

Winter  
edition

# The Companion

A warm welcome to all our customers

## The footprint GPS location device, personal pendant with built-in falls detector

Rod was diagnosed with Alzheimer's two years ago, this was a shock to him and his wife Pam, as they thought Rod's increasing memory loss was just part of getting older.

Not long after Rod's diagnosis, the couples' lifestyle changed radically. Pam, who works full time, now has to help Rod dress, prepare his breakfast and lunch before she leaves for work as he is unable to do this himself.

They used to enjoy weekends away and holidays - both together and separately, but Pam can no longer leave Rod on his own at home. Rod, a keen gardener who was used to living healthily and independently, has had to give up driving and many of his DIY and outdoor activities, but he was really keen to continue his daily walk with his dog Bobby.

Pam and Rod have been given a mobile lifeline device called the 'Footprint' which is a small fob worn around the neck, which can be used inside and outside the home to provide reassurance and safety whilst still retaining your dignity, independence, and freedom.

The Footprint features a one-press SOS button, as well as automatic fall detection and GPS tracking which provides Progress Lifeline with a live location of your whereabouts in case of an emergency. Pressing the SOS button just once contacts Progress Lifeline's 24-hour alarm response centre who listen and speak with you via the fob, facilitating a call to your family or the emergency services if you need help. The GPS tracker enables us to find you if you are lost.

Pam said, "When we first saw the Footprint we both thought what a great idea this was and a confidence boost for Rod both in and out the house. Before we had the Footprint, Rod fell while walking our dog Bobby down by

the river. He was confused and hurt and he was lucky that someone came to help him. The fall knocked his confidence though, and he was reluctant to take Bobby for walks for a while in case he fell again. The Footprint fob would have helped him immensely in this circumstance".

"Now we've got the Footprint when Rod's out walking, he tucks the fob into his jumper so people can't identify him as vulnerable, and he says that he feels more confident when he is out as he knows if he falls he can just press the button".

The Footprint has helped Rod feel more confident when he is out walking and allowed him to keep some independence despite living with Alzheimer's.

Pam feels reassured when she goes to work knowing that Rod is wearing the Footprint in the house as well as when he goes out.

Pam adds, "Rod can't use a phone anymore, so if he fell in the house he wouldn't be able to contact me. The only way would be by pressing the fob and getting Progress Lifeline to call me or the emergency services, so in that respect having the Footprint is a great confidence booster, and has provided peace of mind to us both".

For more information, call us today on **03333 204999**

Email **[lifeline@progressgroup.org.uk](mailto:lifeline@progressgroup.org.uk)**

Web **[www.progresslifeline.org.uk](http://www.progresslifeline.org.uk)**

Facebook **[www.facebook.com/ProgressLifeline](https://www.facebook.com/ProgressLifeline)**

The Footprint device is £19.99 per month.



## Test your pendant

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



'Like' us on  
Facebook

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



Progress  
Lifeline

Help is close at hand

## Ask Karen!

### What numbers do you need to know for Progress Lifeline?



We always call you from the same number which will show as,

**01772 436756** on your telephone bill and when you activate a lifeline call, the number that would appear on your telephone bill for the lifeline equipment is either: **01772 331301** or **01772 331302**.

#### Why do you need to know these numbers?

Sometimes we receive queries about unfamiliar numbers on the telephone bill. Often many of you try to ring the number back to see who it is.

However, the numbers for your lifeline activations do not accept incoming voice calls and your call will not connect, so some of you then block the numbers.

#### Why shouldn't you block our numbers?

If you block our numbers your lifeline will not work and we will be unable to call you in an emergency when you press your button or a sensor is triggered.

#### What to do in the future?

Please make your emergency contacts aware of the number, **01772 436756** and we suggest they add it to their contacts as Progress Lifeline. This will speed up emergency calls and the process of summoning help if you have an accident or emergency.

With the increasing number of people using call guardian answering systems installed on their phones, it is especially important to notify them of these numbers to prevent a delay when help is required.

## Progress Lifeline announced as double winners at ITEC Awards 2019

The Telecare Services Association (TSA) is Progress Lifeline's representative body. Annually, they host the ITEC Awards International Technology Enabled Care (ITEC) conference on the 15 October 2019 at the International Convention Centre in Birmingham.

