



Pioneering independent living



**AI-powered care technology for
independence and peace of mind.**



The Old World

Hardwired telecare boxes, pull cords and pendants.

The underlying principle of telecare is spot on: using connected devices to keep people living independently for as long as possible and avoid institutionalised care. But the fixed analogue based devices aren't capable of achieving these aims.





The New World

Smart care using connected digital devices.

Because we use smart home technology to save lives in a B2B setting. Because we are the Assistive Technology Alexa Pioneers. Connected smart in-home devices in one multi-tenanted platform, software led data aggregation, AI led data and insight, bringing in the families – leading to the ultimate in personalisation.





Case Studies

How our care technology has transformed lives

Enabling independence



Use of Alcove care technology enabled an ‘outstanding’ CQC rating for L&Q Housing Association across four ‘supported living’ schemes fitted with Alcove caretech early in 2018. The richness of data allowed for a resident to have periods alone, which has been a really valuable part of building independence. If anything is out of the ordinary during that time, carers receive an alert on their operator phone in the building next door. The CQC commended that “Positive risk-taking was driven through the safe use of innovative and pioneering technology in order to support people to live fulfilling lives.”

Providing peace of mind

Margaret suffers from dementia and lives alone with a Local Authority provided package. Multiple sensors fitted throughout her home along with a carer check-in system and video carephone allow the family to identify any potential issues. Data from the system highlighted that the back door was being opened up to 60 times per day. The family deduced that Margaret was smoking outside but often couldn’t recall these visits due to her condition, so an intervention was identified. Her daughter commented: “The

sensor system gives family peace of mind. We can pinpoint her location in the house and, most importantly, know that she is at home when she should be.”

“I would be a poster girl for Alcove. I noticed mum’s condition was accelerating once I could see what was going on when I wasn’t there. I could check every day what was going on which was very reassuring. Alcove just gives you a lot more visibility and a bit more confidence that things will be alright even if you’re not there.”

Keeping in touch with family and friends

As part of a trial, a resident of an Extra Care Scheme owned by Axiom Housing Association was given an Alcove video carephone. Once the trial ended, Joyce and her family had become so dependant on the device that they self-funded to keep the equipment. Her daughter commented: “We are really enjoying the video calls. It’s made such a BIG difference. It was my mum who was very dubious at first. I knew once mum



got the carephone up and running, it would provide her with comfort and security that she could contact us. I cannot emphasise enough the peace of mind it has given me as well.”

Providing additional support

Eliza, a resident with a learning disability living in an independent living dwelling in the London Borough of Newham, experiences high levels of anxiety. Following a number of incidents, the data provided by Alcove’s sensors allowed care staff to identify lack of sleep caused by regular periods of restlessness at night.

“It’s nice to see the difference in Eliza. She has got more freedom to move about. She would never have had these opportunities before. She leads a normal life in that time.”

Further investigations suggested that these episodes were linked to stress surrounding visibility of the weekly bin collection. Her support team were able to use the data for positive behavioural support to improve her quality of life and ensure she is out of the residence on bin day.

Embracing innovation

As the first assistive technology company to deploy Alexa en masse, Alcove provided configured Alexa devices to a group of older adults across 30 residences in Local Authority managed sheltered schemes in 2017. The majority of users had a hugely positive experience and used the device for a variety of uses, including having Alexa bark like a dog to act as a burglar alarm. As part of the evaluation, participants were asked which skills they would like designed. Alcove has now built a new bespoke skill to give families and carers the ability to ‘check-in’ to residences with Alexa integrated into the Alcove system rather than using cards or phone calls.

Boosting safety and security

Mr Smith, one of our post hospital discharge clients who lives alone in the London Borough of Barking & Dagenham, had a history of wandering due to dementia. Data collected by Alcove’s blend of sensors and devices allowed the police to build evidence and locate him following a particularly serious wandering incident.





Alcove Portal

Viewable on mobile or desktop.

Mobile view is available on any smartphone for care workers, family members and responders. Desktop view is ideal for providing a wider overview to monitoring centres, family members and care managers. Plus: add your own brand and logo!



Get instant alerts and see activity for all sensors at a glance. Including...



