

Factsheet 9 — Staying Safe at home

How can I improve my safety at home?

If you are afraid of what would happen if you required emergency assistance in your home, the Lifeline and telecare services could help you to stay safe.

It allows vulnerable people to be monitored in their own home, so that in an emergency, appropriate services can be alerted and respond.

Or

You may also be able to access some free equipment and minor adaptations, such as handrails, to make access around your home easier and safer ([Factsheet 13](#)).

Falls information

The Falls Clinic will provide you with information and guidance.

Falls-related enquiries can be directed to:

Telephone: (01482) **478809 / 861802**

Helpline telephone: (01482) **672116**

The Falls Service are based at:

East Riding Falls Service
East Riding Community Hospital
Swinemoor Lane
Beverley
HU17 0FA



How do the Lifeline and telecare services work?

You can choose to use only the Lifeline service, or combine the use of telecare equipment depending on your requirements.

Lifeline service

The Lifeline service provides a communication link between your home and a monitoring centre, so that in an emergency, trained operators can respond and take the most appropriate action.

You will be provided with a Lifeline unit and a pendant to wear when you are in your home by yourself, and this is monitored 24 hours a day, 365 days a year. When you press the red button on either device in an emergency, a message is sent to the monitoring centre alerting them that response is required.

Emergency action can include contacting:

- family members
- neighbours
- doctors
- Lifeline responders

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Telecare equipment

For an additional fee, you can combine the Lifeline service with other equipment such as motion sensors and smoke alarms.

When the sensors or alarms are activated, the monitoring centre is alerted. This means that if for some reason you are unable to press the red button on your Lifeline devices, or are unaware of the danger, we can still respond and send help.

Who is eligible and can benefit from the services?

There are no eligibility criteria for the Lifeline and telecare services.

The service is available to anyone, of any age, who would like to feel safer, more protected and independent in their own home.

- Older, infirm or disabled people
- People who have been discharged from hospital and require additional support and assistance at home
- People at risk of domestic violence, racial harassment, repeat victimisation, or distraction burglary
- People living in high crime areas
- People of any age living alone

How much does the Lifeline service cost?

There are three packages available for the Lifeline personal alarm service. The cost of each service depends on the emergency response service you require.

All package costs include the rental of devices (Lifeline unit and pendant) and 24 hours a day, seven days a week monitoring of the devices.

How do I access/cancel the Lifeline and telecare services?

To access the Lifeline services, you can make a referral online.

Once you have submitted your referral form, the service will contact you to arrange a home visit to demonstrate and provide advice on which equipment is suitable to meet your needs. Installation of the equipment may be completed at the time of the visit, or arranged for a later date if necessary.

For further information contact customer services:

Telephone: (01482) 393939

Email: customer.services@eastriding.gov.uk