

Autumn  
edition

# The Companion

A warm welcome to all our service users

## COVID-19 Update National Lockdown announced

The government has announced that a national lockdown will take place in England from Thursday 5 November. The national restrictions replace any local restrictions in your area. The latest information can be found on the government website: [www.gov.uk/guidance/new-national-restrictions-from-5-november](http://www.gov.uk/guidance/new-national-restrictions-from-5-november)

The new measures will apply nationally for four weeks up to Wednesday 2 December. At the end of the period, they will look to return to a regional approach, based on the latest data.

### What this means for you as a Progress Lifeline service user?

All Progress Lifeline Services will continue as normal during the 4 week lockdown period.

We will carry on working strictly within government guidelines. The health and safety of our colleagues and our customers always being our top priority.

Our responders will attend when required, dressed in the advised Personal Protective Equipment (PPE). The alarm response centre is also operating 24/7. If you need us, we are here.

We have effective, carefully thought through working procedures for all parts of our organisation. We will also listen to any feedback that you give us, and make sure that we act quickly where necessary.

### Easy Self-Install Option

Due to the current Covid challenges, we at Progress Lifeline have successfully adapted our existing installation service to provide an easy self-install telecare service that's connected to our 24/7 alarm response centre - that requires no face-to-face contact, and consists of easy picture guides and telephone support. Great if you have a family member or friend who would benefit from our service.

If you recommend a friend you will both receive a £10 shopping voucher.

Lorraine Simpson, Progress Lifeline Service Director, said, "To assist those who are in self-isolation or shielding, our existing installation service has been adapted to deliver a vital service that requires minimal or no contact at all."

A recent, new self-install service user said, "The whole thing went amazingly smoothly. I'm very impressed with Progress Lifeline and the process. I never normally give full scores, but you earned them. I'm a very happy customer indeed."

We have said throughout this pandemic that we will work strictly within government guidelines with the health and safety of our colleagues and our customers always being our top priority. This continues to be the case.

Your support so far has been tremendous – Thank you.

## WORLD'S BIGGEST COFFEE MORNING

## MACMILLAN CANCER SUPPORT

On 23rd September, Progress Lifeline hosted a virtual coffee morning and raised £108 for Macmillan Cancer Support.

Progress Housing Group matched the amount raised, which took the grand total to an amazing £216.

This year, due to social distancing, our Macmillan Coffee Morning had to be different. Hosted over Zoom, we held a bake-off competition and organised a range of fun activities. There was a 'big bite' countdown - similar to a New Year's Eve countdown but when we got to 1 we all took a bite of cake. We had a raffle and a 'guess how many sprinkles Colin the caterpillar has on his back' competition too.

Thank you to everyone who got involved and supported our Macmillan Coffee Morning.

## 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)



Progress  
Lifeline

Help is close at hand



## Progress Lifeline raise £3395 for Rochdale Dog Rescue

Well done to our Progress Lifeline and Progress Housing Group colleagues who defeated the Yorkshire Three Peaks challenge on 10th October. The team completed a gruelling 25 mile hike to raise money for the Rochdale Dog Rescue. The 25 mile hike included a 5,500 feet ascent over Pen-y-Ghent, Whernside and Ingleborough – our fantastic team did it in just 12 hours and raised an amazing £3395 for the deserving charity. Three special dogs adopted from the rescue also joined in the challenge.



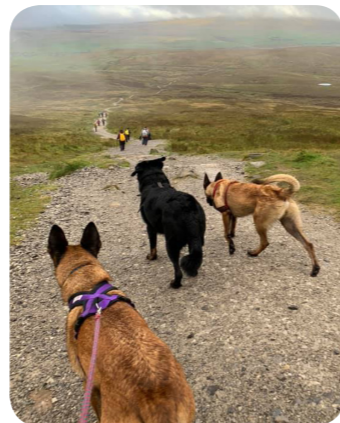
**Zeus** - a Beauceron (a French & German shepherd cross). He's the black dog and loves to both track and complete search work for missing dogs.