Movement



Quality of Sleep



Temperature



Medication



Door Activity



Care Visits



Bedwetting



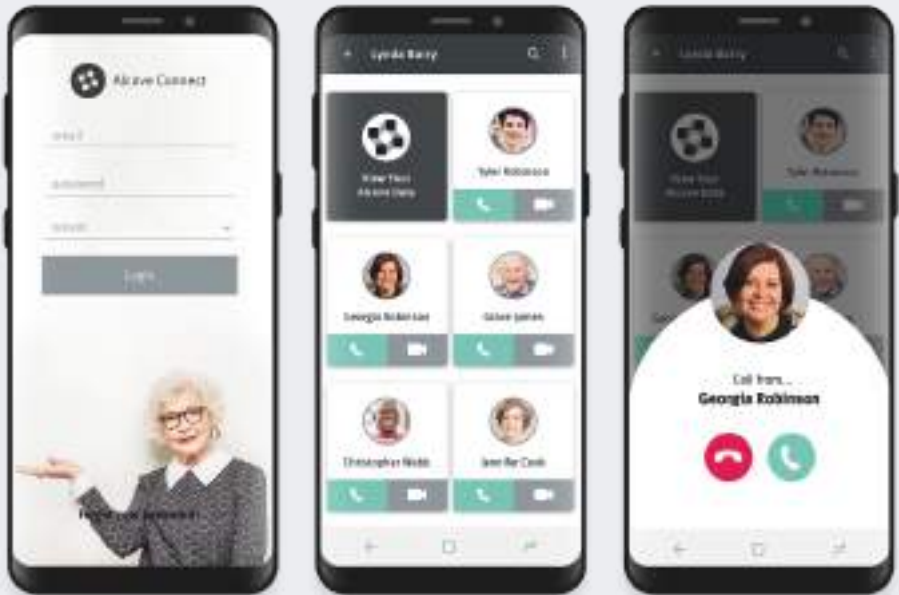
Smoke Alarms



Alcove Connect App

Available to download on all Android devices.

Connect with any Alcove Video Carephone on your contact list via video or audio call and access the Alcove Portal at the touch of a button to view alerts, activity and more.



Features of the Alcove Connect app include...



Video calling



Push notifications



Voice calling



View your Alcove Data



Warden Call Unit

With optional access control system.

Super easy one-touch video and voice calling device. Connect with residents' video carephones by simply touching a face and receive calls directly from residents in case of an emergency.



In-Residence Carephone with Reminders



Door Entry Touch Panel

Features of the wall-mounted warden call unit include...



Video & voice calling



Remote checks & prompts



SMS messaging



Full audit history of calls



Scheduled reminders



Door entry control



Emergency calling



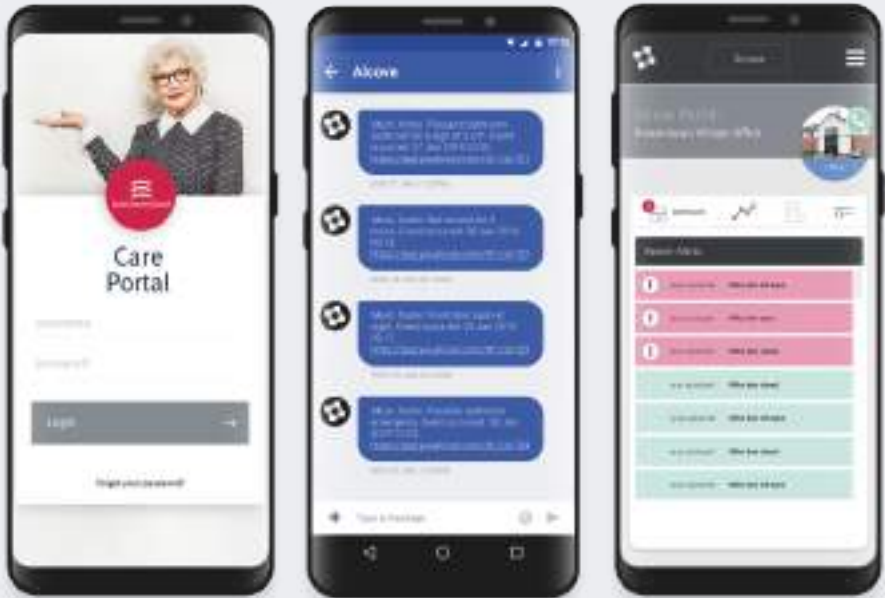
Fixed in place & always on



Warden Handsets

Access the Alcove Portal on the go.

