

Winter '21
edition

The Companion

A warm welcome to all our service users

Progress Lifeline acquires Gloucester City Homes LifeLink service

We are pleased to confirm that on 1st December 2021, Progress Lifeline acquired the Gloucester City Homes' (GCH) Lifelink service.



This means we are now offering our installation and Emergency Home Response services in Lancashire, Calderdale Yorkshire, Manchester, Wigan, Merseyside and Gloucestershire. We also offer our self-install and monitoring packages throughout the whole of England & Wales.

Natalie Thelwell, Head of Housing & Communities at Gloucester City Homes, said, "The services at Lifelink are excellent, however, going forward, we took the decision that a specialist provider would be better placed to deliver the necessary investment and expertise to ensure the service continues at its best. We are delighted that the service is moving to such a high-quality provider, and we are confident that Progress Lifeline will develop and further enhance the service across Gloucestershire."

Lorraine Simpson, Director Progress Lifeline, said, "We are excited to be delivering essential Technology Enabled Care services in the Gloucestershire area. This is a great step in widening our Progress Lifeline services across the country, enabling us to help more people, with a variety of health conditions, to live more independently. Our highly skilled and established teams have a wealth of experience and expertise in supporting people, and our customers are at the heart of everything we do. Our award-winning Emergency Home Response and Lifting Service will be part of the service that we deliver, further enhancing the existing services across the county."



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



Merry Christmas! and a Happy New Year!

We would like to wish all of our valued customers a Merry Christmas and a Happy New Year!

A big thank you to our very talented service user, and now friend, Roderick, who specially created this illustration for us.



Progress Lifeline announced as winners of the 'Kindest Award' at the 2021 NWEEG Awards

On Thursday 11th November, Progress Lifeline were announced as winners at the North West Employee Engagement Group (NWEEG) awards.

Held this year at The Monastery in Manchester, the NWEEG awards celebrate businesses across the North West of England engaging well with their employees, customers and stakeholders.

The 'kindest award' was looking for individuals or companies who recognise that the health and wellbeing of their people is the right thing to do and wanted examples of how colleagues are being encouraged to be healthier and kinder – both physically and emotionally, in and out of work.

We nominated Emergency Home Responder Lorraine Duong for the award, who showed true kindness and compassion to one of our service users at the beginning of the COVID-19 pandemic.

After receiving a personal alarm activation from a profoundly deaf service user in Leyland, Lorraine was deployed by one of our trained operators from our alarm response centre to visit the service user's property in response to a welfare call for a contracted service.

Lorraine found the gentleman distressed, cold and feeling unwell. After establishing that the service user didn't have any local family to support him due to Covid-19 self-isolation restrictions, Lorraine immediately used her skills and training

to communicate with him via lip-reading, sign language and written questions and answers.

Lorraine made a safeguarding referral and called 999 for further assistance. While waiting for the ambulance to arrive, Lorraine wrote down everything she had learned about the gentleman and his situation for the paramedics.

Lorraine was unable to find food in the house, without hesitation, Lorraine supported the gentleman by going to the local shop to purchase some basic food items using her own money.

Between them, the paramedics and Lorraine also sent in a referral to the CATCH Team at Lancashire and South Cumbria NHS Foundation Trust which meant that a joined-up response from social services, the NHS and other health and adult safeguarding services could arrange intermediate care and resources for the gentleman while his needs are further assessed.

Laura Doyle, Emergency Home Response Manager at Progress Lifeline, said "Because of the joined-up response and fantastic teamwork between Lorraine and the paramedics that day, carers now visit our service-user four times a day, the correct medication has been identified and is being administered, a regular food parcel is being delivered to his home, a frailty nurse is in place, the heating in the service-user's property has been fixed and our Progress Lifeline installers have identified further telecare to help him communicate with us should he need help again. This includes a vibrating alert monitor to alert him to phone calls and his doorbell.

"I am so proud of Lorraine and the service that Progress Lifeline provides to some of the most vulnerable people in our communities, it just shows now more than ever that this service really is a lifeline for people."

We are so proud of Lorraine and all of the Progress Lifeline team, who go above and beyond to ensure our customer's wellbeing and safety.

Winter home safety



With winter fast approaching and temperatures starting to drop, 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 our 24/7 alarm response centre, so that you will be connected to one of our helpful team members 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 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 a 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 emails us at lifeline@progressgroup.org.uk or call us on **03333 204 999**.

Key tips to keep you warm

You can help yourself stay well this winter. Here are 5 tips to keep you warm this winter...

