

Question	Answer
Who are WEL?	<p>Wealden and Eastbourne Lifeline (WEL) is a leading provider of Telehealth and Telecare solutions. By combining the best available telecare equipment and systems with their team of highly-trained operators and responders, they can provide anyone with concerns about safety and security with a package of equipment and services to meet their individual requirements.</p> <p>They help people to live independently by providing:</p> <p>The best assistive technology solutions in telecare, telemedicine and environmental control systems sourced from top manufacturers</p> <p>Expert installation, calibration, maintenance and full support for telecare, telemedicine and environmental control systems</p> <ul style="list-style-type: none"> <li>• Experienced and friendly advice, plus a full assessment, to ensure the best telecare or telemedicine solution to meet individual requirements</li> <li>• Professional 24-hour monitoring of telecare and telemedicine systems together with outreach support and mobile response for individuals and sheltered housing groups</li> <li>• Consultancy and training</li> <li>• Safety and security solutions for the home and the workplace including lone worker protection</li> <li>• Out-of-hours contact centre services for housing providers and local authorities</li> </ul>
As an existing customer will the service cost me more?	No, you will continue to pay the same amount. In some cases the charge will be less.
I am a new customer. What will I pay?	New customers will pay a one off installation charge of £35.00 and a weekly charge of £3.50.
Will I still receive visits?	Yes but not as frequently. WEL provide a 6 month or 12 month visit depending on your type of equipment. Remedial visits are also carried out.
How can they send an ambulance from Eastbourne?	The Welbeing call centre is in Eastbourne. All calls will go through to this centre. An ambulance or assistance of any kind can be called from anywhere in the country. It makes no difference if a call is made from Tamworth or Eastbourne; the outcome is still the same.
I pay by Direct Debit. Will I have to change it?	Yes. A representative from WEL will visit you to complete a new contract and direct debit form.
Can I still pay using my Allpay card?	NO. WEL do not have this facility. Payments can be made by direct debit or yearly or half yearly by cheque or by phone using a debit or credit card.
If I am not happy with the service who do I complain to?	Any complaints would be by phone to 01323 644422
How long will installation take?	All installations are completed within 5 to 7 days of request.

<b>How do I know the service will be as good as Homelink?</b>	WEL enjoy a good reputation and are TSA accredited. They have close working relations with East and West Sussex. They won the Tamworth contract beating off stiff competition from several other companies.
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