All the functionality of the Warden Call Unit in a mobile device. Allows care staff to receive alerts and monitor residents on the go and connect with any residents with a video carephone directly through voice or video call.



Features of the warden handset include...



Video & voice calling



Receive SMS alerts



View all sensor data



Resolve & escalate alerts

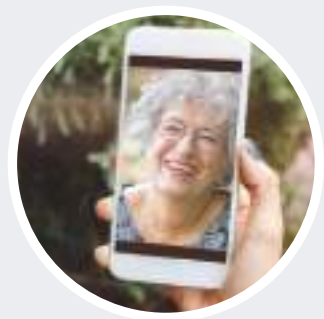
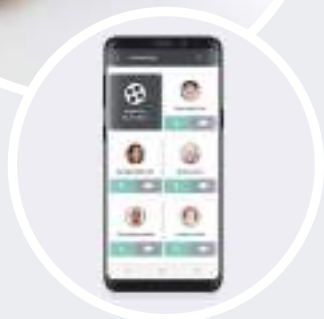


Video Carephone

Personal Alarm Unit

Super easy one-touch video and voice calling to keep everyone better connected. Helps to combat social isolation and feelings of loneliness, as well as providing an effective way to raise an emergency call via an onscreen help button.

- Complies with the same safety standards as a traditional telecare carephone: the device is fixed in place, always on and includes an auto-answer function.
- Add an optional call centre connection in case of emergencies.
- Use to do remote medication prompts and visual consultations to check compliance and monitor long-term conditions through visual contact.
- Can receive SMS from whitelisted callers, allowing family and friends to easily check in with their loved ones on a regular basis.
- Schedule daily, weekly or monthly reminders for medication and appointments.
- Initiate simple multiple choice surveys. For example, “how are you feeling today?” or “how was your care visit?”.
- Full audit history of calls and messages viewable on the free web-based app.



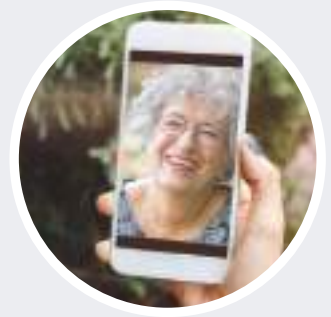


Video Carephone

With Falls Detector

Wearable button with a built-in fall detector instantly raises an emergency call through the connected Video Carephone when a fall is detected or the button is pressed. Our aspirational alternative to the traditional big red button pendant.

- Ideal for those at risk of falling in the home environment.
- Triggers a voice call via the connected Video Carephone to whomever is assigned as the emergency contact.
- Raises an alert on the Alcove Portal, viewable to anyone who is given access to the free web-based app.
- Add an optional call centre connection.
- Can be worn on waistband, cardigan, necklace or wrist strap.
- Includes all the functionalities of the Video Carephone to keep everyone better connected.
- Complies with the same safety standards as a traditional telecare carephone: the device is fixed in place, always on and includes an auto-answer function.
- Full audit history of calls and messages viewable on the free web-based app.



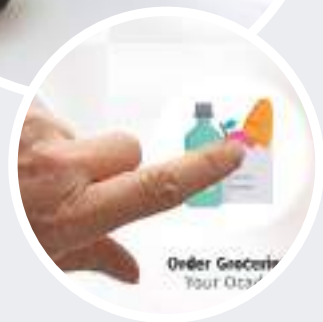


Video Carephone

Concierge Services

Give your loved one the power to access to a range of convenient consumer services at the touch of a button with our Virtual Real Concierge service. Simply touch an icon to connect directly with a friendly concierge who will take the order and place it for them on their behalf. No smartphone required.

