



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

Meet our Lifeline Telecare Team

Their role is to install Lifeline and Telecare equipment in your home. They are a dedicated and friendly team with over 20 years of experience between them.

In the last 6 months, the team has installed 245 lifeline units and 80 Telecare sensors. As a result, an additional 300 people now benefit from our excellent service giving them and their families the reassurance and peace of mind that an operator is always there to help.



Karen, Sue and Su (pictured left to right) are our Lifeline Telecare Team.

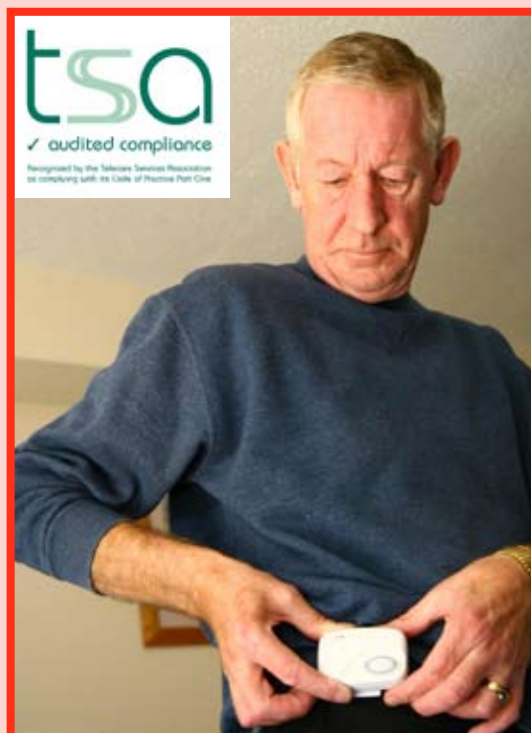
Su, who recently joined the team, says: *'Working as a Lifeline Officer allows me to help people remain independent in their homes, which gives me a great deal of job satisfaction.'*

Karen has worked for the Lifeline Telecare team for 5 years. She says: 'Lifeline is an excellent service and there have been some real improvements with the launch of the Telecare sensors. If customers are prone to falling or leaving fires or cookers switched on the sensors can save lives.'

In January and February there were 95 instances where we have requested emergency help for customers who have Telecare sensors.

DID YOU KNOW?

We handled 21,978 calls in January and February 2008. 95% of calls were answered within 30 seconds and 98% were answered within 60 seconds.



We now offer a full range of Telecare sensors that can monitor the safety of both you and your home. The fall detector (pictured above) automatically detects a serious fall and raises an alert.



Introduce a Friend to Lifeline...

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

Does one of your friends need a Lifeline? Would you feel happier knowing that help is at hand 24 hours a day should your friend need it?



If you know someone who would like the Lifeline Service, then please introduce them to us.

As your friend, we will give them FREE installation of the Lifeline equipment (worth £15). If your friend agrees to join the service for a minimum of three months, we will give you each a £10 gift voucher. The vouchers can be used in many high street stores. Our Introduce a Friend scheme is open to everyone and you can introduce as many friends as you like to the service.

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, PR25 2LW
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