

## Payment details

Please contact us for a price list and for more information. Our services and equipment are rented weekly. You can pay on-line at [www.bracknell-forest.gov.uk](http://www.bracknell-forest.gov.uk), by quarterly direct debit, by cash or cheque using the handy-till at the council's Easthampstead House office.

## Our contact details are:

Telephone:

01344 786500 (24 hours a day)

Email:

[forestcare@bracknell-forest.gov.uk](mailto:forestcare@bracknell-forest.gov.uk)

Fax:

01344 786520

Text:

07867 907877

Website:

[www.bracknell-forest.gov.uk/forestcare](http://www.bracknell-forest.gov.uk/forestcare)

Forestcare

Central Depot

Old Bracknell Lane West

Bracknell RG12 7QT



**Please note all our calls are recorded  
for quality assurance purposes**

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## Forestcare

## Lifeline Alarms

## Help at the push of a button



Forestcare -  
valuing your independence

## Forestcare

Forestcare is Bracknell Forest Council's emergency response team. We provide four main services:

- Lifeline alarms, including monitoring, mobile response and keyholder services.
- Monitoring and response to sheltered housing schemes.
- Emergency phone lines out of hours for Bracknell Forest Council and others.
- Lone Worker monitoring.

Forestcare is open 24 hours a day, 365 days a year and is accredited by the Telecare Services Association (TSA).

## What is a Lifeline alarm?

The Lifeline alarm consists of a base unit connected to your phone line and a pendant worn around your wrist or neck. This personal alarm works anywhere in your home or garden and means that you can connect to us by pushing the red button on the pendant or base unit, at any time. When your call comes through to us we will offer you help and reassurance and ensure that you get the correct assistance quickly.

Our Lifeline alarms are available to anyone who feels vulnerable at home. This may be due to age, disability, ill health or simply because you live alone.

## Keysafe and keyholder emergency response

When we call help for you the emergency services or your keyholder will need quick access to your home. We can install a small, discrete keysafe outside for your door key(s).

For an additional fee, you can ask us to be your keyholder if you live within the Bracknell area. This means that we will attend in an emergency to allow access and provide assistance, if you don't have family or friends living nearby.

## Additional sensors

Sensors can also be connected to your Lifeline alarm which will alert us if there is a fire, flood or the cooker has been left on - depending on the type of sensor you choose.



## Our commitment to you

Our customers will tell you that we provide an excellent service which includes:

- Answering all alarm calls promptly and well within Government guidelines.
- Responding to faults and replacing equipment by the next day.
- Respecting your individual needs and treating you with dignity.
- Ensuring the team is fully trained to deal with any emergency.
- Having local knowledge because we are locally based.
- Being committed to continuous improvement and customer satisfaction.

## To find out more about Forestcare

Forestcare Lifeline alarms and the additional sensors are available to anyone living in the Bracknell, Wokingham and Reading areas. Please get in touch with us (using the contact details overleaf) for more information or to arrange a free no obligation demonstration. We will make an appointment to visit you within the next week. Only if you are completely satisfied we will then install your Lifeline alarm.