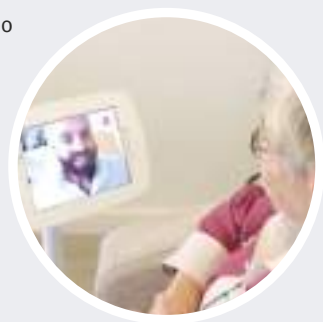
- Order online shopping, request a laundry collection, book a mobile hairdressing appointment, request home cleaning or repairs, or simply have a chat with a friendly face to prevent loneliness and social isolation.
- Receive an on-screen order confirmation and a reminder when the order is on its way.
- Includes all the functionalities of the Video Carephone to keep family and friends better connected.



Loneliness Call Services

Combatting loneliness and social isolation with regular video calls and a real connection.

- Receive a regular 15-minute phone call at a time that is convenient.
- Through the video carephone, connect someone to talk to face-to-face who will take the time to listen.
- Chat about anything, share life's ups and downs, and even play Alexa-powered games and quizzes!



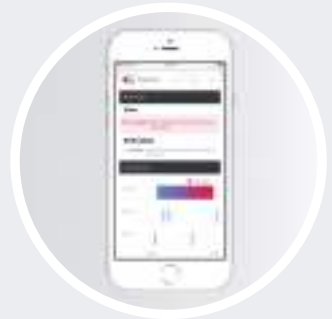


Safe At Home

Sensor Monitoring Pack

Put everyone's mind at ease with the ultimate in unobtrusive safeguarding. Place the motion sensors around the home and door sensors on the front door and fridge to gain insights and receive instant alerts if an intervention may be needed. For example, if the front door has been left open, the house is too cold, the fridge hasn't been opened all day, there have been a few too many trips to the bathroom, or a potential fall has occurred.

- Monitors without service user intervention. No behaviour change or training required, and ideal for those who cannot press a button to call for help.
- Completely wireless and requires no hardwiring.
- Add an optional connection to a care line monitoring centre for emergencies
- Allows family and care staff to move from reactive to preventative interventions.
- Enables dynamic care planning and smart manpower deployment. Respond to prioritised alerts rather than scheduled checks.
- Enhances safeguarding and evidence impact of interventions.



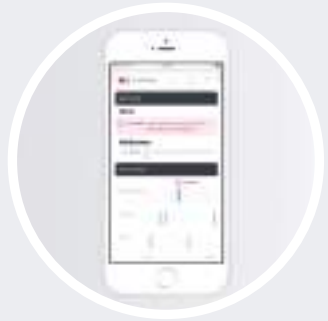


'Press Me' Button

Pull Cord Replacement

Easy to install emergency button can be placed anywhere in the home as a 21st century alternative to the traditional red pull cord. Each press of the button instantly triggers an alert to a family, carer or emergency call centre.

- Installation couldn't be easier. Simply attach to the desired surface.
- Raises an alert on the Alcove Portal, viewable to anyone who is given access to the free web-based app.
- Receive a text message and/or email in the event of an emergency. For example: "Mum has pressed her bathroom panic button" or "Margaret in Flat 3 has pressed her bathroom emergency button". The words are for you to define.
- Battery operated and completely cable free.
- Receive an alert as soon as the battery runs low or the device goes offline.
- Multiple colour variations: white, black, red, yellow, green, blue, brown and orange.



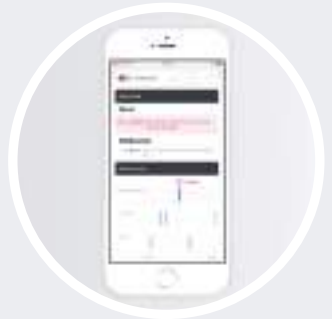
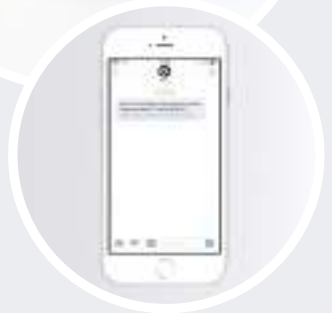
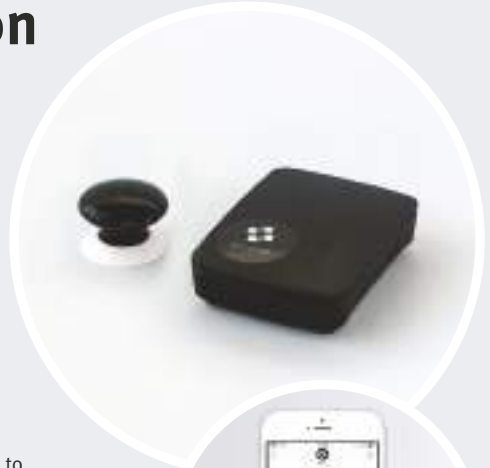


