

# Lifeline Report

**JUNE 2007**

***The Operator told me that there was a MAINS FAILURE from my Lifeline. What did they mean?***

**If your Lifeline unit is not plugged in correctly, your Lifeline will activate a call to the Control Centre. You will be asked to check that the plug is firmly pushed in and switched on. If you are unable to do this, the Operator will ask one of your contacts to assist you.**

## ***DID YOU KNOW....***

If you press your Lifeline pendant when your telephone is ringing, you can answer the call without having to leave your chair! If you would like this explained further, please call the Control Centre on 01772 436756.

## **TEST CALLS**

It is important that you test your Lifeline regularly - at least once a month.

You can do this today by pressing your Lifeline pendant.

## **RECOMMEND A FRIEND....**

to the Lifeline service and you could receive a gift voucher. If you have a friend who may also benefit from our Lifeline service, please contact the Control Centre on 01772 436756

## **ARE YOUR CONTACT DETAILS UP TO DATE?**

Have you changed your Doctor? Has your medical history changed? Do we have the correct numbers for your contacts? Please contact the Control Centre if any of your personal details have changed.

**If you would like further information about any aspect of our service, please phone us on 01772 436756.**

## **PROGRESS PLUS CENTRAL HEATING MAINTENANCE**



Enclosed with your **Lifeline Report** is a leaflet about the Progress Plus central heating repairs and maintenance service. From just £9.99 per month, you can receive an unlimited number of repair callouts including all labour and parts\* and an annual service. It's easy to join, just call Progress Plus on 0845 389 9519. \*Subject to terms and conditions

## **TELECARE**

Telecare sensors are designed to promote independent living. They aim to reduce prolonged hospital stays by helping people to live safely in their own homes.

'Your Guide to Lancashire Telecare' is included with this newsletter. If you require further information please telephone the Control Centre.



In line with the TSA standards, our Control Centre Operators aim to answer **all** calls from Lifeline Clients within 60 seconds.

## **INTRODUCING... YOUR OPERATORS**



**SUE**

Sue has been a Control Centre Operator for 9 years. Margaret has been with us for 8 years.

Since January 2007, they have actioned 17500 calls.



**MARGARET**

If you would like further information about any aspect of our service, please phone us on 01772 436756.