Progress Lifeline was doubly successful with the Integrated TEC Services Award and our Services Director, Loraine Simpson with the Individual TEC Leadership Award – Operational Leader.



TSA Chief Executive, Alyson Scurfield comments: "Organisations like Progress Lifeline make a huge difference to the lives of people here in the UK and worldwide. The ITEC Awards are designed to celebrate the very best the TEC industry has to offer and is a hallmark of quality for both those shortlisted and the winners. It's a great achievement and I'd like to congratulate Progress Lifeline and Loraine Simpson on winning these significant and exciting awards".

Service Director for Progress Lifeline, Loraine Simpson who won the award for Individual TEC Leadership said, "I am delighted we have won the award for our integrated services and personally for the leadership award. We have a great team and have had another great year at Progress Lifeline supporting our service users to live independently. We have achieved some big milestones this year. Our lifting service has assisted 10,000 people to avoid the need for an ambulance".

She continues, "We are implementing our new future focused strategy including; more investment in our teams, products, technology, customer care and business development. We continue to grow and continue to provide the highest quality service to our existing and new customers".

The ITEC (International Technology Enabled Care) Awards showcase exceptional work in Technology Enabled Care and are designed to recognise excellence, innovation, and outstanding achievement within the sector. The awards were judged by a panel of industry experts.

For more information relating to the ITEC Awards or the ITEC Conference 2019 please visit <https://itecconf.org.uk>

## Winter Safety

It is the beginning of another year and we are now in the midst of winter. With temperatures dropping it is only normal for us to make sure our homes are warm and cosy. However, winter is also a time where fire safety can be overlooked, therefore we want to remind you of some simple tips to keep your home safe this winter.

Having a smoke detector installed by Progress Lifeline can provide increased reassurance by not only sensing smoke in the home and raising an audible alarm but also raising a call to the 24/7 alarm response centre, so that you will be connected to one of our helpful team who will be able to assess the situation, make sure you are safe and well, followed by sourcing the necessary help required.

A carbon monoxide alarm is useful for anyone with gas and/or solid fuel appliances in their home. Carbon monoxide alarms can detect if fuel-burning appliances emit too much carbon monoxide. It protects people in their home from the harmful effects of carbon monoxide, reduces risks from using gas and solid fuel appliances and provides automatic, audible CO2 detection alerts to our 24/7 Progress Lifeline alarm response centre.

There a number of precautions you can take to make your home as safe as possible:

- Keep anything that can burn at least three feet away from heaters and open fires
- Beware of lit candles. Although candles can set the mood for a relaxing and calming evening, they can be easily knocked over. Only light candles when you are alert and able to watch them, blowing them out whenever you intend to leave the room
- Do not use your oven to try and heat your home
- Ash from a fire can produce harmful levels of CO2 so you should never leave the ash in a bucket inside your home, always empty old ash outside
- Make sure you are using the right type of fuel for fuel-burning space heaters
- Remember to switch portable heaters off when leaving the room for prolonged periods
- Invest in a fire screen for your fireplace, this will prevent sparks from flying across the room
- If you are using a tumble dryer to dry clothes, make sure you clean the filters regularly and never leave the house with it on
- Never use hot water bottles in the same bed as an electric blanket, even if the blanket is switched off
- Make sure you have a chimney sweep to keep your chimney in good working condition.

If you are deaf or hard of hearing we can also connect these alarms to a flashing beacon, vibrating watch or bed shaker to wake you in the night.



If you are interested in adding one of the sensors or alarms mentioned above to your Progress Lifeline service then please call us on **03333 204999**.

## Recommend a friend and receive £10 Love2shop voucher



As a loyal Progress Lifeline customer, we hope you are happy and satisfied with the service we provide!

If you are happy, do you know someone else we could support to live safely, confidently and independently at home?

If you refer someone you know to Progress Lifeline and they join us, you will both receive a £10 Love2shop voucher.

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

There are a number of ways to refer a friend to Progress Lifeline, including:

- Call **03333 204999** and they will be able to assist you
- Visit [progresslifeline.org.uk/contact-us](http://progresslifeline.org.uk/contact-us) to complete the online form and quote 'refer a friend'

- Email [lifeline@progressgroup.org.uk](mailto:lifeline@progressgroup.org.uk) with yours and your friend's details
- Press your pendant and speak to our alarm response centre operators who will also be happy to help you
- Write to us at Progress Lifeline Marketing, Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW and we can send a form out to you in the post.