'Press Me' Button

Bogus Caller Pack

Install the Press Me button next to the front door to allow an alert to be easily and discreetly raised should an uncomfortable or threatening situation arise with a visitor. Each press of the button instantly triggers an alert to a family, carer or emergency call centre.

- Installation couldn't be easier. Simply attach to the desired surface.
- Raises an alert on the Alcove Portal, viewable to anyone who is given access to the free web-based app.
- Receive a text message and/or email in the event of an emergency. For example: "Mum has pressed her bogus caller button" or "Margaret in Flat 3 has pressed her bogus caller button". The words are for you to define.
- Battery operated and completely cable free.
- Receive an alert as soon as the battery runs low or the device goes offline.
- Multiple colour variations: white, black, red, yellow, green, blue, brown and orange.





Post Hospital Discharge Package

Put everyone's mind at ease with unobtrusive monitoring sensors and stay better connected with a super easy one-touch video carephone.

- Enables easy visual communication with family, friends and carers via the Alcove Video Carephone.
- Delivers SMS from whitelisted callers and scheduled reminders for medication and appointments.
- Add an optional call centre connection in case of emergencies.
- Place wireless sensors around the home to gain insights and receive instant alerts if an intervention may be needed without any need to call for help. For example, if the front door has been left open, the house is too cold, the fridge hasn't been opened all day, or a potential fall has occurred.
- Allows family and care staff to move from reactive to preventative interventions.
- Enables dynamic care planning and smart manpower deployment. Respond to prioritised alerts rather than scheduled checks.
- Enhances safeguarding and evidence impact of interventions.





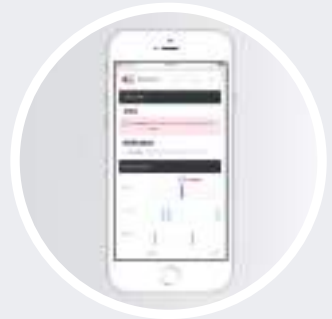
Carer Check-In

Skill On Alexa Dot or Show

Keep track of carer, community nurse and family member visits, and explore the limitless possibilities of Alexa Voice Assistant to empower older and disabled adults – listen to music, get help with crossword spellings, set timers and reminders, keep up-to-date with the news and more!

- Replaces traditional clock-in and clock-out systems.
- No cards or fobs required. Just tell Alexa your unique pin to check-in and check-out.
- Know who is where, when, and for how long.
- Get alerted in case of late or non-attendance for better safeguarding, security and accountability.
- Improved compliance and potential to issue fines to providers whose staff do not attend or do not comply.
- Export spreadsheet reports to check attendance against rotas.

Also available with a screen to play videos, make video calls and more!





Worried About Wandering

Standard Safety Pack

Use the home to protect wanderers instead of relying on wearable GPS devices that are often not worn or forgotten about.

- Place a door sensor on your front door and a movement sensor in your hallway for better safeguarding, security and accountability.
- Creates an immediate alert if a potential wandering event has occurred.
- Get alerted as soon as the incident happens rather than waiting for a geo fence to be broken.
- Specify when you want to receive alerts – 24/7 or within a specific time frame.





Worried About Visitors

Silver Safety Pack

Use unobtrusive sensors to protect wanderers and add a Video Doorbell for extra visibility.

- Place a door sensor on your front door and a movement sensor in your hallway for better safeguarding, security and accountability.
- Use the Smart Doorbell's live video feed to check any visitors, the direction the wanderer has taken and who brings them back.



