

Community Partnerships

Supporting and working with community groups and clubs to promote a deeper understanding of local health and care needs and experiences

Spotlight on



Lifeline

Lifeline

Lifeline is a personal alarm to use at home in an emergency, 24 hours a day, seven days a week.

One press of the button connects you to the Alarm Receiving Centre, where an operator will take your call and get you the appropriate help.

The Lifeline service allows you to maintain your independence and feel safe in your own home. The Lifeline button (grey button) is worn around the neck or on the wrist, whatever you prefer. It has been designed to be safely worn in bed and in the bath, and with a 300m range it will connect to the base unit even from your garden.

Modern Lifeline equipment does not require a landline. Our units use mobile phone technology and simply need to be plugged into mains power. As part of the Lifeline installation process, their team check the signal strength in your home to make sure the base unit is well positioned and receiving a good signal.

When you press your button, you will quickly be connected to an operator who will know who you are and any health conditions you have. They will ensure that you get the appropriate help you need, calling your local contacts or the emergency services as required. This is an ideal solution for emergencies where you are unable to talk.



Who can have one?

Anyone living in Crawley and the surrounding areas (including Balcombe, Crawley Down, East Grinstead, Copthorne, Burgess Hill and Haywards Heath).

Lifeline can create a personal package to meet your needs, to help you live your life independently and safely, giving you and your loved ones peace of mind.

For further information, please contact:

Phone: 01293 438468

Email: lifeline@crawley.gov.uk

Web: crawley.gov.uk/lifeline



For help, advice, and information or to share your story

Healthwatch is your health and social care champion.

If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences. We have the power to make sure NHS leaders and other decision makers listen to your feedback and improve standards of care. We also help people to find reliable and trustworthy information and advice



Last year, we helped nearly a million people like you to have your say and get the support you need.



If you are setting up or would like to share news of a similar project we would be interested to hear from you. Please contact Cheryl Berry, Community Partnership Lead: cheryl.berry@healthwatchwestsussex.co.uk

w: healthwatchwestsussex.co.uk t: 0300 012 0122

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