1. Wearing a hat as well as a scarf around your neck and mouth can help protect you this winter. Breathing in cold air could increase your chance of chest infection and increase your blood pressure.
2. Keep your bedroom warm. 18°C/64°F is the ideal temperature for your bedroom.
3. Try to keep your main living room at a consistent 21°C/70°F and close any doors to rooms you're not using.
4. If you're sitting down, a shawl or blanket will provide a lot of warmth. Try to keep your feet propped up, as the air is cooler at ground level.
5. Several thin layers of clothing are better than one thick layer by trapping warm air between them. Start with thermal underwear, warm tights or wool socks.

If you are experiencing financial hardship with your heating costs you can contact the following organisations for help and advice:

- **Over 55:** Contact Age UK on telephone **0800 678 1602**
- **Under 55:** Contact The Citizens Advice Bureau (CAB) on telephone **03444 111 444**

Companion 2022 - Changes

To be more environmentally friendly, we have decided to reduce the number of times we publish a paper-based newsletter. So next year in 2022, we will only be producing one annual newsletter which we will publish and post out in early December. However, don't forget that you can still keep up to date with us on our website www.progresslifeline.org.uk or our Facebook page here: www.facebook.com/ProgressLifeline

We would like to take this time to thank our service users for engaging with our newsletter, from taking the time to write to us to entering our word search competitions. We will be back this time next year with an issue full of company updates, exciting product/service updates, and another fun word search competition.

Recommend
a friend



If you recommend a loved one to Progress Lifeline, we will reward you both with a £25 shopping voucher.

Email lifeline@progressgroup.org.uk or call **03333 204 999**.



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 'Halloween'. As always, it is great to have so many of you participating. Congratulations to **Mrs F Clarke, Southport** - your £20 voucher is in the post!

This edition's word search is on 'Christmas Time'.

Find the following words:

- Christmas
- Elves
- Holly
- Ivy
- Mistletoe
- Pantomime
- Presents
- Reindeer
- Snowman
- Yuletide



J S N A R E D Y U L E T I D E
 S K R D F C G E S W T F L J R
 K T E M P J R S R E C T T N A
 S E H I V Y A R P P W P E L C
 Q R P B G N Q T Z R T H E R I
 S D C V L Z N I H E N G F S T
 E Y S P O A N S O S N H D G R
 Z Q M X M I S T L E T O E I A
 F S E W K B U D T N A L B N O
 D S O L E C A E P T C L B S K
 I N N P N S P G C S L Y S T A
 S A L B S M F W P C F E W E Z
 H C H R I S T M A S L C L D O
 T L H R I N G R E I N D E E R
 L F T M E M N V L A G E L E U
 E P U R L J L U I A R E K H R
 G B Z N G E K R R N A D X N D
 O D S V P A N T O M I M E 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 14th January 2022.**

The winner will be contacted and announced on our website at the end of January 2022.

Recipe Turkey Tikka Masala

Be wise to wastage and turn your leftover turkey into a truly delicious post-Christmas dinner with this turkey tikka masala.

Ingredients

- Sunflower oil
- Onion, finely chopped
- 3 garlic cloves, crushed or finely grated
- Thumb-sized piece of ginger, peeled and finely grated
- 1 red chilli, deseeded and finely chopped
- 1 tsp cumin seeds
- 1 tsp ground coriander
- ½ tsp paprika
- ½ tsp ground turmeric
- ½ tsp garam masala
- 1 tbsp tomato purée
- 400g can passata or chopped tomatoes
- 1 tbsp mango chutney
- 100ml double cream
- 2 tbsp natural yogurt (optional)
- Approx 600g leftover roast turkey, cut into large chunks
- Chopped coriander, toasted flaked almonds, steamed rice and garlic naan breads, to serve



Method

1. Heat the oil in a casserole dish or shallow pan over a medium heat, and fry the onions for 10-12 minutes until golden. Stir in the garlic, ginger, chilli and all the spices, and cook for 2 mins more until the mixture resembles a paste. Stir in the tomato purée, passata or chopped tomatoes and mango chutney, and bring to a simmer. Cook for a further 10 minutes.
2. Stir in most of the cream and the yogurt, if using, and return the mixture to a simmer. Add the turkey and continue to simmer until the turkey is piping hot. Remove from the heat, drizzle over the remaining cream and stir through briefly. Scatter over some coriander and flaked almonds, and serve with the rice and naan breads on the side.

Useful Numbers

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

0800 169 1125
01772 904 600
0845 404 0506
0800 169 6565
01772 678041
0845 053 0013
0800 470 8090
0345 688 7113
0345 013 8208



Visit our website and online shop!

Find out about our full range of products and services on our website. Seen something you like? Order from our online shop through the website: www.progresslifeline.org.uk

 **Progress
 Lifeline**
 Help is close at hand