

Summer  
edition

# The Companion

A warm welcome to all our service users

## COVID-19 Business as Usual

Progress Lifeline is very proud to say that we have continued to provide all our services 24-hours a day since the 23rd March, when the UK Prime Minister Boris Johnson announced that the country was in lockdown. Progress Housing Group (our parent company) established a Senior Management Incident Team and activated its plan designed to deal with emergencies such as this.

During this unprecedented time, Progress Lifeline was able to perform all its usual services along with successfully adapting and implementing a number of its products and services to meet the needs of service users and staff.

To protect new service users who were shielding, we introduced a 'contactless' installation service. The pre-programmed Lifeline unit was posted out together with an easy-to-follow installation and user guide. A self-install video was filmed and a dedicated technical helpline number was setup to provide over the phone installation support.

One of our main successes was our welfare call service. Welfare calls were made as part of Progress Housing Group's Here to Help service. Our round-the-clock team carefully listened to, and signposted over 3120 calls, and arranged over 160 welfare visits to our most in-need service users, including those who may be digitally-excluded.

Each call made asked how they were keeping and to ensure they had access to vital services such as support workers, local support groups, and medicine and food delivery services if needed.

To read some of the amazing differences our welfare call made, visit our latest news section  
[www.progresslifeline.org.uk/news](http://www.progresslifeline.org.uk/news)

## Calderdale Team Win West Yorkshire's Unsung Wonders Award

On the 1st June, live on air, Pulse 1 radio announced the winner of the Unsung Wonders award, sponsored by Halifax Metals. And the winner was... our remarkable Emergency Home Responder team in Calderdale. It was noted that at every call out they attended, before they left, they checked to make sure service users were safe and secure in their homes, and provided much needed comfort and reassurance.



Jacqui Blay, from Pulse 1 radio said, "A huge congratulations to the Calderdale team at Progress Lifeline for winning the Unsung Wonder award. Their small team have worked together assisting over 800 call outs from the vulnerable or elderly since lockdown began, thus easing the pressure on the ambulance service."

Team Leader, Mat Carter said, "I am thrilled the listeners chose our team to be their Unsung Wonder. Lindsay, Brian, Ian, Nick, Caroline, Glyn, Amie, Caroline, Lindsey, Dave and John have worked so hard and I'm really proud of them all."

Mat added, "During lockdown, the team also carried out over 200 lift assists using specialist lifting equipment called the Raizor chair. This award means that not only does the Group recognise the amazing work they do, but the listeners did too."

**A VERY BIG THANK YOU!**

To everyone who has recommended a friend and welcome to our new Progress Lifeline service users.

  
**Progress  
Lifeline**  
Help is close at hand

## Customer Notice:

### If a planned or unexpected power failure occurs, this is what happens to your Lifeline home unit...

The home unit will continue to work using its back-up battery, however, as a warning the red alarm button LED will flash once every 4 seconds. The unit will also announce 'WARNING – there is no mains power'. This warning is repeated every 5 minutes. To silence the warning reconnect the power lead.

If the power failure lasts for more than 1 hour, during the next hour the unit will automatically alert our alarm response centre. The unit will continue to alert our response centre every 4 hours until the power is restored. All alerts are picked up by one of our operators who will check in with you to make sure you are keeping well. The battery provides 40 hours back-up.

## Ask Us!

### How do I prevent a fall from happening?

Slips, trips and falls in the home are extremely common. Making simple changes to your home and staying active can significantly reduce a risk of a fall. Daily exercises not only strengthen your muscles, they will improve your balance and co-ordination too.

Hints and tips to keep you safe:

- Stay as active as you can
- Wear well-fitted gripped footwear
- Avoid wearing socks or tights on hard floors
- Ensure you stay hydrated
- Have regular eye checks
- Clean up all spills quickly
- Remove clutter from walkways and stairs
- Use non-slip rugs and mats
- Keep your home well-lit
- Ask for help with tasks around the home

If you need further support, contact your GP. They can help with arranging free strength and balance classes, review medication, book a home hazard assessment, and refer you to a falls prevention service.