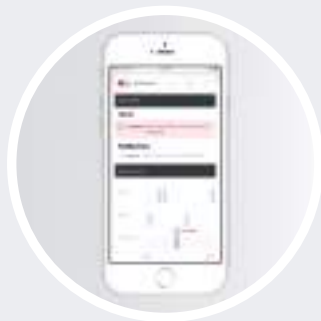


Environmental Control Pack

Smoke, Flood & Carbon Monoxide Sensors

Get an instant alert in case of smoke, fire, extreme temperatures, floods or gas leaks for increased safeguarding, security and peace of mind.

- Delivers a text message in case of an emergency and raises an alert on the Alcove Portal, viewable to anyone who is given access to the free web-based app.
- Quick and easy to install. Battery operated and completely cable free.
- Receive an alert as soon as the battery runs low or the device goes offline.
- Discrete, attractive and one of the most advanced devices of its kind on the market.
- Provides day-to-day peace of mind for family and friends, and ideal if you're away or the house is empty for a period of time.





Frailty Falls Prevention Pack

Alexa Show or Dot with Smart Bulbs or Plug

Unleash the power of Alexa Voice Assistant for those with mobility issues and enable them to take control of their environment using just their voice.



- Control lights by simply asking Alexa. Just say: “Alexa, switch lights on” or “Alexa switch lights off”.
- Explore the limitless possibilities of Alexa Voice Assistant to empower older and disabled adults – listen to music, get help with crossword spellings, set timers and reminders, keep up-to-date with the news and more!
- Increases peace of mind and prevents falls by making it easy and effortless to turn on the lights at any time.
- The LED Smart Lightbulb fits into your existing E27 sockets and has a lifespan of 15,000 hours.
- Alternatively, control any electronic devices using the Alcovue Smart Plug. Turn lamps and small appliances on and off at specific times or when movement, door, chair or bed sensors are triggered.
- Add extra light bulbs, plugs, dimmers and gadgets to the system.

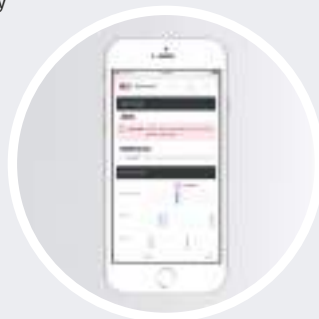
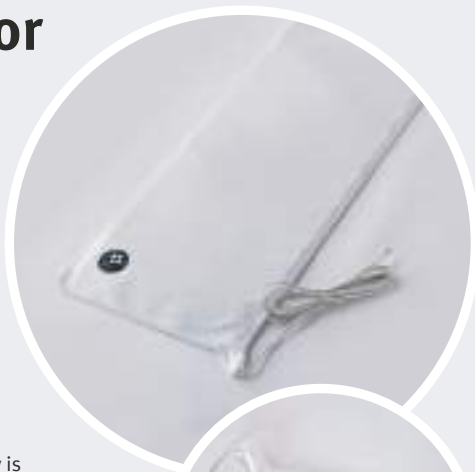


Occupancy Sensor

For Chair or Bed

Occupancy sensor for those that lack mobility or spend long periods in a chair or bed.

- Available in a larger size for beds or a smaller size for chairs.
- Simply place the pressure mat underneath the mattress or seat cushion.
- Made in a soft plastic for easy cleaning.
- Receive an instant alert if any unusual activity is detected. For example, if the service user has fallen out of their chair or bed, fallen asleep in their favourite armchair overnight or if they haven't gone to bed at the expected time.
- Raises an alert on the Alcove Portal, viewable to anyone who is given access to the free web-based app.
- Remotely monitor nighttime activity and sleep quality without the need for regular nighttime checks, leading to improved quality of sleep and energy levels.



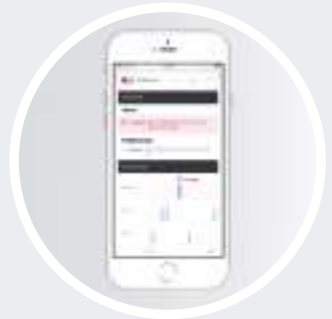


Moisture Detector

For Incontinence

Enuresis sensor for those prone to incontinence. Detects bedwetting and delivers an alert as soon as it occurs.

