

Summer '21
edition

The Companion

A warm welcome to all our service users

Progress Lifeline reaches 50,000 customers

We are delighted to announce that we have surpassed our aim of supporting 50,000 customers.

Since we were founded over 30 years ago, Progress Lifeline now supports more than 50,000 service users through a combination of technology and care services. Our mission is to enable people to live safely and independently in their own homes, which we achieve through technology-enabled care. This includes:

- 24-hour monitoring and response to individuals within their homes and outside
- The supply, installation and maintenance of home safety and health & wellbeing sensors, e.g. smoke detectors, key safes and medication dispensers
- An Emergency Home Response service, supporting over 22,000 customers across the country in Lancashire, Calderdale, Merseyside, Manchester and the South Coast, providing an innovative assisting lifting service with specially trained staff and cutting-edge lifting equipment
- Out-of-hours contact centre for housing providers and local authorities
- 24-hour response service for emergency calls from building elevators

First accredited with the TSA code of practice in 2006, we have continued to maintain this standard ever since. We were one of the early adopters of the new Quality Standards Framework and received some amazing feedback on a recent audit in February 2021.



The auditor said, "They put listening to customers and developing services that improved the outcome for end-users at the heart of their operation and it is noted that there are some areas of industry good practice as highlighted in this report."

We also got this amazing feedback from one of the commissioners we work with:

"From day one we knew we were working with a professional organisation – from start, mobilisation, informing customers – They were fantastic – they knew what they were doing and did everything correctly. From the word go they've been brilliant... For me, they are the ideal contractor".

Over the years, we have adapted our products and services to meet the evolving needs of our customer base. In response to the national lockdown imposed during the ongoing pandemic, we launched an easy self-install telecare service option. Connected to Progress Lifeline's 24/7 alarm response centre, the self-install service requires no face-to-face contact. During this period, we were the only telecare provider in the UK to continue operating at full capacity, keeping over 50,000 customers safe.

In addition to this, we have since re-launched our website with a fresh look, complete with a new e-commerce store. This function will enable us to reach a wider audience across England and Wales, ensuring even more people benefit from the support and reassurance the telecare provider offers.

A service user recently commented, "I really appreciate this valuable service. Progress Lifeline really lives up to its name. The service gives me and my family complete peace of mind and enables me to remain living independently in my home."



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



Introducing the Reach IP unit and pendant

The Reach IP unit and pendant is the newest addition to our services. It is a quick and simple way of getting help at the touch of a button if you, or a loved one, has an accident or emergency in the home.

As the UK transitions from traditional analogue systems to digital, it is crucial that we can adjust and offer vital connectivity to our telecare service users. The Reach IP unit is a digital alarm unit and does not need to connect to your existing phone line. The Reach IP unit comes with a built-in SIM card that will roam on to the strongest network connecting seamlessly to our alarm response centre when needed.

With the ongoing analogue-to-digital switchover set to be complete by 2025, all existing analogue infrastructure is steadily being transferred to digital. The Reach IP package means getting a head start on the switch, and future-proofing the assistance and support our services provide.

Along with the Reach IP unit and SIM card, the package will include a choice of discreet wearing options; a wristband and pendant necklace. The unit also comes with a stand, power cable and self-install user guide.



It is incredibly simple to install, just connect the supplied AC adapter to any electrical socket in your home and you are good to go. Due to not needing a telephone socket, the Reach IP offers more flexibility as it can be

easily moved around the home if needed. The pendant will work in and around the home, at a range of up to 50 metres depending on signal strength. This makes it safer whilst spending time in your garden or if, for example, you were accidentally locked out of your home.

Carry on enjoying your life and independence, knowing that you can connect to our dedicated alarm response centre at the touch of a button if the need arises, 24 hours a day, 365 days a year. The Reach IP service is available for only £16.25 a month, when bought online, with free next day delivery*.

To find out more, or to sign up to this service, please visit www.progresslifeline.org.uk. Alternatively you can call us on **03333 204 999**.

To ensure everyone is able to install the unit, we also have an installation video available on our website:

www.progresslifeline.org.uk/products-services/progress-lifeline-alarms/reach-ip-digital-alarm

*Free next day delivery is through Royal Mail 24, on orders placed by 2pm, Mon to Fri.



Analogue to Digital: The Switchover

We are living in a digital world and because of this there are changes happening to most household telephone systems.

By 2025, the standard analogue telephone services will be switched off and replaced with a digital telephone system. This means our household telephones will be connected to a digital network and we expect your telephone provider to be in touch to provide you with more information. You may recall the change to digital television back in 2007 when there was a major national campaign to make people aware of this change and you now receive your TV programmes via a smart TV or a Freeview box.

Some telephone providers are already converting customers to the digital telephone system, so why are we telling you about this change? As a customer of our service you have equipment connected to your telephone which you activate when you need our help. To make sure your equipment still works when the changes start to happen, we would encourage you to test regularly and let us know if there are any changes to your telephone provider or service.

We ask that you:

1. Tell your telephone provider that you have telecare if they contact you.
2. If your telephone provider changes you over to a digital telephone system that you please tell us as soon as possible on 03333 204 999.

If you have any questions please call us on **03333 204 999**.

