

The Companion

2023
edition

 **Progress
Lifeline**
Help is close at hand

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

Phone lines are changing - Analogue to Digital Switchover

The old technology that powers landline telephones in the UK will be switched off in 2025. This national project is called the **Analogue to Digital Switchover**.

What will happen?

By 2025, all landline telephones in the UK will be switched off. Operators will switch every landline 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 well underway, this change will affect homes and businesses, including Progress Lifeline equipment.

What does it mean for Progress Lifeline users?

We have updated our internal systems to be fully digital which will ensure that we can continue to safely monitor lifeline alarms. Some Lifeline units currently only operate through a traditional analogue home telephone line. If you have our analogue Lifeline equipment, your existing unit will need to be replaced with a digital equivalent so you can continue to benefit from our services.

Our team are working hard to swap all of our customers with analogue units over to digital ones. We will swap equipment during any planned maintenance visits, as well as working through lists of customers, by area, with analogue units. A member of our customer service team will be in touch with you to arrange changing your unit.

If you swap your phone line before we have been in touch, please contact us immediately so we can make sure your equipment is changed to work with your digital line. Call us on 03333 204 999.

Will you still be able to use a landline?

Yes, you will still be able to have a landline in your home. The change means the landline will use the internet to



make calls, rather than old copper network (known as PSTN, or public switched telephone network). The new system is called Voice over Internet Protocol (VoIP) but providers also have their own names for it such as BT Digital Voice.

What if I don't have an internet connection at home?

For those without a broadband connection at home, your supplier will install one. If you only want to use broadband so you can keep your landline, that's fine.

What are the benefits of the switchover?

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 happens next?

Landline service providers may make changes before we have swapped some of our customers analogue units to the digital versions. These changes may affect the way the Lifeline works and so it is important that you notify us of any changes that are made to your landline (by your telephone provider).

Please contact us on 03333 204 999. Our customer service team is open Mon - Fri 9am until 5pm.

A Year In Review

Over the past 12 months we have been working closely with Adult Health & Social Care organisations to improve independent living and reduce hospital admissions through our services. We have focussed on future proofing our digital services and continued our proactive approach to tackling the analogue to digital switchover. To assist more customers we have also extended our Emergency Home Response service to cover more areas across the UK. Once again, we are delighted to have been awarded the highest level in the TSA (Telecare Services Association) audit.

In preparation for the analogue to digital switchover, Progress Lifeline have implemented a new digital platform which will manage our call alerts and also mean we will be able to start offering a wider range of technologies moving forward to best serve our customers. We have already completed 40% of our digital swap out plans and are on track to have this finalised for all customers by the end of 2024.

We have proactively worked in partnership with Health and Social Care organisations to meet changing agendas and support integration of digital pathways and

help reduce hospital admissions. We have developed a system in partnership with the North West Ambulance Service (NWAS). This means that when they triage a 999 call and the outcome is that the patient is uninjured and needs assistance getting up from the floor - they can assign it to us for one of our Emergency Home Responders to attend within the hour to lift the person using our specialist lifting chair. Other examples of systems innovation include our new 'First Touch' App for responder deployment, which means we can more easily track our nearest responder and send the closest one to a service user that needs emergency help.

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

Our customer satisfaction scores continue to provide us with great results and we measure these continually throughout the year to ensure we are providing the best possible service.

The Companion is moving over to a digital newsletter!

At Progress Lifeline, we are always looking at ways to be more environmentally friendly and to support this, we have decided to take the Companion newsletter paperless!

Going forward we will only be producing a digital newsletter which we will send out in early December. However, to allow us to do this, **we need to collect your email address**. If you wish to continue receiving the Companion via email, please send us an email us to lifeline@progressgroup.org.uk so we can add you to the distribution list.



Alternatively, give us a call on 03333 204 999 or fill out your details at the bottom of the crossword overleaf and return by post.

We would like to take this time to thank our service users for engaging with our newsletter. Don't forget that you can still keep up to date with us on our website www.progresslifeline.org.uk or our Facebook page www.facebook.com/ProgressLifeline.

Winter NHS Pressures Our Emergency Home Response service - just £3.46 per week!

There are long waits for ambulances again this winter, so if you just need help getting back up after a fall, our Emergency Home Response service could help. We are available 24/7 and our average response time is less than 30 mins.

Being on the floor for a long time could cause further health issues and a may result in hospital admissions. If you have fallen and are uninjured but need help to getting up, our responders are trained to use a specialist lifting chair, to get you back up quickly, safely and with dignity.

To add this service to your existing package for just



£3.46 a week please call our Customer Service team on 03333 204 999.

Our Emergency Home Response service is currently only available in selected areas. (Lancashire, Merseyside, Greater Manchester, West Yorkshire and Gloucestershire).

To check if this service available in your area, call 03333 204 999 or visit our postcode checker at www.progresslifeline.org.uk/check-your-postcode.



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.



Christmas opening hours

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

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 22nd December. The office will then be closed until Tuesday 2nd January 2023 (please note, we will have skeleton staff for urgent repairs and referrals).

Why not join one of our Customer Focus Groups?

As a valued customer, we would love to get your feedback on our service and invite you take part in one of our focus groups.



Email: lifeline@progressgroup.org.uk



Phone: 03333 204 999



Please get in touch with us if you are interested. Refreshments will be provided.

Progress Lifeline Marketing, Sumner House, 21 King Street, Leyland PR25 2LW



Scan for website

Competition!

Complete the Christmas wordsearch and return to us by post 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.

Find the following words associated with the festive season:

- Candy Cane
- Christmas
- Carols
- Elf
- Jingle
- Joy
- Merry
- Presents
- Reindeer
- Santa
- Stockings
- Tree



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

Recipe

Black Forest Christmas Fool

A simple, quick and indulgent dessert you can rustle up in 10 minutes!



Ingredients

- 500ml double cream
- ½ tsp vanilla extract
- 2 tbsp icing sugar
- 250g Christmas cake or rich fruitcake
- 390g jar of black cherries in kirsch, drained, reserving the liquid for drizzling
- 50g dark chocolate, chopped

Method

Step 1: Whisk the double cream with the vanilla extract and icing sugar until it just holds its shape

Step 2: Crumble the cake into six glasses, then top with a few cherries, a dollop of cream and a drizzle of the kirsch. Finish off by scattering over the chopped chocolate.

Name _____

Address _____

We need your email address!

If you would like to receive next year's companion, please send us your email address as it will be sent out via email.

Please fill in the details below so we can find you on our customer database and add you to our 2024 Companion mailing list.

Full Name: _____

DOB: _____

Postcode: _____

Email: _____

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**