

HOW DOES IT WORK?

Pendants



The alarm is also supplied with a wireless pendant worn around the neck or wrist allowing help to be summoned from anywhere around your house or garden (up to 50 metres from the main unit).

Calls for assistance are answered by specially trained staff who will immediately contact family members, friends or neighbours nominated by you for help.

In the case of a medical emergency, the appropriate emergency service will also be called.

WHAT IS THE LIFELINE ALARM SERVICE?

The Lifeline Alarm Service provides peace of mind to people who feel vulnerable in their own homes.

It is a 24 hour service that gives people the freedom to live independently knowing that they can obtain assistance if they need to.

A Lifeline removes the worry of getting help or assistance from anywhere in the property you are living - the operator will never leave a call unanswered.

The technology consists of an alarm unit which works either through an ethernet cable connected to the internet or through cellular network. If the unit uses the cellular network it has access to 2 sim cards installed internally and can access up to 4 networks depending on the strongest signal.



Tunstall

Digital Ready! 

Mid Devon
DISTRICT COUNCIL

Lifeline Service



Help at the press of a button

- Access to help and support 24 hours a day every day of the year.
- Promotes independence and provides peace of mind
- No hassle repair service
- No assessment process
- Useful welfare and security aid

INSTALLING THE ALARM

Our Telecare Officer will arrange an appointment to come to your home to install the lifeline system they will explain the process and complete necessary paperwork.

The Lifeline unit needs to be connected to mains power, using the mains power adapter supplied. This service requires at least one emergency contact living close by.

Before the Telecare Officer leaves they will perform a test call with you so you are familiar with the process.



For more detailed guide and video tutorial visit the Tunstall website.

 [Tunstall.co.uk](https://www.tunstall.co.uk)

WHO IS IT FOR?

The Lifeline Alarm is available to all Mid Devon District Council residents and residents in neighbouring areas, of any age. It is designed to enable people to maintain independence in their own home.

The Service also helps to prevent people from becoming a victim of crime such as burglary or bogus callers who come to the door.

By making a call to the Lifeline Alarm Service the highly trained operator can provide advice as to what to do and, if necessary, call the police should there be any concern.

The Lifeline package contains:

- Enhanced audio for better experience
- Robust, flexible connectivity
- The future proof hub
- 72 Hour battery back up
- Minimal user disruption



The Digital Switchover

You may already be aware that the UK's telephone network is switching all analogue phone lines to digital. The units we use are digital ready and do not need access to an analogue phone line. Please be aware that if you have a lifeline and the equipment is connected to your analogue phone line, this will no longer work when the digital switchover happens. It is important to get the equipment changed before the digital switchover.

HOW MUCH DOES THE SERVICE COST?

Mid Devon Lifeline Charges: *

This service is available to anyone living in Mid Devon.

Digital unit - We charge a one off installation cost of £40.00. The weekly rental fee is £6.23, which works out to be £80.99 per quarter.


For any lost or extra pendants (standard) - supply and installation charge is £66.00

We also offer the below items for lifeline users at an additional cost.


- Key safe private tenants - £52.75
- Key safe council tenants - Free
- IVI Fall Pendant detector - £93.60

*These prices are correct of 2025 and are subject to change

If you would like to arrange an installation or have any inquires please contact us:

 Mid Devon District Council

 Lifeline Alarm Service

 Phone: 01884 255255

 Lifeline@middevon.gov.uk