

Spring '21
edition

The Companion

A warm welcome to all our service users



03333 204 999

Products & Services

Health Conditions

Shop

About

Professionals

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Our customers rate us 5 stars



24/7 Help at the touch of a button

Personal alarms connected to our 24/7 alarm response centre - we are there for you 365 days a year.

Products & Services



Hello, can I help?

Progress Lifeline launches new look website and online shop

We are delighted to announce that we have re-launched our website with a fresh look, complete with our brand new online shop.

The new website has been designed to offer a more user-friendly experience with improved navigation and functionality. Through our updated website, customers can view and even purchase Progress Lifeline products and services online.

This will allow even more people across England and Wales to benefit from our award-winning personal alarms and telecare service.

We will be adding more products over the coming months, along with replacement items such as pendants and lanyards. Therefore existing service users will also be able to purchase products and services 24/7 comfortably and conveniently from the comfort of their own homes.

Although our website may look different, you can still find all the same features as before, including information on products and services, customer reviews and regular news articles.

To check out our new look website, visit - www.progresslifeline.org.uk



Test your pendant

Remember to test your pendant each month by pressing the red button on your pendant and speaking to an operator in our response centre.



'Like' us on
Facebook

[www.facebook.com/
ProgressLifeline](http://www.facebook.com/ProgressLifeline)



Progress
Lifeline

Help is close at hand

Support living with chronic illness

41-year-old Mrs A lives with her 3 children. Following the birth of her daughter, Mrs A began to experience mobility issues and pain. After 3 years of tests, she was diagnosed with Multiple Sclerosis (MS).

Over the years, Mrs A's illness progressively worsened, meaning that she requires a wheelchair to get around the house and a mobility scooter when she goes out. Adaptations such as rails in the bathroom have been added to her property, and she now sleeps downstairs.

After an assessment of her needs, it was identified that she would benefit from a personal alarm and telecare service. Mrs A now has the Progress Lifeline pendant and unit, smoke alarms and the Emergency Home Response service, all connected to the alarm response centre 24 hours a day, 365 days a year.

Mrs A required the Emergency Response service when she fell while trying to move from an armchair into her wheelchair: "I tried to get back up by myself but just couldn't. My little boy was concerned about me as I had been on the floor for over an hour and we were all becoming more upset, so he pressed the lifeline button.

"The operator answered quickly and was very helpful. They said they would send an Emergency Home Responder out to my house and he arrived very quickly within 15 minutes.

Simon, the mobile responder, made sure I was uninjured and used a lifting chair called the Raizer to lift me back up. It was brilliant."

Mrs A's son says: "Knowing that we've got a button we can press if Mum falls, and someone will help us, is really good."



The telecare sensors, Progress Lifeline unit and pendant and the Emergency Home Response service all work together to ensure that Mrs A and her family continue to live together safely in their own home, reducing feelings of worry and panic for the children and providing peace of mind and increased confidence to all the family.

Progress Lifeline and the Emergency Home Response Services are available across the North West and Calderdale.



A roadmap out of lockdown

On Monday 22nd February, Prime Minister Boris Johnson set out a four-step roadmap to cautiously ease lockdown restrictions.

Before proceeding to the next step, the Government will examine the data to assess the impact of previous steps. This assessment will be based on four tests:

- The vaccine deployment programme continuing successfully
- Evidence showing vaccines are sufficiently effective in reducing hospitalisations and deaths in those vaccinated
- Infection rates do not risk a potential surge in hospitalisations, which would put unsustainable pressure on the NHS
- The assessment of the risks is not fundamentally changed by new variants of concern.

There will be a minimum of five weeks between each step: four weeks for the data to reflect changes in restrictions; followed by seven days' notice of the restrictions to be eased.

What does this mean for you as a Progress Lifeline service user? All Progress Lifeline services will continue as normal during this transition period.

We will carry on working strictly within government guidelines. The health and safety of our colleagues and our customers have always been our top priority.

Our responders will attend when required, dressed in the advised personal protective equipment (PPE). The alarm response centre is also operating 24/7. If you need us, we are here.

We have carefully considered working procedures in place for all parts of our organisation. We are also responding to any feedback that we receive, and make sure that we act quickly where necessary.

Interview with Age Concern Liverpool & Sefton



We have recently started working with Age Concern in the Liverpool and Sefton area – we caught up with them to tell us a little bit more about what they do and how they support older people.

When did Age Concern Liverpool & Sefton begin?

Age Concern Liverpool originally started helping local older people in 1928.

What services do you provide?

We provide a range of services for people over 50 in Liverpool and Sefton. These include befriending services, an active ageing programme delivering walking and cycling groups for older people wishing to remain active. We also provide social engagement activities, information and advice, as well as running a nursing home for people with functional mental illness.

Tell us more about the Befriending Services?

We have two befriending services: one in Liverpool for people 65 plus and one in Sefton for people 50 plus. People who access the service are visited by one of our Befriending and Reablement Officers whose scope is to re-engage people back into society and into their local community. This is done via referrals to other agencies and identifying and addressing any blockages to this happening, for example maximising people's income if the issue is lack of funds. In particular the Liverpool service delivers a programme of activities and events that include museum visits, visits to National Trust properties, theatre visits and the opportunity to socialise over a nice lunch time meal. For both services, we recruit volunteer befrienders who we then match with clients expressing a desire to develop a long-term befriending friendship with a volunteer. Due to the current pandemic, which is leaving an even larger number of older people isolated and alone, these services are even more invaluable.

How do you raise funds?

Most of our services are funded by statutory bodies and with this support we are able to provide our services to local older people. Another way of raising money for our charity is via donations and legacies, as well as the promotion of our products. The products we have are: funeral plans, stair lifts, legal services (such as power of attorney and free wills), equity release and financial advice. We also work with Progress Lifeline to promote telecare services.

