customers

"A wonderful service. I wouldn't be without it for the world."  
Mrs. Ledlie - Broughton Astley

"Harborough Lifeline staff are always efficient and friendly."  
Mrs. Percival - Oakham

"Very reassuring to know that there is always someone who can help me if I fall and cannot get to a phone."  
Mr. Mee - Market Harborough

## Costs 2018/19

We have straightforward costs regardless of whether you are enquiring for yourself, a relative or a business.

And as we are your local council you can rely on us to be very competitive and **trust us to deliver the care that we promise.**

These costs do not include VAT because, in some instances, it can be claimed back - ask us how.

## Basic Lifeline Package

Installation & demonstration	<b>£55</b>
Lease of lifeline unit pendant & 24/7 monitoring	<b>£4.50 per week</b>

That's just 64p per day!

As well as maintenance this package also includes a weekly welfare call and up to two weeks of daily calls per year.

## Want to know more?

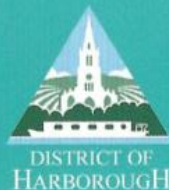
Why not give us a call today on our 24-hour enquiry line (01858 464499) and speak to one of our friendly team? Further information can also be found on our website [www.harborough.gov.uk/lifeline](http://www.harborough.gov.uk/lifeline) along with a downloadable application pack.



01858 464499

[www.harborough.gov.uk/lifeline](http://www.harborough.gov.uk/lifeline)

[lifeline@harborough.gov.uk](mailto:lifeline@harborough.gov.uk)



Melton Borough Council

If you live in Melton Mowbray district and require a lifeline call Melton Borough Council today on 01664 502502. You can lease lifeline equipment from them and, as we work in partnership, you'll still be connected to our control centre each time you call!