- Simply place the mat underneath the bed sheet.
- Available in washable, hypoallergenic cotton or wipeable plastic.
- Receive an alert via text message as soon as moisture is detected, so changing can be done quickly and discreetly.
- Raises an alert on the Alcove Portal, viewable to anyone who is given access to the free web-based app.
- Reduces the need for regular nighttime checks, leading to improved quality of sleep and energy levels.
- Monitor the impact of interventions on continence.





Wearables

GPS Watch

Wearable touchscreen device that allows users to call for help wherever they are and alerts family, friends and carers when they have wandered too far from home.

- Enables independence and supports the service user's day-to-day life in a non-intrusive way.
- Simply press the red button to call for help.
- Charges quickly and easily through the magnetic battery module.
- Receive alerts whenever the user has travelled beyond the specified geo-fence area.
- Schedule daily, weekly or monthly reminders for medication and appointments.
- Can also be used as a lone worker device with check-in and person down feature.



GPS Wearable

Designed to provide the confidence and independence to go beyond the boundaries of the home. Summon assistance anytime and anywhere.

- Includes a help button, handsfree speakerphone system, GPS location, and fall detection.
- Following a button press, an alert is delivered instantly along with GPS location.
- Smooth and easy wireless charging system, with battery lasting one to two months with standard use.





Garden Lodges

In Partnership with
Medaccomm

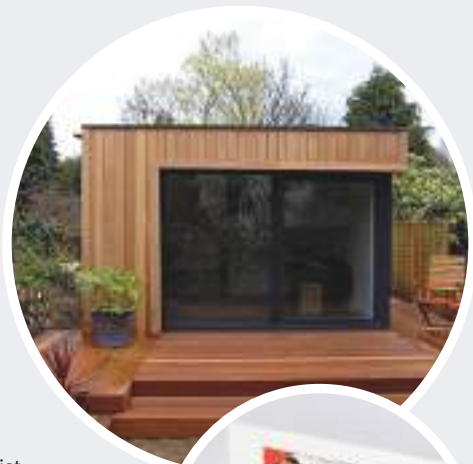
Alcove has partnered with Medaccomm and Supercarers to produce something very special indeed.

Problem: too many older adults living for longer set against a backdrop of overflowing care homes with fees going north of £40k and a huge funding gap means that families are often very limited in choice in terms of what to do when their loved ones are needing specialist accommodation.

Introducing a new way to think about elderly care... Care Kept Close.

Beautiful, comfortable, self-contained living spaces that can be built in the garden of the family home and fitted out with Alcove's best in class care technology to ensure your loved ones can call for help, with an optional domiciliary care support package so you know your loved one is being looked after. All within arm's reach.

Available to buy or rent, our fully furnished garden lodges come equipped with a video carephone, fall detection button, motion sensors, door sensors, chair and bed occupancy sensors, and a "Press Me" button for requesting assistance straight from the family. Peace of mind is maximised and mum or dad can live a truly fulfilling life close to their loved ones.





Additional Services

Cabling

- a range of data, fibre and structured cabling services
- designing a system for your requirements, testing and repatching
- supply and install – Cat5E, Cat6, Cat6A and Fibre optic cabling
- telephone cabling (not systems)
- wireless system installation
- includes a site survey at your requested location and all aspects of the install from containment to completion.

Once the network cabling and containment is in place, additional services that can be added include:

Firewall

- setup, configuration changes, change management, security management (updated content altering/anti-spyware/gateway AV)
- managed appliance or rewall as a service
- reporting and analytics
- central management suite for multi-site setup

Security (AV, Patch Management)

- F Secure and endpoint monitor licensing
- F Secure radar vulnerability scanner
- Patch management
- Centralised endpoint management/ reporting

Office 365 Licensing

- License management and billing (white label) available online

PBX

- VoIP phone systems, deployed on site or in the cloud
- SIP Trunks
- Standard line rental (WLR3)

Backup

- Microsoft file backup and recovery

Connectivity

- ADSL, lease lines, FTTC, MPLS, WiMax, 4G

Help Desk

- Desktop/server/cloud/infrastructure support over the phone or by email



Contact Us

Email

hello@youralcove.com

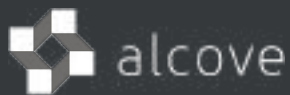
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