

# VNC Lifeline News

Quarterly Update from the Friendly 24hr Emergency Alarm People!

Issue 1: October 2011

**lifeline** 



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## Welcome the first edition of VNC Lifeline News...

Welcome to the very first VNC Lifeline newsletter! Thank you for taking the time to read what is going on at Lifeline. We hope you will be able to use this bulletin to inform your patients, residents or service-users about some of the services which Lifeline can offer that would be of benefit to them.

We value very much the relationships we have with partners such as yourselves and as such we will do everything we can to maintain a good relationship and deliver an excellent service so that you can feel confident in recommending us to others. We are truly grateful for the referrals that we already receive from you, and would ask you to continue to refer people to us.

In order to do this, if you require any further information from us at all regarding the services or products we offer, please do not hesitate to get in touch and we would be delighted to help you, or visit our website at [www.vnclifeline.co.uk](http://www.vnclifeline.co.uk).

“Lifeline is like a silent carer in the home.”



Please Call  
**0151 298 2440**  
to refer anyone  
to Lifeline

## For anyone who is new to us...

VNC Lifeline is a local telecare services provider based just outside Liverpool City Centre. We offer an emergency community alarm service which allows people to remain living independently at home. Users can press for help, 24hrs a day from anywhere in their home and are guaranteed a fast response. We also offer a range of more advanced telecare solutions (e.g. sensors and adaptations tailored to a person's needs) which will be featured in more detail in future issues.

## Expanding in to Cumbria...

We have recently won the contract to supply the telecare services for Cumbria County Council. This sees us not only expanding geographically but also proving ourselves as a first class provider of telecare services in the Northern region.



## CASE STUDY: Lifeline acts as anti-burglary device in recent attempted burglary



A number of weeks ago, one of our customers living in Speke had a very fortunate escape from a nasty robbery thanks to her Lifeline alarm. The lady who was home alone in the early evening was confronted by burglars in her house. **She immediately pressed her Lifeline pendant which perturbed the burglars** who then frantically tried to unplug the Lifeline from her phone. The alarm call still reached us and we were able to check that everything was ok. The lady was not hurt in the incident, nor was anything stolen from her home. **Thankfully, the beeping noise from her Lifeline unit, along with her pressing the emergency button, deterred the burglars and potentially saved the lady from a terrible ordeal.** Since news of this incident has spread in the lady's estate, we have been contacted by other residents who want a Lifeline for their own peace of mind following a spate of burglaries in the area.

If anyone you work with anyone who is in a similar situation - either they are vulnerable, or living on their own - please urge them to contact us to have a Lifeline fitted. It could be the best decision they ever make!



## Preparing for the Winter

Despite some lovely warm temperatures we've experienced recently, we can't ignore that once again the UK is bracing itself for another freezing Winter. Not only could a Lifeline alarm save a person's life if they were to fall on the ice in their front/back path, we can also fit an **extreme temperature monitor** to the Lifeline unit which will alert us if a person's home gets too cold and therefore puts them at risk. Sadly last Winter, two pensioners in Cumbria froze to death in their gardens. A tragic story which must not be repeated, and need not be, if people at risk were to have a Lifeline fitted.



## Happy to come to your workplace...

Are you a Social Worker, OT, District Nurse, Healthcare Assistant, Landlord, Community Worker, Police Officer, or voluntary worker with the elderly or vulnerable? If so, we would be delighted to come along to your workplace, (perhaps to one of your team meetings) and brief your team on everything that Lifeline can offer, from the Lifeline alarm system to a range of additional sensors and adaptations which could be just what your patients / service users need.

If this would be useful, please contact **Hannah Back** (Marketing Manager, pictured) on **0151 482 2533**. We always bring freebies for everyone with us!



### In the next issue:

Introducing the Lone Worker service  
Feature on our top 5 products  
The benefits of having a Key Safe  
Lifeline in Domestic Violence situations

## VNC Lifeline

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