**Radar** - a Belgian Shepherd (Malinois). Malinois dogs are prone to biting and are used by the Police to track suspects. Despite his police training, Radar was too friendly! Radar is the one on top of the trig point admiring the view.

**Genie** - also a Malinois. Genie is the golden dog with the red harness.

The team used a Progress Lifeline GPS Footprint device on the walk, which tracked their location throughout as an extra safety measure. This was linked to our Alarm Response Centre and the SOS button was tested and alarms received. To view a short video of the route please visit the news page on our website [www.progresslifeline.org.uk/news](http://www.progresslifeline.org.uk/news)

Loraine Simpson, Services Director, Progress Lifeline said, "The challenge walks always give you a great sense of personal achievement, but what I saw on this walk, was an amazing display of team work and supporting each other along the way. Especially on the treacherous parts, as we began to tire and the dark started to set back in. I want to say a special thank you to the support crew; Chrissie Jones (control centre team leader), and her friend Jo, and their husbands who were there to provide warm clothing and food and to cheer us on. I feel very proud to have helped to organise this year's challenge – please do not underestimate how much of an impact this amount of money will have on the volunteers at the Rochdale Dog Rescue. They work tirelessly to help these dogs and I know this challenge will go part way to helping them continue their great work. I've cleaned my boots and I'm ready for the next challenge... who's with me?!"



Many charities have been affected by the Covid pandemic not least animal charities and their ability to re-home pets. It was also World Mental Health Day on the same day that the walk took place. Pets are really good for our mental health especially in these times of Covid19. Pets can help with alleviating stress, anxiety, depression and feelings of loneliness – and that's why we wanted to help out this local charity. Congratulations to the team who took part and thank you to all those who have supported this year's challenge.

## Our home safety & well-being sensors

Our home safety and well-being sensors can support people with short and long-term health conditions.

Our sensor package includes the Progress Lifeline Vi base unit, 24-hour a day/365 days a year on-call support and up to three sensors or up to two sensors and the emergency home response service from £26.99 per month.

Our sensors:

- Environmental sensors: Ambient temperature sensor, and carbon monoxide, flood, heat and smoke detectors.
- Person centred sensors: Bed / chair occupancy, door, enuresis, epilepsy, medication dispenser and property exit sensors, and falls and movement / inactivity detectors.
- Sensory sensors: Bed shaker and doorbell sensors, DDA wrist pager and flashing beacon.

For more information or to discuss your needs call us on **03333 204 999**.

## Mr Holt and Vascular Dementia



Mr Holt is in his 60s and lives with his wife in Lancashire. They have two grown-up sons who live close by with families of their own.

For most of his life, Mr Holt has been a very active person, however his health took a turn for the worse two years ago when he was diagnosed with vascular dementia.

Vascular dementia caused Mr Holt to have a series of minor strokes and he started to suffer cognitive decline. Mr Holt found himself leaving the car engine running, leaving the gas on (before swapping to an induction hob), and experiencing hallucinations. It also caused him to fall a lot, and Alzheimer's Society North West recommended Mr and Mrs Holt look into remote home monitoring, personal pendant alarms and telecare equipment to support Mr and Mrs Holt in their home.

### The Progress Lifeline Solution

Mr Holt was provided with telecare from Progress Lifeline, which has helped the couple feel more confident living at home. This included a red button personal pendant alarm and a falls detector, both him and his wife wears at home and can quickly and easily press for help should he have a medical emergency. The falls detector also automatically detects if Mr Holt falls and, without the need for physically pressing the button, it sends an alert to the alarm response centre who will get help to Mr Holt.

Additionally, after an assessment from the Progress Lifeline installer team, smoke alarms and heat detectors connected 24 hours a day, 365 days a year to the Progress Lifeline monitoring centre were installed in their home.

### Outcome

Mr Holt admits he has good days and bad days but since his diagnosis, he has thrown himself into living as positive and as independent a life as possible.

