

For safety, security, independence  
and reassurance



### A service for everyone

Although the majority of our subscribers are elderly, we can provide valuable support for anyone with concerns regarding safety and security. We will assess your situation and make sure that the package of equipment and services we provide meets your individual requirements.

Wealden and  
Eastbourne Lifeline  
68 Grove Road  
Eastbourne  
East Sussex  
BN21 4UH

E-mail: [info@welbeing.org.uk](mailto:info@welbeing.org.uk)  
Facsimile: 01323 415383  
Minicom: 01323 415111

Find us at



Telephone: **01323 644422**  
[www.welbeing.org.uk](http://www.welbeing.org.uk)



Wealden and  
Eastbourne Lifeline

Help and support  
whenever you need it



Wealden and  
Eastbourne Lifeline

[www.welbeing.org.uk](http://www.welbeing.org.uk)

For further information call us now on

**01323 644422** or visit [www.welbeing.org.uk](http://www.welbeing.org.uk)

NB Please note that telephone calls are voice recorded.

If you or some one you know, would like this document in a larger print format, on audio tape, or a summary in a different language, please contact WEL on **01323 644422** and we will be happy to arrange this for you.

如你或你認識的人士需要這份文件概括不同語言, 用大字印刷格式或錄音帶, 請撥號 **01323 644422** 與 WEL 聯絡, 我們會非常樂意為你安排這服務。

گر شما یا شخص دیگری که می شناسید, تمایل دارید این نوشته به صورت چاپ درشت, نوار صدا و یا خلاصه آن را به زبان دیگری دریافت کنید, لطفاً با "ول" با شماره تلفن **01323 644422** تماس بگیرید. با کمال میل ترتیب آن را برایتان خواهیم داد.

Se você ou alguém que você conhece precise deste documento impresso em letras grandes, fita áudio ou um sumário em outra língua por favor contate WEL no tel: **01323 644422** e nós organizaremos isso para você com prazer.

আপনি বা আপনার পরিচিত কেউ যদি এ দলিল বড় ছাপায়, অডিও টেইপে বা এর সারাংশ অন্য কোন ভাষায় চান তবে অনুগ্রহ করে ওয়েলকে **01323 644422** এ নাম্বারে ফোন করুন এবং আমরা সানন্দে আপনার জন্য তার ব্যবস্থা করবো।

Si usted o algún conocido quisiera este documento impresso en un formato mayor, en cinta de audio o resumido en otro idioma, póngase en contacto con WEL en el número de teléfono **01323 644422** y con gusto nos encargaremos de ello.



there for  
you, anytime



there for  
you, anytime

# Our focus is on the best help and support for you

## A local service

WEL (Wealden and Eastbourne Lifeline) is a not-for-profit organisation established by Wealden District Council and Eastbourne Borough Council. We operate the only telecare response centre based in East Sussex.

We have more than 20 years experience of delivering high quality services to vulnerable people throughout the county and at present we provide support to more than 12,000 people.

## We care for your safety and independence

Subscribers to our service are able to enjoy their independence safe in the knowledge that help is at hand if difficulties arise, 24 hours a day, 365 days a year.

At its simplest, the unobtrusive equipment we install on your telephone line enables you to raise the alarm from anywhere in your home, simply by pressing a small lightweight push button trigger which you can carry with you throughout the day.

This tried and tested solution has been a life saver for thousands of people who have fallen or collapsed and would not otherwise have been able to summon assistance.

However, increasing numbers of people are also benefiting from the additional home safety and security provided by our new range of wireless sensors. These sensors will protect you against fire, carbon monoxide and gas poisoning, intruders and hypothermia. They will also help to protect your property from water, fire and smoke damage.

## Peace of mind

When alarm calls are received at the centre our care team will have immediate access to all the personal details you have supplied to us and we will know what type of sensor has been activated. We can talk to you through the powerful microphone and speaker system located in the communication equipment installed in your home and arrange appropriate assistance. This can range from contacting a relative, neighbour, friend, carer, doctor, ambulance or police, depending on the nature of the call.

## WEL's range of telecare sensors and detectors

The system we install in your home consists of a hub unit like the Lifeline 400 or 4000+ and a range of panic buttons, sensors and detectors to meet your individual requirements. Our base level equipment consists of a telecare hub with a pendant trigger but there are many other options to choose from. When a trigger button or sensor is activated it sends a radio signal to the hub which then automatically connects you to our monitoring and response centre through your telephone line.

Weekly charges include equipment rental and on-going maintenance and support. There is a one-off charge for installation.