SignLive



Language (BSL) interpreter 24 hours a day, 7 days a week.

Frequently asked questions about the SignLive service

Who are SignLive's interpreters?

All SignLive interpreters are highly qualified, have at least five years' interpreting experience, and are NRCPPD-registered and DBS/PVG licenced.

How long does it take to connect?

Connecting to a SignLive interpreter usually takes under 40 seconds.

How will SignLive work for Progress Lifeline service users?

If a Progress Lifeline service user is face-to-face with a member of our team, such as one of our Progress Lifeline Installers or Emergency Home Responders, the Progress Lifeline colleague will have access to the SignLive app (on an employee tablet or mobile phone), which will instantly connect them to an interpreter via video call. With your permission, the interpreter will facilitate the conversation between yourself and the Progress Lifeline colleague using speech and BSL over a video call, similar to a FaceTime or Zoom video call.

You're invited to our virtual coffee morning

Progress Housing Group host regular coffee mornings, where attendees can have a general chit chat over a brew and a slice of cake.

The coffee mornings are held on the 3rd Monday of every month from 10am-11am. Next month's theme is baby pictures. The dates and themes for the next 2 months are as follows:

19th July – Best 'Lockdown Memory'

16th August – Bring your pets

Due to the ongoing pandemic, the coffee mornings are held virtually on Zoom. If you are interested in joining, please contact Danni Shaw, Progress Activities Coordinator, who can provide you with further information.

To contact Danni - call her on **03333 204 555** or email dshaw@progressgroup.org.uk

SignLive

Progress Lifeline is now using SignLive - an app to give Deaf service users instant access to our services.

SignLive is an interactive online service that gives Deaf people access to a live British Sign

Alzheimer's Society

We are working with the Alzheimer's Society in Sefton, Merseyside. They currently have some new virtual services on offer. Here's what they said when we recently spoke to them...

If you are worried about your memory, caring for a person with dementia or want to know more about this condition, Alzheimer's Society Sefton is here to help. We run a number of virtual support sessions including Singing for the Brain™, Memory Cafes and an information programme for carers.

If you are struggling or you simply want a chat, please do get in touch. All our services are free of charge.

Alzheimer's Society Sefton has a team of Dementia Support Workers to assist you through the current situation and beyond. We also have an E-News service giving regular dementia related information updates via email.

If you live in Sefton and need advice about dementia, emotional support, solutions to challenging situations or information about services, please do get in touch. Email seftonoffice@alzheimers.org.uk or call Dementia Connect on **0333 1503456**.

Illustrations from Roderick Hamm

We are incredibly lucky to have some very talented customers. Roderick Hamm is an illustrator who creates images for various publications, including the Wainwright Society Magazine. After reading the Spring 2021 issue of the Companion, Roderick very kindly took the time to send us a few images he specially created for us at Progress Lifeline. Thank you so much Roderick – they certainly made us smile!



We love hearing from our customers and getting to know more about you, your lives and your hobbies.

If you have a talent like Roderick's or a fascinating story to tell, why not share this with Progress Lifeline? You never know, you could have your own feature in a future issue of the Companion! Write to us at:

Progress Lifeline Marketing, Sumner House, 21 King Street, Leyland, PR25 2LW.

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.



£25 voucher when you recommend a friend



Competition!

Thank you for your entries to our word search competition on 'Things associated with springtime'. As always, it is great to have so many of you participating. Congratulations to Mrs E Hawley, Blackpool - your £20 voucher is in the post!

This edition's word search is on 'Summertime'.

Find the following words:

- Beach
- Bucket
- Holiday
- Ice Cream
- Fun
- Hat
- Sea
- Spade
- Sun
- Umbrella
- Swim
- Relax

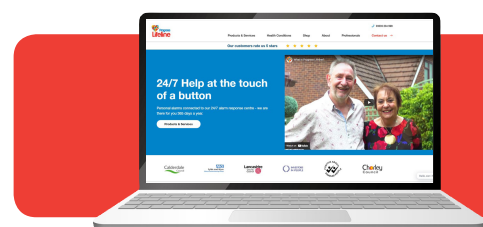


Name _____

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 27th August 2021.**



Visit our website!

Find out about our full range of services on our website at www.progresslifeline.org.uk

Recipe Mojito Mocktail

Keep hydrated this summer with our easy to make mojito mocktail.

Preparation time: 5 mins

Serves: 2

Ingredients

- 1 tbsp sugar
- Small bunch mint
- 3 limes, juiced
- Soda water

Method

1. Muddle the sugar with leaves from the mint using a pestle and mortar (or use a small bowl and the end of a rolling pin).
2. Put a handful of crushed ice into 2 tall glasses. Divide the lime juice between the glasses with the mint mix. Add a straw and top up with soda water.



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

Useful Numbers

- Fire Service
- Free home fire safety check
- Adult Social Care (Social Services)
- Citizens Advice Bureau
- Age UK
- Lancashire Welfare Rights
- The Silver Line
- The Lancashire Carers' Service
- Lancashire Wellbeing Service

- 0800 169 1125
- 01772 904 600
- 0845 404 0506
- 0800 169 6565
- 0845 053 0013
- 0800 470 8090
- 0345 688 7113
- 0345 013 8208