## A free service to support the vulnerable



Age UK Lancashire's Hospital Aftercare Service offers free, short to medium-term support to adults (18+), both in hospital and at home after an illness, bereavement or loss of confidence.

Team Manager, Joanne Rawlinson said: "Anyone can refer themselves or others to use this service. Please tell your friends and family about us. The people we have helped so far have said, their lives are so much better now."

In hospital, the team assess what support is required prior to discharge, such as transport home, to settle a patient in, and arrange other services.

In the home, the team assist with shopping, light cleaning and preparing light meals. They also provide emotional support, companionship, information and advice.

To find out more or to make a referral call **0300 303 1234** or email **referrals@ageuklancs.uk**

Visit their website at **www.ageuklancs.org.uk**

## Emergency Home Response and Lifting Service

Our highly trained emergency home responders are on-call 24/7, giving you the reassurance that help is on the way if your alarm is activated and your emergency contacts are unable to attend. In June we attended over 850 visits to support our service users.

If you have fallen and are uninjured but just need help to get back up, our responders are trained to provide specialist lifting services to get you back on your feet safely and with dignity. This is available for just an extra £6.50 per month. To find out more call us on **03333 204 999** or visit our website page **www.progresslifeline.org.uk/emergency-home-response-bolt-on-package/**



## Facebook group page for service users

Progress Lifeline launched its first Facebook group page in July for our service users. The aim of the community page is to connect you with like-minded people and post information that is interesting and beneficial.

To join the Facebook page, visit the webpage below and follow the instructions provided. Once your application has been approved, you will be able to chat with other members, post and share useful information, make suggestions of what you would like to see on the page, send direct messages to the Progress Lifeline team and much more.

To join Progress Lifeline's Community Page, visit **www.progresslifeline.org.uk/facebook-community**

## Test your pendant

Remember to test your pendant each month. This is how:  
Press your red pendant button. An operator will answer. Tell the operator, "Hello operator, this is my monthly pendant test call."

  
'Like' us on  
**Facebook**  
[www.facebook.com/ProgressLifeline](http://www.facebook.com/ProgressLifeline)

## Thank you to all our customers for your support during COVID-19

Thank you for all your support during COVID.

Our alarm response centre and emergency home responder teams would like to thank everyone for showing their support during lockdown. They would like to send out a special acknowledgement to Mr Lowther, "Your weekly Thursday Clap for Carers, was a real morale boost."



**A MASSIVE THANK YOU**  
to Sophie Wilding and the Volunteers at Community Network & Outreach Service Leyland & Surrounding

Thank you to Sophie and her team of volunteers at Community Network Outreach Service Leyland, who donated care packages and to one

of our local supermarkets for donating much needed refreshments. We truly felt the love.

## Scam alerts - What is Phishing?

Phishing is a type of online scam where criminals send an email that appears to be from a legitimate company. It can also come via text message or on social media too. They will often ask you to provide sensitive or personal information – such as credit card numbers, account numbers, passwords, usernames, and more.

In most instances it is usually done by including a link that will appear to take you to the company's website to fill in your information – but the website is a clever fake and the information you provide goes straight to the people behind the scam.

The term 'phishing' is a spin on the word fishing, because criminals are dangling a fake 'carrot' (the email that looks legitimate, as well as the website that looks legitimate) hoping users will 'bite' by providing the information the criminals have requested.

We would never ask you to send personal or financial information over a text or email. If you receive something from Progress Lifeline and are unsure if it is from us, please press your pendant to check its validity prior to giving out any information.

## BBC North West Tonight's Everyday Hero!



Our alarm response centre were nominated for the extraordinary service they delivered by the BBC North West Tonight programme. Our amazing team went that extra mile to ensure a service user was kept calm and safe.

One of our operators Rachael responded to a smoke detector alarm alert that came through via his Lifeline unit. Rachael remotely guided the gentleman to safety whilst calling the emergency services, she remained online until help arrived. We want to congratulate Rachael on being an everyday hero and helping to keep our service users safe. Well done!

