



MUM/DAD/GRANDMA ARE UNSURE ABOUT INSTALLING STACKCARE

Introducing StackCare to an elderly relative

We at StackCare understand that elderly adults are sometimes not at ease with modern technology and consequently push back on new ideas and suggestions, many of which could really improve their quality of life. They are worried about losing their autonomy, their freedom, their identity; furthermore, they worry about being 'invaded' or 'spied on' and, understandably, they are concerned about their privacy.

Yet you, the adult child, are very keen on finding a system which offers you valuable and reliable support in caring for your elderly loved one. You have no intention of 'spying' on your parent, you just want to stop worrying at all times of the day about how they are doing and whether you would be able to get them help if and when they need it.

Based on our research, we have put together a series of positive points which are helpful when explaining StackCare to your elderly loved ones. We have collated some helpful answers for a conversation with your mum or dad, with all the push-back arguments we generally encounter.

Start the conversation by focusing on the positive status quo. We're so happy that things are going well. We want to make sure to keep it that way. Let's talk about what we can do to make sure that you can keep on living independently for a long time. Mum (or Dad), we found a great system which makes it possible for us to know if and when you need help. We think it is wonderful how self-reliant and independent you still are, but we would feel reassured to have that extra layer of safety.

It really would give us great peace of mind!

[Start the conversation](#)



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You don't need to worry, I am fine. I have been fine all my life and I don't need you to worry.

Well, as we grow older, we all slow down, there is nothing wrong with that. If we recognise that, we can continue living a healthy and independent life for a long time. With StackCare it is possible to detect potential health issues early on. StackCare can also help detect problems such as falls and send me alerts and notifications.



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I don't ever fall! My sense of balance is great and I am still very fit.

That's great and really encouraging - we want to keep it that way. We just worry because statistics show that as people get older the risk of accidental falls increases each year. 1 in 2 older adults suffer from a fall each year. If for some unfortunate reason you were to fall and nobody came to help you, you could risk a significant decrease in mobility, independence and life quality.

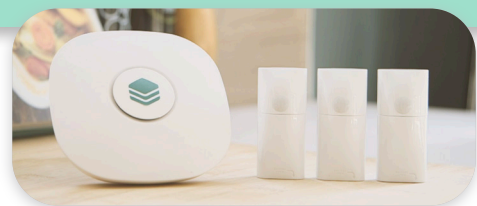
On top of that, if you were to lay on the floor for a long time, without getting help, the consequences could be all sorts of serious health complications, such as dehydration, pneumonia, and hypothermia.

Having StackCare installed means that if something happened we would get an alert and could come and help you as soon as possible, so the risks of any complications with long term effects would be considerably reduced.

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So what does StackCare actually do?

There are three small motion sensors which we install in your bedroom, your bathroom and the room where you spend most of your time, say the living room. They are attached to the wall with removable sticky tape and so there is no drilling, no holes in your wall, no complicated installation. We also plug in a small gateway into a wall socket; this gateway collects your motion data. The sensors are about the size of your thumb and the gateway covers the palm of your hand. So, it's all very discreet and small.



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I don't like the sound of that! Will it spy on me? Will it tell you every time I go to the bathroom? I feel like this will invade my privacy!

There is no right or wrong; it just picks up on movement and room temperature. It's just like the doors at the supermarket which open every time they detect motion. StackCare has some incredible science to detect any changes in your normal patterns as these may indicate that you are perhaps in need of help.

No, it won't spy on you in any way at all. It won't judge whether you go to bed too late or use the bathroom too much or anything like that.

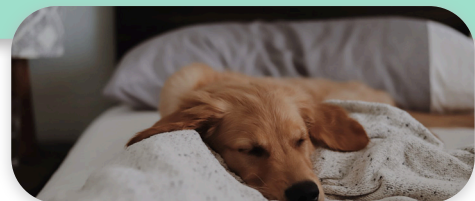
“*But how does StackCare know that I might be having a problem? Can it “see” me?*”

No, it cannot “see” you in any way. There are no cameras and no microphones. It's very private, very discreet.



Let me give you an example of how it works. For the first few days, StackCare's motion sensors will “understand” your habits, only by sensing your motion patterns. It will gather data on routines such as when you typically go to bed, when you get up, how often you typically get up during the night, and so on. For the first few days, it establishes a baseline on your typical behaviour patterns. These patterns are attributed specifically to you, no one else. For data privacy, your motion data gets assigned a very long identity number so it completely hides any identifying information.

After a few days, StackCare's data science will know that for example, you generally get up between 7 and 8 am. If then all of a sudden there is a day where you are still not up by 11 am, I would get an alert to check in on you. Maybe you're just enjoying an unusual lay-in but maybe there is a true problem and you need help.



“*Well, I could just call you and tell you that I am not well?*”

Maybe, but what if you are so unwell that you can't call me? Without StackCare, I wouldn't even know about it!

Also, I know you! You wouldn't want to bother me no matter what I say. Having this automatic help gives us both peace of mind.

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But you always call me everyday around 10am anyway, so you would find out then that I am not picking up the phone.

Sometimes unpredictable events come up. Maybe on a day where you need my help, I am stuck in a meeting and unable to call around the usual time. If I got an alert on my phone, I could respond immediately and certainly interrupt whatever I am doing! Also, I just love the feature that I get a daily update every morning that you are all OK.

Not forgetting that it's more fun to talk about other things on our calls, like the grandchildren or your prized baking recipes.



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So what can you see exactly? Can I have access to the information that you get?

I don't 'see' anything. Just a summary of how many hours you slept and if everything is in the normal range. There is nothing to be afraid of.

Yes, you could also have the app installed on your phone and see your own information. Let me show you the app on StackCare's website and the information that's in there.

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What is the temperature feature?

StackCare also measures the room temperature levels and alerts us of temperatures which are dangerously high or low.

Remember last year?...brrrrr



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Do I have to wear anything like a personal alarm? What do I have to do?

Nothing! You don't have to do anything at all! The system runs on its own, after a few days you will not even notice it anymore. It's totally unobtrusive.

And no, you don't have to wear anything!

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What if something happens to me while I am outside , maybe in my garden? How will StackCare know and send you a notification?

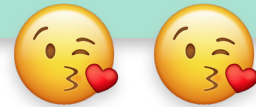
The Daytime Activity monitor detects if there is no motion anywhere in the house for an extended period of time. So, if I don't see any motion in your house, the system will send out an alert. Maybe you fell in the garden or down the basement stairs, where there are no sensors, and you need help.

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How much does it cost? Is it expensive?

That's the great thing about it! It is very affordable. It costs less than £1 a day and even less if we get an annual subscription.

It's a small sum for me to know that you're OK.



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So what do I get out of having you install this in my home? What are the benefits for me?

Well, first of all this system will allow you to continue to live independently in your own home. It will certainly delay the need for assisted living housing. It's so much more comfortable to be in your own home and also a lot more affordable.

It will give you reassurance that should you need help, we will be able to get you help! By making all of us aware early on of any potential issues, we can intervene before these issues become bigger problems or even emergencies.

It would just make me a lot less worried about you! I just want to know that you are doing well! It truly is...

Independence and Dignity for You. Peace of Mind for Me.