

Autumn '21
edition

The Companion

A warm welcome to all our service users

Bye bye
Analogue...
hello Digital!

The Big Telephone Switchover: Analogue to Digital

The old technology that powers landline telephones in the UK will be switched off in 2025.

Landline operators in the UK will switch every home phone in the UK to an internet-based connection instead of a traditional copper-wire landline which will be much faster and efficient. With work already underway, this change will affect homes and businesses throughout the UK, including Progress Lifeline equipment, but there is no need to panic. We asked our Technology Lead, Barry Stentiford, to give us some more information on the big switchover and what this means for you...

What is it?

On December 31st 2025, the UK's telephony network will have been transformed from the standard copper wire solution (PTSN) that has been in place for over 100 years and move to a fully digital (All Internet Protocol) solution.

When will this begin?

It already has! BT have already started to refuse installation of the traditional analogue (copper wire) telephone lines for businesses and some residential areas. In October 2023, BT will stop installing these lines completely. This is known as 'Stop Sell'.

Who will this affect?

All of us. If you have a telephone line into your house, your phone will no longer plug into a socket on your wall but into the back of your router. By January 1st 2026, all telephone calls will be made over the internet.

Will our current equipment work?

I would love to say yes and there has been a lot of testing that shows that most, but not all, of our existing alarms will work. However, we will know that your alarm has been activated so will contact you or your emergency contact to ensure you are safe.

So what are we going to do?

Several things. First will be to replace those alarms that we know won't work on a digital network. We will then install a new digital call handling platform that will be able to make and receive All IP calls. Next will be to start installing the next generation of Telecare alarms that has digital compatibility. Work in all three of these areas has already started.

However, we want to reassure our service users that we will continue to provide a reliable service. During the switchover and beyond, we will continue to offer the best telecare products on the market. Our priority, as always, is to keep you safe and independent in your home.

Important: Please let us know when your telephone provider plans to change your telephone system when you receive a letter or information from them. Call us on **03333 204 999** and we will update/ replace your alarms if they do not work.

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)



Help is close at hand



Customer Focus Group

On Wednesday 18th August, we had the pleasure of hosting a customer focus group in our head office. We loved meeting some of our service users and receiving some great feedback.

Receiving feedback from our service users helps us continue to provide an excellent service, as well as review our processes, services and products.

Whether it's a compliment or a complaint, we'd love to hear from you so we know what we are doing right and so we know what we could be doing better.

Customers can give us feedback by emailing or calling us:

- Email lifeline@progressgroup.org.uk
- Telephone please call us on **03333 204 999**

How does autumn affect our minds and bodies?



The 22nd September 2021 marks this year's Autumnal Equinox, meaning we are now officially in the new season. Along with tree leaves changing colour, temperatures grow colder, animals

prepare for the long months ahead, and the daylight starts growing shorter. As the days get shorter and it gets darker earlier, our minds and bodies begin to acclimatise to the new season.

Here are some surprising facts about the onset of autumn:

Your memory improves

Scientific studies have revealed how our brains work differently, depending on the season. In autumn, it was discovered that your memory actually becomes sharper, since the part of your brain that's responsible for remembering things is firing off at a higher rate. You may even be able to concentrate better and be more productive overall.

You may sleep more than usual

Interesting fact: Out of all the months, October is the one where people sleep the most, by an average of an extra 2.7 hours a night. At least, that's what Harvard researchers have found. When autumn kicks off, it's normal for people to start hitting the snooze button more often than they did in the summer. It's actually classifiable as a condition called hypersomnia, which is the opposite of insomnia. With shorter days and longer nights, our routine changes, so our bodies need all the rest they can get.

However, because the quality of this extra sleep is lower than our normal sleep pattern, we may still wake up feeling pretty sluggish in the morning.

So instead of hitting that snooze button – aim to go to bed at least 30 minutes earlier instead.

Your anxiety levels may increase

For anyone who struggles with anxiety, autumn can be particularly difficult. Experts say that just about anyone can be affected by this particular seasonal change, because it comes with a whole lot of transition. For example, children are returning to school after the summer holidays and Christmas is around the corner. This can potentially throw off the way your neurological system functions.

Autumn anxiety can sometimes be interchangeable with seasonal affective disorder (SAD), a depression or anxiety that occurs in colder months, partly due to the reduced sunlight we encounter. To find out more about SAD, go to the NHS website.

You may become dehydrated

When the weather cools we often forget to drink as much water as we might in the summer months and we drink warmer and dehydrating beverages like tea and coffee.

Set yourself reminders with on your phone or on a piece of paper to remind you to drink water throughout the day.