## Our Footprint GPS device is perfect for getting outdoors

Now that lockdown rules are easing and those of you who have been shielding can venture outside, the world may seem a different place. To help you feel a little bit safer while out for a walk or out in your car driving to the shops, our GPS location device, the Footprint, has a built-in two-way communication and falls detector technology which means our response centre is available at the touch of a button 24/7 anywhere in the UK.

Footprint benefits are:

- GPS pinpoints exact position
- Uses a roaming sim for strongest signal
- Acts as a two-way communication
- Pairs with up to three mobile phones
- Option to geo-fence pre-define areas
- No upfront equipment costs\*
- No maintenance costs

To find out more and a free demo, call us on **03333 204 999** or visit our website page **www.progresslifeline.org.uk/footprint**

\*Equipment owned by Progress Lifeline



**Recommend a friend**

If you recommend a friend and they join the Progress Lifeline service, we will reward you both with a £10 shopping voucher.

**How to:** Press your pendant and tell us your friend's details or ask your friend to phone us on **03333 204 999** and tell us your name. Please remember to get permission before contacting us. In order to qualify for the vouchers, your friend must join the service for a minimum of three months.





# Competition!

Thank you for your entries to our word search competition on arctic animals. As always, it is great to have so many of you participating. Congratulations to Mrs Pemberton in Walton-le-Dale - your £20 voucher is in the post!

This edition's word search is on The Wizard of Oz.

Find the following words:

- Wizard
- Monkeys
- Munchkins
- Glinda
- Slippers
- Dorothy
- Tinman
- Scarecrow
- Toto
- Melting
- Lion
- Witch



N U E B R M O N K E Y S E N S  
 R L N X B A T R L A Y L T I L  
 E I R E U G R N N T D I A A I  
 H P Q L Y P R O O D P P K C O  
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 O X S S N G T H N U S R T C I  
 M Q U I C Z N I I H R S T N A  
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 H T B M E L T I N G D S R 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 Tuesday 15th September 2020.**

## Recipe Easy Fish Pie

**A simple fish pie recipe that's quick and easy to prepare. Portion into ramekins and freeze for quick meals.**

### Ingredients

- 1kg Maris Piper potatoes peeled and halved
- 400ml milk, plus a splash
- 25g butter, plus a knob
- 25g plain flour
- 4 spring onions, finely sliced
- 1 x pack fish pie mix (cod, salmon, smoked haddock etc, weight around 320g-400g)
- 1 tsp Dijon or English mustard
- ½ a 25g pack or a small bunch chives, finely snipped
- Handful frozen sweetcorn and petits pois
- Handful grated cheddar



### Method

Heat the oven to 200C/fan 180C /gas mark 6. Put 1kg potatoes, peeled and halved, in a saucepan and pour over enough water to cover them. Bring to the boil and then simmer until tender.

When cooked, drain thoroughly and mash with a splash of milk and a knob of butter. Season with ground black pepper.

Put 25g butter, 25g plain flour and 4 finely sliced spring onions in another pan and heat gently until the butter has melted, stirring regularly. Cook for 1 -2 mins.

Gradually whisk in 400ml milk using a balloon whisk if you have one. Bring to the boil, stirring to avoid any lumps and sticking at the bottom of the pan. Cook for 3 – 4 minutes until thickened.

Take off the heat and stir in 320g-400g mixed fish, 1 tsp Dijon or English mustard, and a small bunch of finely snipped chives, handful of sweetcorn and handful of petits pois. Spoon into an ovenproof dish or 6- 8 ramekins.

Spoon the potato on top and sprinkle with a handful of grated cheddar cheese.

Pop in the oven for 20 - 25 mins or until golden and bubbling at the edges. Alternatively, cover and freeze the pie or mini pies for another time.

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

## Got a story to share or suggestion? - earn a £20 shopping voucher!

We're always after good news stories and will send you a £20 shopping voucher for every story we publish (named or anonymous).

Your story maybe about how our service made a difference to your life or anything else that you think Companion readers would want to read about. To get involved, please send your story or suggestion to [lifeline@progressgroup.org.uk](mailto:lifeline@progressgroup.org.uk) or telephone **03333 204 999**.



## 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.