## Key safes

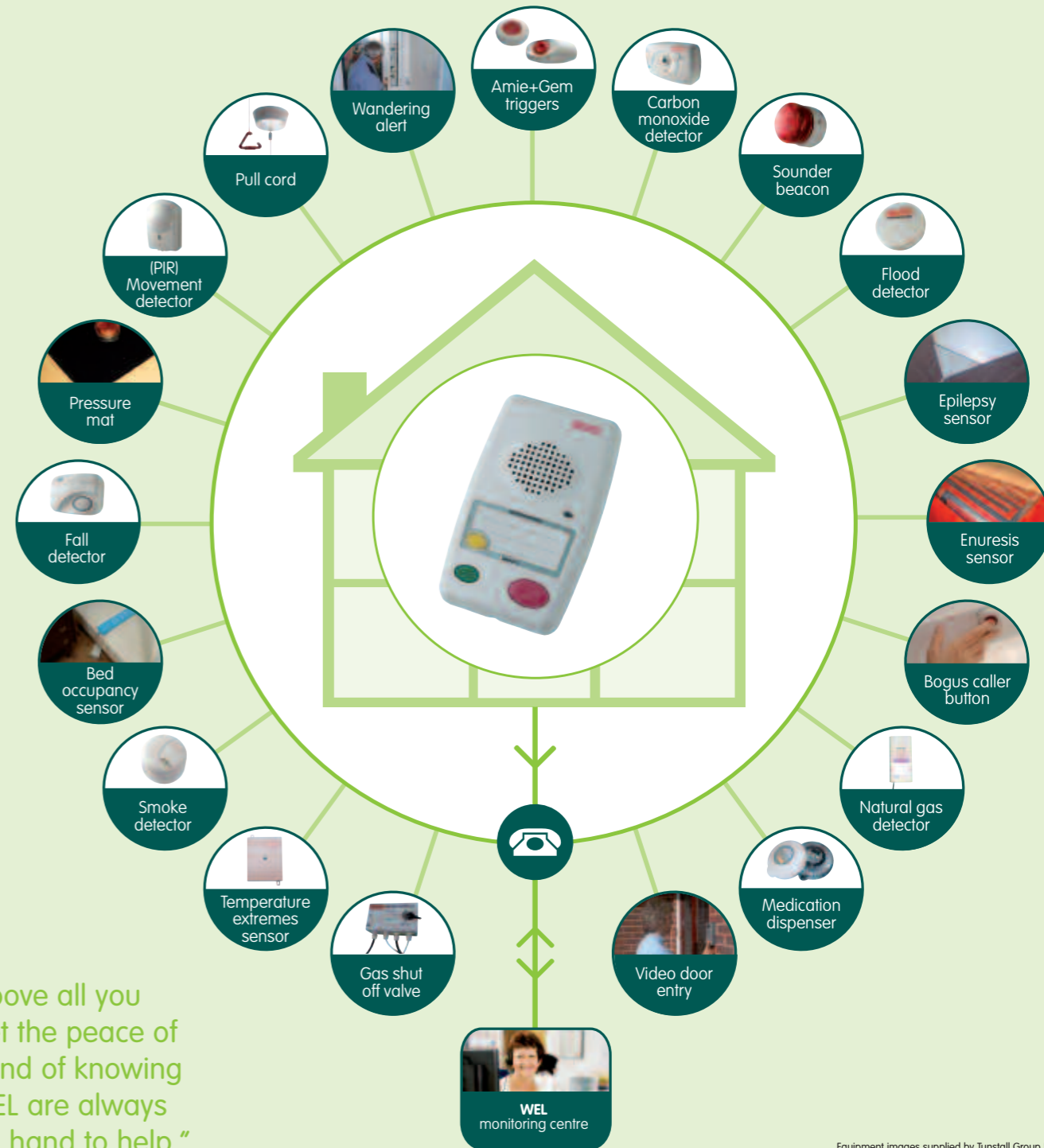
We can also provide key safes which fit to the exterior of your property and hold a key. Having this equipment fitted ensures that, should the need arise, the emergency services can gain access to your property quickly.

You are only one call away from peace of mind

For a free demonstration or further information call us now on **01323 644422**

## WEL provides solutions for:

- Lifeline
- Older people
- Carers
- People with memory problems
- People suffering from dementia
- People with learning disabilities
- Families with young children or teenagers
- People with physical disabilities or sensory problems
- Victims of crime
- Victims of domestic violence
- People with short-term illness or vulnerability
- People with long term conditions such as epilepsy or heart disease
- People living alone and needing reassurance
- People at risk of falling
- People returning home from hospital
- People who require additional protection for their property
- Anyone living alone.



“Above all you get the peace of mind of knowing WEL are always on hand to help.”