Mr Holt says: "I've had a few falls since I've had the Progress Lifeline service and the swift response from the operators has given us a lot of confidence that I'll get help quickly if I fall and I'm on my own at home.

Mrs Holt adds: "I feel much more at ease having the Progress Lifeline telecare equipment. It allows John to still maintain his independence by staying at home on his own when I go out and makes me feel reassured. Our family are really pleased that we've got the telecare equipment as well."

The Progress Lifeline telecare equipment has played a part in supporting Mr Holt to enjoy his time at home with his family and reduced anxiety for Mr and Mrs Holt about Mr Holt being on his own.

They help identify options for veterans and their loved ones to help build support mechanisms concentrating on their own personal needs.

They have appointed Claire Chantrell as the service coordinator, she has a wealth of experience supporting families in the area. Her counselling qualifications make her a great listener who can help families to break down some of the barriers to accessing support.

To contact the service for advice or help, please call **0300 303 1234**.

## 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.

Write to us at: The Marketing Team, Progress Lifeline, Sumner House, 21 King Street, Leyland, PR25 2LW or email [lifeline@progressgroup.org.uk](mailto:lifeline@progressgroup.org.uk)

## Supporting Families of Veterans



Over 3,000 Veterans live in Blackpool, Fylde & Wyre: the largest concentration of veterans in Lancashire.



Age UK Lancashire is launching this new project funded by the Armed Forces Covenant Fund to support families and carers of veterans, where they will be on hand for up to 12 weeks. They aim to encourage and empower people to improve their own personal wellbeing.

**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.

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](mailto: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 The Wizard of Oz. As always, it is great to have so many of you participating. Congratulations to Mrs J.M. Stott in Preston - your £20 voucher is in the post!

This edition's word search is on 'Everything Autumnal'.

Find the following words:

- Blanket
- Bonfire
- Crisp
- Fireside
- Halloween
- Crunchy Leaves
- Parkin
- Pumpkin
- Scarf
- Spooky
- Toffee
- Woolly Hat



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

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 December 2020.**

## Recipe Easy Pumpkin Soup

A simple pumpkin soup recipe that's easy to prepare.

### Ingredients

- 2 tbsp olive oil
- 2 onions, finely chopped
- 1kg pumpkin or squash peeled, deseeded and chopped into chunks
- 700ml vegetable stock or chicken stock
- 150ml double cream

### ...and for the croutons

- 2 tbsp olive oil
- 4 slices wholemeal seeded bread, crusts removed
- handful pumpkin seeds

### Method

1. Heat 2 tbsp olive oil in a large saucepan, then gently cook 2 finely chopped onions for 5 mins, until soft but not coloured.
2. Add 1kg pumpkin or squash, cut into chunks, to the pan, then carry on cooking for 8-10 mins, stirring occasionally until it starts to soften and turn golden.
3. Pour 700ml vegetable or chicken stock into the pan and season with salt and pepper. Bring to the boil, then simmer for 10 mins until the squash is very soft.
4. Pour 150ml double cream into the pan, bring back to the boil, then purée with a hand blender. For an extra-velvety consistency you can pour the soup through a fine sieve. The soup can now be frozen for up to 2 months.
5. To make the croutons: cut 4 slices wholemeal seeded bread into small squares.
6. Heat 2 tbsp olive oil in a frying pan, then fry the bread until it starts to become crisp.
7. Add a handful of pumpkin seeds to the pan, then cook for a few mins more until they are toasted. These can be made a day ahead and stored in an airtight container.
8. Reheat the soup if needed, taste for seasoning, then serve scattered with croutons and seeds and drizzled with more olive oil, if you want.



## Useful Numbers

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

**0800 169 1125**  
**01772 904600**  
**0845 404 0506**  
**0800 169 6565**

**01772 678041**  
**0845 053 0013**  
**0800 4 70 80 90**  
**0345 688 7113**  
**0345 013 8208**



## 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.



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 Help is close at hand