

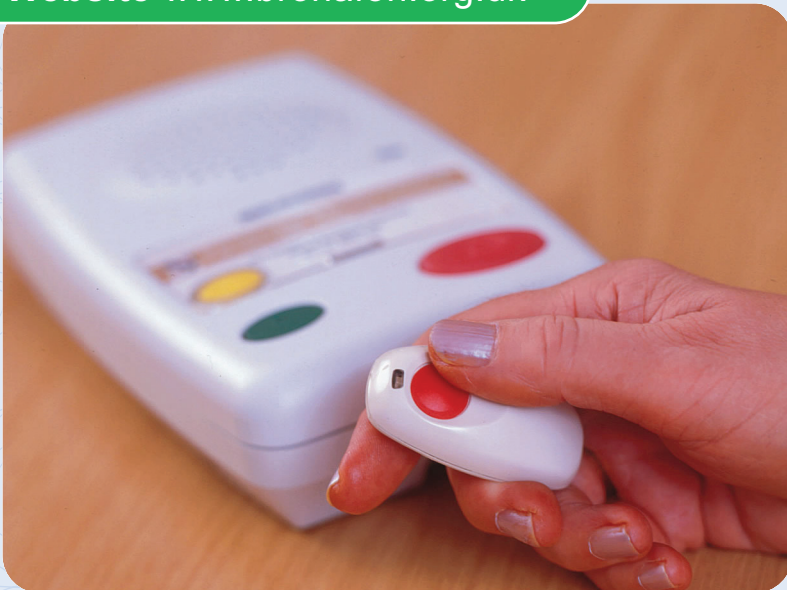
## How do I apply for Lifeline?

You can get an information pack, including an application form, by calling us on **01633 620 111** or by visiting our offices at:

- 34, Bailey Crescent, Garndiffaith
- Ton Road, Fairwater [next to Fairwater Medical Centre]
- 7, Maendy Square, West Pontnewydd
- Tŷ Bron Afon, William Brown Close, Llantarnam

**Email** [control.centre@bronafon.org.uk](mailto:control.centre@bronafon.org.uk)

**Website** [www.bronafon.org.uk](http://www.bronafon.org.uk)



## Bron Afon's Lifeline Service

Help for you and  
your loved ones  
24 hours a day



Helping to give you independence  
and 24 hours a day emergency help

## What is Lifeline?

**Many people want to keep 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 find and dial a number.

Now, thanks to modern technology, you can get help or 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 in Torfaen 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.

### Who can benefit from this service?

Anyone who feels the need for such a service. Our current Lifeline users include:

- people who have a disability.
- people who feel vulnerable.
- people who live on their own.

### Can I get this service for a friend or relative?

**Yes.** You may have friends or relatives that you care for or maybe just keep an eye on. The Lifeline Service can provide you with peace of mind, knowing help is available **24 hours a day.**

### Can I get help to pay for the service?

There is a small annual fee for the service but if you receive housing benefit or council tax benefit and you show a need for the service, you may be entitled to financial help via a Supporting People Grant. There is also a small charge to lease the equipment which is paid by all new clients. This covers buying, maintaining and replacing faulty equipment. The charges can be paid by direct debit.

Lifeline connects to your telephone and is plugged into the mains electricity in your home.

This remote trigger [below] can be worn on a neckcord or on a wrist strap.

