

Cambridgeshire Technology Enabled Care Services

A helping hand at the touch of a button

The Lifeline service is designed to give you reassurance while living at home independently.

If you have an accident or get into difficulty, press the button on your phone, pendant or watch and you will be connected to the Alarm Receiving Centre.

A staff member will ask you what help you need and alert your chosen contact - family, friend or neighbour.

If none of your contacts are available, they will ask the Council's Enhanced Response Service to provide non-emergency assistance.

If you need medical support, they will call the emergency services on your behalf.

Cambridgeshire TECS Lifeline Service includes:

- Personalised assessment of your TECS needs
- Six weeks of initial funded provision
- Fixed weekly charge of £5
- Key safe included and fitted if needed
- No additional installation or removal charges
- 24/7 telephone support from the alarm receiving centre
- 24/7 access to personal response service if your family and friends are not available
- Ongoing support from TECS

Additional services

- Other sensors and telecare equipment relevant for your circumstances and linked to your lifeline
- A help button and positioning device for when you are outside your home as an alternative

For more information, contact TECS

Call: 01480 378160

Email: TECS@cambridgeshire.gov.uk

Visit: cambridgeshire.gov.uk/tecs