

# Help is at hand at the touch of a button

LESS  
THAN  
55P PER  
DAY



**Lifeline** 

# Peace of mind

Lifeline is a service providing a quick and easy way to call for help in an emergency situation. It enables our customers to keep their independence and gives reassurance that help is at hand 24 hours a day, 365 days a year.

## HOW DOES LIFELINE WORK?

Lifeline can be installed in minutes and is simple to use. We fit a small unit, close to your telephone that allows you to speak to us whenever you want - just by pressing a button. We also give you a waterproof, lightweight pendant that can be kept with you so that you can request help at any time. The unit and pendant are both free of charge as part of the Lifeline service.

## WHEN SHOULD I PRESS THE BUTTON?

You can press the button anytime. There will always be someone to answer your call at anytime of day or night, every day of the year.

## WHAT HAPPENS WHEN I PRESS THE BUTTON?

When you press either button, you will be connected immediately to one of our friendly staff who will offer help and assistance as required. If necessary, they will contact the emergency services, your doctor or a designated family member, friend or neighbour. We will talk to you until help arrives through the unit's speaker and microphone system.

## WHERE WILL LIFELINE WORK?

You can raise the alarm with your pendant anywhere in your home or garden within 50 metres of the unit.

## WHO WILL ATTEND IF NO FAMILY OR FRIENDS LIVE CLOSE BY?

You can choose an additional 24-hour service provided by our emergency mobile response team. In the event of an emergency, they will attend your home and if emergency services are required they will stay with you until they arrive. We also offer a key safe installation service for your convenience.





**INSTALLATION POSSIBLE WITHIN 48 HOURS  
FOR A FREE DEMONSTRATION CALL**

**0845 371 5016**

#### **IS THERE A MINIMUM CONTRACT?**

There is no minimum contract. Lifeline can be used to provide long-term comfort and independence to anyone who may be at risk in their home or short-term peace of mind, for instance, whilst recovering from illness. Lifeline also gives reassurance to family and carers.

#### **WHY LIFELINE?**

We have been providing Lifeline services throughout Lancashire for over 25 years. It has been a life-saving service for many of our customers who may not have received emergency assistance without Lifeline. We pride ourselves on tailoring our services to meet your individual needs.

**Lifeline** 

## HOW DOES LIFELINE WORK?



For more information call today on

**0845 371 5016**

Website - [www.progressgroup.org.uk/lifeline](http://www.progressgroup.org.uk/lifeline)

Email - [lifeline@progressgroup.org.uk](mailto:lifeline@progressgroup.org.uk)

Write to - FREEPOST, RRTG-RUHU-GCXJ, Customer Service Centre,  
New Progress Housing Association, Leyland PR25 2LW

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