



**Helping
people live
independently in
their own homes
every day**

**Find out how we
could help you**





Peace of mind

Home safety and wellbeing technology, emergency home response with assistive lifting, and remote monitoring services to help you live safely and independently at home.

Progress Lifeline provides much-welcomed reassurance and peace of mind, for you and your family.

Hilary's story

Hilary has been a Progress Lifeline customer for ten years. She has emphysema, which can leave her short of breath and sometimes almost unable to speak.

One evening she was very poorly and needed help, so she pressed her pendant. The operator could hear that Hilary was having trouble breathing and immediately called for an ambulance to attend.

The following day Hilary contacted us and told us: "I don't remember very much about last night, but I knew I needed help. I pressed my button and the next I remember was a very nice ambulance man, with everything I needed. Thank you so much for your prompt attention. Progress Lifeline makes it easy to get the help I need quickly".



You can summon assistance at any time of the day or night with Progress Lifeline's easy-to-use personal alarm buttons and fall detectors.

We also offer a range of wireless telecare sensors that fit discreetly around your home to alert us to any activity that may indicate an unsafe situation; such as a fire risk, a tap left running, a fall, or extreme heat or cold.

Our response centre operators are on hand 24 hours a day, 365 days a year to answer your alarm call, or receive alerts from telecare sensors, and will send appropriate help to your home if assistance is required.

Installation of our lifeline and telecare packages is free and offered at a time and date to suit you by one of our experienced telecare installers.

How can Progress Lifeline help you?

Progress Lifeline can help lots of people for different reasons. It can reassure you and your loved ones if you:

- ◆ Live alone
- ◆ Are recovering at home after being in hospital
- ◆ Are at risk of falls
- ◆ Have a long-term illness or condition such as multiple sclerosis (MS), Parkinson's, epilepsy or dementia
- ◆ Have a disability but want to maintain your independence
- ◆ Are suffering the distress of harassment or bogus callers
- ◆ Are at risk from domestic violence
- ◆ Are a carer

We will work with you to help you live safely and independently. As well as providing the personal alarm pendant, we can also help support you with our range of telecare sensors that detect situations that may be dangerous such as:

- ◆ Falls
- ◆ Risk of fire
- ◆ Smoke and unsafe levels of carbon monoxide
- ◆ Epileptic seizures
- ◆ Leaving the home
- ◆ Doors that are left open
- ◆ Extreme heat or cold
- ◆ Flooding
- ◆ Getting up in the night
- ◆ Periods of inactivity



How does it work?

The small, discreet personal alarm button is worn on your wrist or around your neck. In an emergency, you call for help via the personal alarm by pressing it once. You will be connected immediately to one of our experienced, friendly staff who are there to answer your call 24 hours a day, 365 days a year.

The fall detectors and wireless telecare sensors will automatically alert our response centre without the need for you to press a button.

We offer assistance and reassurance and, if necessary, contact the emergency services, your doctor, or a designated family member, friend or carer.

If you do not have someone nearby who can attend in an emergency, we have an optional emergency home response service. See overleaf for details.

How much does it cost?

The cost for our Lifeline package is £15.60 per month, this includes the home unit, personal pendant alarm, 24 hour monitoring, free installation and complete maintenance and servicing of the equipment.

Concerned about falling at home? Our falls reassurance package replaces the personal pendant alarm with a fall detector, and costs £19.99 per month.

For details of our home safety and wellbeing telecare sensor packages, please visit our website at www.progresslifeline.org.uk or call our team on 03333 204999.

Find out more

If you, or someone you care for, could benefit from Progress Lifeline, call us on 03333 204999, complete our online form, chat live with us at www.progresslifeline.org.uk, or email lifeline@progressgroup.org.uk.

We can discuss the service in more detail and can arrange a free, no obligation home assessment and telecare demonstration.



**Lifeline
independence
package**

**£15.60
per month**

contact us on 03333 204999

lifeline@progressgroup.org.uk

Additional services for extra peace of mind

Emergency response service

Our optional emergency home response service provides additional peace of mind if you do not have a carer or family member living close by.

Available 24 hours a day, 365 days a year, our emergency home responders will attend your home to assist, comfort and reassure you, and call an ambulance or other emergency service if required.

Our team are trained in assistive lifting using specialist mobile lifting equipment. This means that if you fall and are uninjured, we can help get you back on your feet safely, and with dignity, without the need for an ambulance.

Add 24 hour emergency home response to your Progress Lifeline service for just £6.50 extra per month - call us on 03333 204999.

Emergency key access

A KeySafe enables your keys to be stored securely outside your home and provides a quick and easy way for family, care workers, emergency services and other authorised people to gain access to your home without delay.

We can supply and fit a KeySafe for a one-off installation charge of £55 (this is reduced to £45 if installed at the same time as the Progress Lifeline unit).

Falls reassurance

In the event of a fall, an automatic fall detector worn on your wrist, or around your neck, will alert our 24 hour response centre without the need for you to press a button.

Upgrade your personal alarm button to a fall detector - call us on 03333 204999.





Who we are

Established for over 30 years, Progress Lifeline is an award-winning telecare service provider, helping thousands of people across the UK live safely and independently at home with technology enabled care services (TECS).

We believe in delivering the highest standard of customer service and pride ourselves on the personal service that we offer, from remotely-monitored lifeline and telecare alarms, to emergency home response - day and night.

Our response centre operators are on hand 24 hours a day, 365 days a year to take calls from customers who press their personal pendant alarms, or to receive automatic alerts from home safety and wellbeing telecare sensors.

If assistance is required, our operators ensure the most appropriate help is contacted and sent to your home, whether it's your family, one of our responders, or the emergency services.

We are a TEC Quality certified organisation regulated by the Telecare Services Association (TSA). This means we have achieved the very highest standards in the provision of telecare services.

Help is close at hand with Progress Lifeline.



Contact us

For further information about Progress Lifeline, and how it can support you or a loved one, please visit www.progresslifeline.org.uk

t : 03333 204999
e : lifeline@progressgroup.org.uk
f : [facebook.com/ProgressLifeline](https://www.facebook.com/ProgressLifeline)
t : @PLifeline
LI : www.linkedin.com/company/progress-lifeline

TSATM

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Organisation



Certified Organisation