As the new season comes in, enjoy the autumn leaves turning golden, wrapping up warm and going for a walk in the sunshine on a cold but dry autumn morning.

Recommend a friend Bonfire Night self-care tips



To receive a £25 shopping voucher each

Recommend a friend is a great way of rewarding you for introducing your friends and family to Progress Lifeline's 24/7 support services.

It's easy too, 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.*

- **Press your pendant** and tell us your friend's details
- Ask your friend to phone us on **03333 204 999**
- Email us at contact@progresslifeline.org.uk

*To qualify for the vouchers your friend must join the service for a minimum of three months. Please ensure you ask permission before you pass on friend or family details.

Remember remember the 5th of November, gunpowder, treason and plot... Whilst it's nice to take part in traditional Bonfire Night events, we know that some people might not enjoy this time of year. There will be many vulnerable people who are scared, confused and anxious. Some may revert to their wartime experience and suffer from PTSD. Some animals will also be scared of the loud bangs.



If you or a loved one don't like the fireworks often heard around Bonfire Night, here are some tips to bring you comfort:

1. Ask your neighbours to let you know if they plan to set off fireworks.

Anticipating the noise can help you avoid being caught off guard. (If you're uncomfortable talking with your neighbours about it, have a trusted friend or loved one check with them instead.) You might let others know you struggle with anxiety or PTSD and that fireworks can make it difficult for you. You can encourage them to celebrate as they wish, but just tell them it would help you to know when they expect to set off their fireworks. They might even decide to forego the fireworks out of kindness.

2. Prepare a self-care tool kit.

Consider positive things you can use for healthy distraction and comfort. Look through photographs that give you joy, listen to your favourite soothing music or spend time playing with or grooming your pet.

3. Cover your ears.

Wear foam ear protection. When fireworks start with greater intensity or frequency, try other acoustic earmuffs or noise-cancelling earphones. Listen to calming music, an engaging audiobook or nature sounds to cope with the noise. Run a fan or other source of white noise to help mask and muffle the outside sounds.

4. Darken your room.

If flashes of light bother you when you're trying to sleep, shut the blinds, use a room-darkening curtain and/or wear an eye mask over your eyes.



Macmillan Coffee Morning 2021

On Friday 24th September, Progress Lifeline hosted its annual Macmillan Coffee Morning to raise funds for the cancer support charity. We raised £240 this year and coffee and cake was enjoyed by all.



Keeping you safe

Our Emergency Home Responders are still wearing PPE.

In light of the ongoing pandemic and the looming health pressures associated with winter, we want to reassure you that our Emergency Home Responders are still wearing full PPE when they attend your home.

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.



Competition!

Thank you for your entries to our word search competition on 'Summertime'. As always, it is great to have so many of you participating. Congratulations to **Mrs S Mullins, Heysham** - your £20 voucher is in the post!

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

Find the following words:

- Bat
- Cat
- Cauldron
- Cobweb
- Magic
- Pumpkin
- Skeleton
- Trick
- Treat
- Witch
- Scary
- Spider



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

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 10th November 2021.**

Recipe

Apple & Pear Crumble

A great dessert that nobody can resist! Tastes great with vanilla ice cream.

Ingredients - Crumble top

- 100g/3½oz cold butter, cut into small pieces
- 125g/4½oz plain flour
- 75g/2½oz demerara sugar
- 75g/2½oz roughly chopped nuts (optional)

Ingredients - Filling

- 1500g/1lb 2oz cooking apples (2 medium-large)
- 400g/14oz pears (2 med-large)
- ½ tsp ground cinnamon
- 1 tbsp runny honey
- Yoghurt, custard or vanilla ice cream, to serve

Method

1. Preheat the oven to 190C/170C Fan/Gas 5.
2. To make the crumble topping, put the butter in a large mixing bowl and add the flour. Use the tips of your fingers to rub the butter into the flour until you have a texture like large breadcrumbs. Stir in the sugar and the chopped nuts, if using.
3. To make the filling, peel, quarter and core the apples and cut into 1cm/½in pieces. Quarter and core the pears and cut into 3cm/1¼in chunks crosswise (no need to peel). Spread the fruit in a shallow ovenproof dish about 30x20cm/12x8in and about 5cm/2in deep. Sprinkle over the cinnamon, drizzle over the honey (dip the spoon in just-boiled water first and the honey will slide off), pour over 120ml/4fl oz of water and mix together. Cover the fruit with the crumble topping, but do not press it down.
4. Bake the crumble for 45–55 minutes, or until the top is lightly brown and the liquid in the bottom is oozing up around the outside. Serve warm or hot with yoghurt, custard or, best of all, vanilla ice cream.



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



Visit our new look website!

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

