



Reassurance and peace of mind
at the touch of a button



WATCH

Lifeline Alarm Service



WATCH Lifeline Alarm Service

This is a touch button pendant that you can activate when you need assistance. It operates 24 hours a day, every day of the year so you can be reassured that help is at hand.

WATCH Lifeline emergency alarm service is available to older people, younger disabled residents and people living with impairment and health needs.

Why have WATCH Lifeline?

Everyone values their independence and wants to stay in their own home. However disability, age or ill-health may mean you need assistance now and again, such as after a fall or when you are feeling unwell.

This is when you might need a reliable 24 hour back-up service. We offer an emergency home response, by trained staff to provide round the clock reassurance.

How does WATCH Lifeline work?

If you fall or take ill suddenly, your phone may be out of reach. With WATCH Lifeline installed you can call for assistance from anywhere in your home just by pressing the button on your pendant.

Our equipment is easy to use and quick to install. All you need is a telephone line. We will supply a speech alarm unit and a neck or wrist pendant for you to wear.



How does WATCH Lifeline provide extra reassurance?

There are also additional sensors that you may wish to have, such as a smoke or flood detector. The WATCH Lifeline alarm can be used to alert us of an intruder, bogus caller or if you experience domestic violence. We will summon help from the appropriate emergency service on your behalf.

What happens when I call WATCH Lifeline?

Pressing the button sends an alarm signal to our control centre. Our experienced Emergency Response Officers will speak to you in any part of your home through the lifeline alarm unit.

They will give you advice and offer reassurance and if appropriate, they will visit your home to assist you or arrange for a doctor or other emergency service such as an ambulance to attend your home.

How do I join WATCH Lifeline?

Just contact Supported Housing Services to arrange an appointment with an Emergency Response Officer who will explain how the service works.

Friends, relatives, GPs, social workers and other health professionals can also phone on your behalf to make a referral. Please call 020 8871 8198.

The service has three different payment bands; these take into account your income and is means tested. There's lots of ways to pay for WATCH Lifeline, which is easy and convenient for you. For more details visit: www.wandsworth.gov.uk/watch

WATCH

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I am interested in finding out more about the WATCH Alarm Service

Please contact me to make an appointment.

I am enquiring on behalf of myself

I am enquiring on behalf of someone else

Full Name _____

Address _____

Postcode _____

Telephone _____

Email _____

Office use only

Source:

BUSINESS REPLY SERVICE
Licence No SW 7091

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Director of Housing Housing Department
(Supported Housing Services)
Wandsworth Borough Council
17-27 Garratt Lane
LONDON
SW18 4AE

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peace of mind at the
touch of a button

WATCH
Lifetime Alarm Service



**If you have questions about
this leaflet please
call (020) 8871 8198.**

**If you need it in an
alternative format
(eg. large print or audio tape)
please call (020) 8871 6800.**

www.wandsworth.gov.uk/watch

**Housing Department
17-27 Garratt Lane
SW18 4AE.**