Alternatively, you can use the refer a friend form in your Progress Lifeline welcome pack, if you do not have one, please write to us at Progress Lifeline Marketing, Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW and we will send one out to you in the post.

Love2shop vouchers can be spent in over 20,000 stores, restaurants, and attractions, including Argos, Alton Towers, Clarks, Boots, Debenhams, Halfords, Iceland, Matalan, Dorothy Perkins, Wilko, TK Maxx and Thorntons.

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

Many Progress Lifeline members joined us following recommendations from other pendant alarm users!

# HAPPY NEW YEAR!

Thank you being a valued service user with us. For more updates from Progress Lifeline please like us on Facebook, follow us on Twitter and LinkedIn.



From all of us at  
**Progress Lifeline**





# Competition!

Thank you for your entries to our word search competition on musical instruments. As always, it is great to have so many of you participating. Congratulations to Mr E Spurrell from Bacup - your £20 voucher is in the post!

This edition's word search is on arctic animals.

Find the following words:

- Hare
- Fox
- Polar Bear
- Walrus
- Reindeer
- Beluga Whale
- Owl
- Wolf
- Seal
- Muskox
- Squirrel
- Narwhal
- Tern



Y S Q A R P Y R N A R W H A L  
 I K R D F C O E S W T F L O R  
 S T E M P J R L R E C S T N A  
 S E H A O L O R A N U P E L C  
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Name \_\_\_\_\_

Address \_\_\_\_\_

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For your chance to win a £20 Love2shop voucher, send your completed word search including your name and address to:

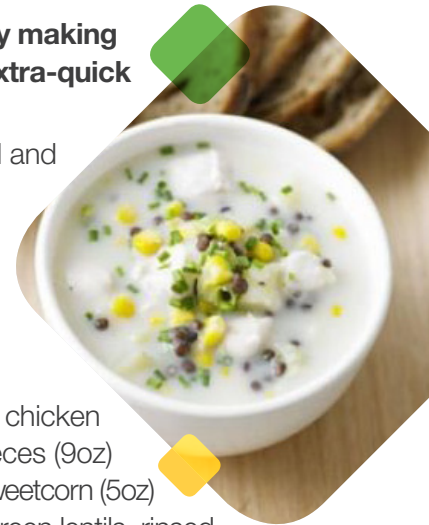
**Progress Lifeline Marketing, Sumner House,  
21 King Street, Leyland, PR25 2LW  
by Wednesday 4th March 2020.**

## Recipe

# Chicken, lentil and sweetcorn chowder

**Ingredients – (serves 4, try making double and freezing for extra-quick midweek meals).**

- 4 spring onions trimmed and thinly sliced
- 850ml chicken stock (1.5 pints or 30 fl oz)
- 250g potatoes, diced (9oz)
- 300ml skimmed milk (0.5 pints or 11 fl oz)
- 250g skinless, boneless chicken breast, cut into small pieces (9oz)
- 140g frozen or canned sweetcorn (5oz)
- 410g can Puy lentils or green lentils, rinsed and drained (14oz)
- Chopped chives, to serve (optional)



### Method

1. Place the spring onions in a large pan with 6 tablespoons of stock and seasoning. Cover and cook for 2-3 minutes until softened. Add the potatoes, the rest of the stock and the milk. Bring to the boil and simmer gently, partially covered, for 10 minutes or until the potatoes are just tender. Ladle out about a quarter of the mixture into a blender and whizz until smooth. Stir back into the pan.
2. Add the chicken, sweetcorn and lentils to the pan and cook for 5-7 minutes more or until the chicken is cooked. Check the seasoning and serve in warm bowls, scattered with chopped chives (if using).

**Credit:** This recipe has been sourced from the [www.bbcgoodfood.com](http://www.bbcgoodfood.com) website:

<https://www.bbcgoodfood.com/recipes/230614/chicken-lentil-and-sweetcorn-chowder>

## 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.



## Visit our website!

Find out about our full range of services on our website at [www.progresslifeline.org.uk](http://www.progresslifeline.org.uk) or scan this code with your smartphone.

