

Getting Information



Q: What is Bron Afon's Lifeline Service?

Many people want to retain their independence and enjoy the comforts of their own home, but there is always a possibility that living alone could mean living at risk.

For many people the telephone is their only means of contact with friends, relatives or neighbours, but in a crisis, it is often difficult to locate and dial a number.

Now, thanks to modern technology, you can summon help or seek reassurance instantly, whenever you need it, wherever you are in your home. This is what Bron Afon's Lifeline Service offers and it's now available to you.

Calling for help could not be easier or faster. By pressing a button on the personal radio transmitter or the button on the Lifeline alarm unit, the Emergency Response Centre will answer your call. They will have all your details in front of them, which includes, who you are, where you live, and the designated friends, relatives or neighbours you'd like us to contact in an emergency or if necessary the Emergency Services.

Q: Who can benefit from this service?

A: This service is available to any member of the community, people who have a disability, people who feel vulnerable, people who live on their own or anyone who feels the need for such a service, including people who are:

- Older or frail
- Have long term conditions such as dementia, heart disease, asthma
- Have physical disabilities or sensory impairments
- Have learning difficulties
- Have been discharged from hospital and require additional support and assistance at home

- Are subject to domestic violence, racial harassment, repeat victimisation or distraction burglary
- Have household security issues or are living in fear of crime
- Are of any age living alone
- Care for family members by helping to relieve the stress and burden that full time caring can cause

Q: Can I get this service for a friend or relative?

A: Yes. You may have friends or relatives that you care for or maybe just generally look out for. The Lifeline Service can provide you with peace of mind, knowing help would be available 24hours a day 7 days a week.

Lifeline home units offer family, carers and friends the reassurance that their loved ones can use their personal trigger to easily summon help whenever they need it from anywhere in and around the home.

Q: Can I get help to pay for the service?

A: There is a small quarterly fee for the service, but if you claim housing benefit or council tax benefit and you show a need for the service, you may be entitled to receive help via a Supporting People Grant. There is also a standard small charge for the leasing of the equipment which is paid by all new clients - this covers the cost of the equipment and its maintenance, and replacing and renewing any faulty equipment.

Q: How do I access the service?

A: Information packs, including application forms, are available from the following sources:

District Offices (Garndiffaith, West Pontnewydd and Fairwater)

Bron Afon Headquarters Call Bron Afon on **0800 111 4242**

Bron Afon website www.bronafon.org.uk

Q: where do I return my application for Lifeline?

A: Complete an application form and return to:
Emergency Response Centre, Bron Afon Community Housing,
William Brown Close, Llantarnam Industrial Park, Cwmbran,
Torfaen NP44 3AB.