



# Somerset Lifeline

## Somerset's 3 Lifeline services have merged to form Somerset Lifeline.

Providing services for vulnerable people across Somerset, Somerset Council's personal emergency alarm service helps maintain independence for vulnerable people and provides peace of mind for our customers, their family, and friends, knowing that our highly trained staff are always on hand, at the touch of a button.

We have more than 30 years of experience behind us, so we know that giving you peace of mind and reassurance is really important.

We provide:

### Emergency alarm monitoring

We use the latest technology which, as standard, includes a pendant that can be pressed in an emergency. Our 24/7 Monitoring Centre will ensure that customers get the help, support, and reassurance they need.



### Emergency Response

Our trained Emergency Response Team are on hand to attend in the event of an emergency, such as a fall. They are qualified in first aid and carry special lifting equipment in their vehicles. On arrival to your property, the Response Officer will assess the situation and call for further assistance if needed. Officers are on-call 24 hours a day. This is available in most areas of Somerset, and we plan to expand the areas we cover.



Our catalogue of telecare products can ensure that the wider needs of customers can be met, such as:

- Fall detectors.
- Smoke alarms and CO2 alarms.
- Medication dispensers.
- Bed, Chair, Door, and Epilepsy sensors.
- Key safes.

When activated, these devices send an alarm to our 24/7 Monitoring Centre who will provide help and support if needed.

# Frequently Asked Questions

## Why have the three Lifeline services merged?

From April 2023 Somerset's five councils were replaced by a single council delivering all council services to communities in the county.

The new Somerset Lifeline service combines the knowledge, skills and experience of our previous services and staff, with an aim to provide more consistent and even better-quality services to our customers.

## Is anyone eligible for Somerset Lifeline?

Yes, anybody can have a Lifeline alarm. To make a referral please visit [www.somersetlifeline.co.uk/referrals](http://www.somersetlifeline.co.uk/referrals) or call us on 0300 123 2224.

## Do I need to be referred?

It is really easy to refer yourself. See our Referrals page at [www.somersetlifeline.co.uk/referrals](http://www.somersetlifeline.co.uk/referrals), or phone us on 0300 123 2224 find out more. We also take referrals from friends, family, neighbours, carers, hospitals, social workers, and GPs.

## Is Somerset Lifeline accredited?

Yes, we are a member of the Telecare Services Association (TSA). Their Code of Practice is a rigorous accreditation scheme which measures all aspects of our operation. Annual checks are made to ensure we are committed to the highest standard of service and is an essential quality symbol for the industry. All our calls are recorded so we can ensure that you are getting the highest standard of service.

**For more information, please contact us:**

**Web:** [www.somersetlifeline.co.uk](http://www.somersetlifeline.co.uk)

**E-mail:** [lifeline@somerset.gov.uk](mailto:lifeline@somerset.gov.uk)

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