How old do people have to be to qualify for a free will service via Age Concern Liverpool & Sefton and do people have to live in Liverpool or Sefton?

Anyone over 18 can take advantage of this service and all we ask is for a donation to our charity. They don't have to live in Liverpool or Sefton to take advantage of this.

If anyone would like any further information about our services and products call us on **0151 330 5678** or email us at **mail@ageconcernliverpoolandsefton.org.uk**

Dates for the diary



Spring is finally here and with it comes the start of longer days, warmer weather and Easter festivities!

There are a few days worthy of noting in your diary to make sure you're organised:

- **Friday 2nd April** – Good Friday
- **Sunday 4th April** – Easter Sunday
- **Monday 5th April** – Easter Monday
- **Monday 3rd May** – Early May Bank Holiday
- **Monday 31st May** – Spring Bank Holiday

As always, we will be here to provide a 24 hour, 365 day a year service. If you need any assistance, please don't hesitate to press your pendant or contact a member of our friendly team on **03333 204 999**.

We'd love to hear from you!

We would love to hear from more of our Progress Lifeline customers about their lives and how our services help them. Send us your story and you could feature in our next Companion newsletter.

Write to us at: The Marketing Team, Progress Lifeline, Sumner House, 21 King Street, Leyland, PR25 2LW or email **lifeline@progressgroup.org.uk**

Recommend a friend

If you recommend a friend and they join the Progress Lifeline service, we will reward you both with a £25 shopping voucher.

It is easy to introduce your friend and will take just a few minutes. Please remember to get your friend's permission before contacting us.

You can either: • Press your pendant and tell us your friend's details • Ask your friend to phone us on **03333 204999** or email **lifeline@progressgroup.org.uk** Your friend will need to mention your name.

Please note: in order to qualify for the vouchers, your friend must join the service for a minimum of three months.



A HUGE thank you
To everyone who has recommended a friend and a warm welcome to all our new Progress Lifeline customers.

Progress Lifeline
Help is close at hand

Competition!

Thank you for your entries to our word search competition on 'Everything Autumnal'. As always, it is great to have so many of you participating. Congratulations to Mr A T Stevenson, Lytham St Annes - your £20 voucher is in the post!

This edition's word search is on 'Things associated with springtime'.

Find the following words:

- Easter
- Birth
- Eggs
- Daffodils
- Nest
- Cleaning
- Rain
- Tulips
- Grass
- Lambs
- Rabbit



N U E B R G A B E Y S S E N S
 R P A X B H T R L A Y O T I L
 E I S E U G N O F T V I A A I
 H P T R Y I R A I N P E K C O
 P W E J K I H A A F A P S E N
 U S R P E I U S B D E N P H Y
 O X M C N G N H N B S E W C I
 M U U I L Z N I I P I S G N A
 P H C G N E L L I X L T V G D
 N I A D M G A L D I P L L B S
 L A M B S I U N D Y R F T H N
 H R W P O T L O I A T I C N P
 K T S K G U F T P N T R E I O
 I B S N F F R E J P G R A S S
 N P E O A R P K I E W S R T K
 S Y R D E H T N H O I I S T Y
 E S O C S Y Y A L R Q D O R E
 H T B M E C T L C D B I R T H

Name _____

Address _____

For your chance to win a £20 shopping voucher, send your completed word search including your name and address to:

**Progress Lifeline Marketing, Sumner House,
 21 King Street, Leyland, PR25 2LW
 by Friday 30th April 2021.**

Recipe Chocolate Easter nests

Easy chocolate Easter nests are a firm family favourite.

Preparation time: Less than 30 mins

Cooking time: Less than 10 mins

Serves: makes 12 nests

Ingredients

- 225g/8oz plain chocolate, broken into pieces
- 2 tbsp golden syrup
- 50g/2oz butter
- 75g/2¾oz cornflakes
- 36 mini chocolate eggs

Method

1. Line a 12-hole fairy cake tin with paper cases.
2. Melt the chocolate, golden syrup and butter in a bowl set over a saucepan of gently simmering water (do not let the base of the bowl touch the water). Stir the mixture until smooth.
3. Remove the bowl from the heat and gently stir in the cornflakes until all of the cereal is coated in the chocolate.
4. Divide the mixture between the paper cases and press 3 chocolate eggs into the centre of each nest. Chill in the fridge for 1 hour, or until completely set.



Refer a friend - £25 voucher

It's easy to refer a friend, just call us or email us with your friend's details and if your friend then has a Lifeline unit installed, you will both receive a £25 shopping voucher.*

Progress Lifeline - help at the touch of a button.

There are no limits to how many people you can refer to us.

How to refer someone to Progress Lifeline

- Email us at lifeline@progressgroup.org.uk
- Call us on **03333 204 999** and tell us you want to 'refer a friend'

*In order to qualify for the vouchers, your friend must join the service for a minimum of three months.

Useful Numbers

- Fire Service
- Free home fire safety check
- Adult Social Care (Social Services)
- Citizens Advice Bureau
- Age UK / Age Concern
- Falls Prevention Service
- (Central Lancashire)
- Welfare Rights
- The Silver Line
- Peace of Mind 4 Carers
- Lancashire Wellbeing Service

0800 169 1125
01772 904600
0845 404 0506
0800 169 6565

01772 678041
0845 053 0013
0800 470 80 90
0345 688 7113
0345 013 8208

Visit our website!

Find out about our full range of services on our website at www.progresslifeline.org.uk or scan this code with your smartphone.



 **Progress
Lifeline**
 Help is close at hand

