

How to inform your residents about Silver Shield

By Spark Care

Silver Shield Knowledge Hub

FOR CAREGIVERS



As a caregiver, you build trust through every interaction, and introducing new technology into someone's living space is no exception.

Silver Shield is designed to quietly support safety without interfering in a resident's day-to-day life. It works in the background, without cameras or wearables, helping you respond earlier to signs of risk. But for residents, especially those living with cognitive decline or heightened anxiety, even subtle changes can prompt questions or concern.

This guide is here to help you talk to residents about Silver Shield in a calm, confident and compassionate way. It offers simple explanations, conversation tips, and reassurance strategies to help each individual feel safe, respected, and in control.

Because it's not just about what Silver Shield does - it's about how we introduce it with dignity.



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What is Silver Shield?

Silver Shield is a discreet safety monitoring system designed to help care teams notice signs of risk - like falls, restlessness, or prolonged inactivity - without using cameras, microphones or wearables.

It works by using advanced radar technology to gently track movement in a resident's room. This allows staff to be alerted if someone has a fall, is out of bed for longer than usual at night, or is showing patterns that may suggest discomfort or illness.

How does Silver Shield's fall detection work?

Silver Shield uses mmWave radar technology to detect movement, including when a person falls. Unlike traditional systems that rely on wearable devices or cameras, Silver Shield works passively and privately, without requiring the resident to do anything at all.



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Here's how it works:

It tracks motion in the room

Silver Shield senses movement patterns such as walking, standing, sitting, and lying down, all without capturing any visual or audio information.

It recognises when something changes

The system is trained to detect the difference between normal activity (like sitting on the bed) and unusual movement (like slipping from a chair or falling to the floor).

It sends an alert in real time

If a fall is detected, Silver Shield instantly notifies the care team through the app or dashboard, showing the resident's room and status.

It even catches silent or unwitnessed falls

This includes slow slides, low-level tumbles, or falls where the resident can't call for help, giving you the chance to respond quickly and reduce harm.



Silver Shield detects a fall

Alarm sent to dashboard

Immediate help by carers

Resident is taken care of

Fall escalation is closed

Supporting High Falls Risk Residents with Silver Shield

For residents at a high risk of falling, early detection and fast response can make all the difference, and that's exactly where Silver Shield excels.

Because it works in the background 24/7, Silver Shield gives care teams extra eyes in the room, without disrupting the resident's routine or independence.

Here's how Silver Shield supports high-risk residents through its key features:

Bed Exit Alerts

When a resident leaves their bed, Silver Shield can alert staff immediately, especially helpful for those who are unsteady on their feet or confused during the night. This means you can offer support before a fall happens, not just after.



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Chair Exit Alerts

For residents who are at risk of sliding or standing unsafely from a chair, Silver Shield can notify you when they leave their seat, giving you a chance to assist before they attempt to move unsupervised.

Prolonged Inactivity Monitoring

If a resident is unusually still - for example, after a fall or if they've become unwell - Silver Shield can detect the lack of movement and send an alert. This ensures no one is left unnoticed, even during quiet periods or overnight shifts.

Fall Detection (including low-level and slow falls)

Unlike systems that rely on someone pressing a pendant, Silver Shield detects a wide range of falls, including slow or silent ones that may otherwise go unnoticed, such as sliding off a bed or chair.

Pattern Recognition and Behaviour Changes

Silver Shield tracks each resident's movement trends over time. If a high-risk resident starts waking more at night, pacing, or spending longer out of bed, it could be an early sign of discomfort, illness, or agitation, and you'll be able to step in early.



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Discover the cause of a fall

When a fall happens, knowing why it happened is just as important as knowing that it happened.

Silver Shield not only detects falls in real time, it also helps uncover the possible cause. By reviewing the resident's recent movement patterns, sleep behaviours, and room activity, care teams can piece together what led up to the incident.

For example:

- ➡ Did they get out of bed more often than usual?
- ➡ Was the resident unusually restless the night before?
- ➡ Did they remain in one position for a long time before the fall?

Silver Shield's activity timeline and occupancy data offer valuable clues that can guide clinical reviews, inform care plan adjustments, and help prevent future falls, all without relying on witness accounts or guesswork.

It's fall detection with context - giving you the 'why', not just the 'what.'

Night time falls: A hidden risk

Falls during the night are one of the most common, and often most dangerous, types of incidents in care settings. Reduced lighting, confusion, and fewer staff on shift can all contribute to increased risk.

In fact, up to 75% of falls in care homes happen during the night or early morning hours, when residents are most vulnerable and supervision is limited.*

Silver Shield is designed specifically to help during these quiet hours. With features like bed exit alerts, real-time fall detection, and restlessness monitoring, care teams can be notified the moment something changes, even if the resident can't call for help.

By supporting staff during the night, Silver Shield helps prevent long lies, reduce injury severity, and provide peace of mind when it matters most.



*Source: NHS Improvement, 2017 – Falls Prevention in Hospital and Care Settings



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Respecting Privacy with Silver Shield

Privacy matters, especially in personal spaces like bedrooms. That's why Silver Shield is designed to protect residents without ever intruding on their dignity.

Unlike cameras or audio monitors, Silver Shield uses mmWave radar technology to detect movement and presence without capturing any images, video, or sound. It doesn't record what a resident looks like or what they say - it simply senses patterns like getting out of bed, sitting down, or falling.

This means:

-  No cameras in the room
-  No wearables or buttons to press
-  No disruption to personal routines

Residents are free to move, rest, and sleep just as they normally would. Silver Shield works silently in the background, only alerting staff when support may be needed - offering peace of mind for residents and privacy that's always preserved.

Introducing Silver Shield isn't just about using new technology - it's about creating safer, more responsive environments where residents feel protected, and care teams feel supported.

By approaching conversations with clarity, compassion, and confidence, you help residents understand that Silver Shield is there for them, not around them. It's a tool that listens quietly, respects privacy, and lets you do what you do best - deliver thoughtful, proactive care.

Thank you for taking the time to understand how to introduce Silver Shield the right way. Every small moment of reassurance makes a big difference.

You've got this - and we've got your back.

Any Questions?

If you have any questions about Silver Shield, how it works, or how to introduce it to residents and families, we're here to help.

Whether you need extra guidance, training support, or just want to talk through a specific situation, our team is ready to support you.



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