LinCare Control Centre

Information leaflet

Introduction

The LinCare Emergency Control Centre has provided a 24 hour monitoring service for residents of Lincolnshire since 1984 as a means to help people live independantly.

How does the alarm system work?

There are a wide range of products available, each are used to raise an alarm call to LinCare Emergency Control Centre from anywhere in the home, this is achieveable by:-

- Simply pressing a radio trigger
- Using the large illuminated red button on the unit
- Automatically via the range of sensors, wirelessly linked to the base unit.

The only requirement is that a working outgoing phone line is within a metre of a spare electricity socket.

What does LinCare Emergency Control Centre do?

Once an alarm call is received an experienced operator will view the details of the call on their computer screen, they will reassure the client and arrange for the relevant assistance.

In emergency situations LinCare operators can call nominated contacts, i.e. family member, friend or neighbour and where appropriate, the emergency services.

The LinCare Control Centre can also accept non-emergency calls, i.e. when testing the alarm unit, advising about an absence, changing details etc.

Am I eligible?

There is no eligibility critieria for LinCare's products and services. They can be particularly beneficial for anyone who feels vulnerable and just requires that extra reassurance that the service can offer.

Alarm/monitoring equipment

Basic Package – this consists of a base unit, including pendant and is the most popular of the rental choices currently available.

Sensors and detectors communicate to the base unit which in turn dials LinCare and opens a hands-free two-way communication between the client and one of the operators. It uses an existing working outgoing telephone socket; any household phone can be plugged directly into the alarm unit and there is no need for a second line or a telephone line splitter.

Detecting Environmental Risks

There are a number of detectors available, these are:-

- Smoke Detector
- Carbon Monoxide Detector
- Temperature Extreme Sensor
- Flood Detector

Detecting Personal Risks

There are a number of detectors available, these are:-

- Fall Detector
- Bed Occupancy Sensor
- Enuresis Sensor
- Nocturnal Epilepsy Sensor
- Pill Dispenser

Other products and services

- Big Button telephone
- Key Safe
- A Mobile solution if no phone line is available
- Bogus Caller/Panic Button

We strongly recommend that monthly tests of all equipment installed should be carried out, simply activate the unit and advise the monitoring centre that the call is a test.

For more information on any of the products available please telephone the LinCare Control Centre on 01522 544813

How much does the service cost?

This service is available from as little as £2.88 per week or £150 per year for a basic package. For this you will get the equipment, free installation and removal, repairs and maintenance, monitoring and response, as well as an annual visit to check the equipment and update the information we hold.

To find out more information on the current prices please contact LinCare Control Centre.

How do I apply for the service?

There are a number of ways you can apply for the LinCare Service, these are:-

- Completing the form at the back of this leaflet
- Contacting LinCare Control Centre on **01522 544813** or email us at **lincare@lincoln.gov.uk**
- You can also complete an online application form by visiting **www.lincoln.gov.uk**

Further information

If you have any comments on what you read in this guide, or any service that you receive from the City of Lincoln Council, please let us know. Equally, we are interested in any suggestions that you have on how to make this a more user-friendly document.

e-mail: customer.services@lincoln.gov.uk

telephone: 01522 544813

website: www.lincoln.gov.uk

write to: DHR,
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City Hall,
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Lincoln,
LN1 1DD