

The Companion



Your **Lifeline**  **Newsletter**

June 08

Our Control Centre Operators are waiting for your **TEST CALL**. Please press your Lifeline pendant today.

TELECARE

Telecare offers a range of wireless sensors around the home that are designed to help people live safely, securely and independently in their homes. Telecare enables you to maintain your dignity whilst giving you, your family and carers the reassurance that help is on hand should you need it.

Flood Detector

This Telecare sensor provides an early warning of flood situations, such as taps left on. It gives an audible alarm and the Control Centre is alerted so they can offer any assistance.



DID YOU KNOW?

The Control Centre Operators handled a staggering 11772 calls in May 2008. 98.3% of all calls were answered with in 60 seconds



Lifeline Housekeeping

It is important that your Lifeline remains plugged into an electric socket at all times, if it is unplugged or you have a power cut, the Lifeline will run on a battery within the unit. Your Lifeline will then activate to let the Control Centre know this has happened. Operators will ask you to check the plug (black transformer) is plugged in and switched on. If it is a power cut your Lifeline will continue to work for 16hrs until the supply has been restored.

On Saturday 7th June, twelve 'Pink Ladies' from Progress Housing Group joined thousands of women to walk a moonlit half marathon of 13.1 miles through Preston to raise funds for St. Catherines Hospice.

Karen Bland the Control Centre Manager said, *'the atmosphere was electric - it was great to be part of such a positive effort to raise funds for something that benefits so many local people, between us we hope to raise over £1000'*

Moonlight Walk



If you would like to comment on any part of this newsletter or any aspect of the Lifeline and Telecare service, please contact the Control Centre on : 01772 436756.

CONTROL CENTRE FEEDBACK

The Control Centre Operators are proud of the service they provide to their Lifeline and Telecare customers and they regularly receive positive feedback.

Mrs H sent a card to staff saying ‘thank you to everyone at the Lifeline centre, you have all been very helpful, it has made me so very grateful that we have the Telecare system in place’



Introduce a Friend to Lifeline...

...and you could each get a £10 gift voucher

Are you happy with your Lifeline and the service we provide? If you are, why not introduce a friend to the service and we will reward you both with a £10 High Street Voucher (if they agree to join the service for a minimum of 3 months) Your friend will get the Lifeline installed for FREE (worth up to £25)

To introduce your friend you can either:

- Complete and return the tear off slip below
- Press your pendant and tell us your friend's details
- Ask your friend to contact us and remind them to mention your name.

Please get your friend's permission before contacting us.



Contact us on: 01772 436756

**In person: Sumner House, 21 King Street, Leyland
or via email: lifeline@progressgroup.org.uk**

MY DETAILS

Name

Address

MY FRIEND'S DETAILS

Name

Address

Phone

Email

**Please return your completed form to: FREEPOST, RRTG-RUHU-GCXJ,
New Progress Housing Association, Leyland, PR25 2LW.**

**If you need any of the information in this newsletter in large print,
Braille, audio or another language, please contact
the Control Centre on 01772 436756**