



Simple solutions to keep you safe

We offer a range of digital equipment packages and will discuss or demonstrate the options to find the best fit for your needs. You do not need a telephone landline.

Safe and secure

Lifeline Alarm Unit and Pendant can be used if you feel vulnerable as a result of an accident, illness, frailty, or because you live alone. You can press your button for emergency help, advice or if you are feeling anxious.

Smoke/ Heat Detection will help if you have trouble hearing your smoke alarm or getting out of your property in an emergency. The smoke alarm will alert us when heat or smoke are detected in your home. We will check if it is a false alarm and call the fire service if you are in danger.

Carbon Monoxide Detector / Heat Sensor / Flood Detector will monitor your environment and keep you safe.

Motion Sensors are used in a variety of ways to check you are safe and well, without infringing your privacy.

Wellbeing Check Calls can be made daily, or when you are feeling under the weather, after an incident or when family/friends are away at a pre arranged time to suit you.

Why choose NEW lifeline?

NEW Lifeline has been helping people to live safely and independently within their own homes for over 30 years. Our systems and equipment are fully digital as we embrace the latest technology to help and support you. We hold TEC Quality UKAS ISO/EIC17065 certification as a badge of quality, safety and innovation, the industry's Quality Standard Framework.

Our locally based Monitoring Centre is staffed 24 hours a day, 365 days a year. Our Operators and Installation Officers are highly trained, security checked, friendly and caring.

We will visit your home to install and maintain your equipment. If something goes wrong with your equipment, we aim to re-instate your service within 2 days or sooner. We will explain how the equipment works and what you need to do to summon help.

What should I do now?

If you are interested in subscribing to NEW Lifeline TEC Service and would like a no obligation demonstration or wish to find out more about our services and associated charges, please:

Telephone: 01527 534060

Email: contact@newlifeline.org.uk

Or complete an application online at newlifeline.org.uk

Following installation there is a 21-day cooling off period during which time the equipment can be returned to us without charge or notice.



01527 534060

NEW Lifeline

Supporting your independence at home, providing peace of mind to service users and their families 24 hours a day.



Providing peace of mind

NEW Lifeline is a Technology Enabled Care service, available 24 hrs a day to any person living in Redditch, Bromsgrove and Cannock Chase districts, plus surrounding areas.

It enables vulnerable people to remain living independently at home, providing security and peace of mind for themselves, their family, and friends.

Our team is here to help 24/7

Our highly trained and helpful operators are working 24 hours a day, providing help, support and peace of mind to you and your family. If your equipment activates, we will know who you are, where you are, and find out what help you need.

We will alert family, friends and your other named responders if you are in need. We will help you get medical advice when you are unwell.

In an emergency we will call upon the Falls Response Service, Ambulance, Police or Fire Services should you need their help.

To continually improve our service all calls are recorded and may be used for training or monitoring purposes.



At risk of falling?

If you live in Worcestershire, have a fall, are uninjured, but cannot get up; Platform Housing's Falls Responders will respond quickly and will help you back up onto your feet.

Fall Detector worn on your wrist an alarm call alerts us that you may have fallen. This is particularly useful if you fall regularly, have a condition where falling might occur without warning or result in unconsciousness. We will get you the help you need.

Bed/Chair Sensors can determine when you are away from your normal resting places and may have fallen.

Feeling forgetful?

We provide a reminder service for medication or other regular activities, such as locking the door, having a drink, or getting up in the morning.

Environmental Sensors can be installed if you are worried about leaving the gas on, leaving the taps on, or forgetting the heating and getting too cold. We will know you need some help.

Daily Activity Monitoring can be used to passively monitor your regular routines that will then flag up something out of the ordinary, such as you fail to get out of bed or to boil the kettle in the morning.

Property Exit Sensor can quickly remind you not to go out if you feel confused about what time of day it is. If you have gone out at an inappropriate time, we can alert your emergency contacts to help you back home.



Need help away from home?

Mobile Help Button and Location Finder
For Security and peace of mind use NEW Lifeline's GPS pendant when you are out and about. The pendant has two-way voice communication and can tell us your exact location. A roaming sim card is included and fall detection can be included. Great equipment for anyone feeling vulnerable when out, including lone workers, people with learning difficulties, memory loss, dementia, and children.

Secure access to your property

We strongly recommend having a key safe fitted. This is a secure mini safe, installed outside your property, used to hold a set of your house keys. An access code will be held against your record so that in an emergency, access can be gained into your home and help provided to you as quickly as possible, without damaging your property. You will also know the code and can use the safe to provide access to your trusted family and carers.

