

2022
edition

The Companion

A warm welcome to all our service users



Welcome to our annual customer newsletter to update you on our work at Progress Lifeline this year.

Our business continues to grow and we have made some significant achievements over the last year. We are now supporting more than 65,000 customers across England and Wales with our Technology Enabled Care services. Our aim, as always, is to continue to put customers at the heart of our service and to support people to live safely, confidently and independently at home.

Bernie meets with Care Minister to talk about key issues



In January, our Deputy Chief Executive Bernie Keenan talked to Care Minister Gillian Keegan MP in a meeting organised by the Voluntary Organisations Disability Group (VODG) to discuss several key issues in the Health, Care and Housing sectors. The discussion involved Progress Lifeline as part of Progress Housing Group, alongside six care providers, looking at how organisations responded to the pandemic, workforce and resource issues, and how the integration of services can help to transform the care, health, and housing sectors.

Bernie Keenan, Deputy Chief Executive, said, “The meeting was a great opportunity for several organisations to share their challenges over the past 18 months, and

we had a useful exchange of views on issues within the sector. It was also great to hear that the government continue to support the increasing use of technology to improve the quality of services to the end-user and ensure limited resources are used to the maximum benefit.”

Assistive technology and smart solutions can help to protect the safety of individuals, especially where people are particularly frail or at risk of falls. The use of technology can provide 24-hour reassurance and enables care service providers to deliver care safely and efficiently.

Progress Lifeline is committed to working innovatively to ensure that our services are fit-for-purpose and add real value and positive outcomes to our service users. We will continue to grow and provide the highest quality service to our existing customers and new ones alike. Having the opportunity for our deputy chief executive to speak to the care minister is just one of the many ways that we are working to shape the future of TECs services.



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

The Analogue to Digital Switchover

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.

How will the switchover benefit me?

The change will help make phone calls clearer and connections will be quicker. Maintenance and upgrades to the core telephone system will also be easier - no more digging up the roads. Overall the new digital telephony system will help ensure the UK's landline telephone services are fit for current and future use.

What does it mean for lifeline users?

The Lifeline units currently operate through a traditional analogue home telephone line.



As those telephone lines are slowly switched over to new digital lines, your existing Lifeline unit may need to be replaced with a digital equivalent so you can continue to benefit from our Progress Lifeline services. The equipment replacement may impact on the monthly rental prices. When appropriate, we will guide you through any necessary changes to your equipment or service charges.

What happens next?

These changes may affect the way the lifeline works and so it is important that you notify our alarm response centre of any changes made to your service by your telephone provider by contacting us on **03333 204 999**. Our customer service team is available Monday to Friday, 9am until 5pm.

We are delighted to have been recognised for our service by being nominated for several awards this year. We were named the winner of the ITEC Partnership Integration award for our work with the North West Ambulance Service (NWAS) which has helped to reduce the pressure on the Ambulance service and waiting times for those who have fallen and are uninjured but need assistance getting back up.

In addition, we were announced as finalists in the Health and Wellbeing Award category at the Red Rose Awards 2022. The Health and Wellbeing Award category recognises Lancashire-based businesses that provide health and/or wellbeing solutions to their customers, and the wider community as a whole.

Recently we were shortlisted in the 'Public Private Partnership' category at the LaingBuisson Awards .



Proud Winners of ITEC Award

Progress Lifeline acquires West Lancs service

This year, Progress Lifeline successfully acquired the Home Care Link Service, based in West Lancashire. This strategic move supports our ambitions to be one of the lead technology enabled care providers in the UK and enables us to support even more people with the highest quality of Technology Enabled Care Services.

Lorraine Simpson, Director Progress Lifeline, said, "We are delighted to be delivering more essential Technology Enabled Care services in the West Lancashire and Knowsley areas. This supports our aim to increase Progress Lifeline services across the UK.

"Our focus is to grow whilst continuing to deliver high quality services as we move to digital equipment. Our priority is on innovation and partnership working. This in turn will enable us to help more people, with a variety of health conditions, to live more independently.



Our award-winning Emergency Home Response and Lifting Service will be part of the service that we deliver, further enhancing the existing services across Lancashire."

Fiona Graham, of West Lancashire Borough Council, said, "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 West Lancashire."

We are proud to be supporting more customers to stay independent in their own homes.



Recommend a friend

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**.*

- 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 paid service for a minimum of three months. Please ensure you ask permission before you pass on their details.



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

Office Opening hours

Our Alarm Response Centre and our Emergency Home Response teams are available 24/7 365 days a year for all our customers – just press your pendant if you need any emergency help over the festive season.

Our Emergency out-of-hours number is 01772 678990.

Our customer service team will be available until 12noon on Friday 23rd December. The office will then be closed until Tuesday 3rd January 2023 (normal 9am to 5pm hours resume).

We'd love to hear from you!

We would love to hear more from our customers about their lives and how our services help them. Send us your story and you may feature as a story on our website.



Write to us at: Progress Lifeline Marketing, Sumner House, 21 King Street, Leyland PR25 2LW



or email us: lifeline@progressgroup.org.uk

Competition!

Thank you for your entries to our last wordsearch competition. As always, it is great to have so many of you participating. **Congratulations to Mrs A Owler from Chorley**, who won the last £20 shopping voucher.

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

Find the following words:

- Aladdin
- Cinderella
- Costumes
- Dame
- Dance
- Fairy
- Songs
- Stage
- Theatre
- Villain

✂

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

Name _____

Address _____

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

**Progress Lifeline Marketing, Sumner House,
21 King Street, Leyland, PR25 2LW
by Friday 20th January 2022.**

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

Recipe Double Chocolate Shortbreads

You're only five ingredients away from a double chocolate melt-in-your-mouth delight.



Ingredients

- 175g butter, softened
- 85g golden caster sugar
- 200g plain flour
- 2 tbsp cocoa powder
- 100g chocolate chips

Method

Step 1: Mix the butter and sugar together with a wooden spoon. Stir in the flour and cocoa, followed by the chocolate chips – you'll probably need to mix it together with your hands at this stage. Halve the dough and roll each piece into a log about 5cm thick. Wrap in cling film and chill for 1 hour. Can be frozen for up to 1 month.

Step 2: Heat oven to 180C/160C fan/gas 4. Slice logs into 1cm-thick slices, transfer to a baking tray lined with baking parchment and bake for 10-12 mins. Cool on the tray. Enjoy.

Useful Numbers

- | | |
|---|----------------------|
| • Age UK Advice Line | 0800 678 1602 |
| • Alzheimers Society | 0333 150 3456 |
| • Carers UK
(help & advice for carers) | 0800 808 7777 |
| • Citizens Advice | 0800 144 8848 |
| • Dementia UK | 0800 888 6678 |

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

