

# Information about your Silver Shield Sensor

By Spark Care

## Silver Shield Knowledge Hub

**FOR RESIDENTS**



Dear Resident,

Your care team is introducing Silver Shield into your care environment - a discreet sensor designed to quietly enhance your safety, day and night.

This leaflet explains what Silver Shield is, how it works, and how it helps support your independence and wellbeing.

Please feel free to share this with family, friends, or anyone involved in your care. If you have questions, your care team is happy to help.

Warm regards,

**The Spark Care Team**

*Delivering trusted care technology across the UK*



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# What is Silver Shield?

Silver Shield is an intelligent fall detection and wellbeing sensor. It uses radar technology to monitor movement, activity patterns, and potential incidents - without cameras, wearables or disruption to your day.

It's completely passive and contact-free. You won't feel it, hear it, or have to wear anything. But it's always there in the background, ready to alert your care team if something changes.

## 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 you to do anything at all.



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# Here's how it works:

Silver Shield helps us respond quickly and calmly if something changes, such as:

- A fall, even if it's low or slow
- Leaving bed at night, especially if you're feeling unsteady
- Long periods of stillness, which could mean you're unwell
- Changes in routine, like being up more at night or pacing

This allows us to check in on you sooner and offer support when you need it most - sometimes before a fall even happens.



Silver Shield detects a fall

Alarm sent to dashboard

Immediate help by carers

You are taken care of

Fall escalation is closed

# Why Are We Using It?

Sometimes things happen that no one sees - a slip getting out of bed, a fall when you're alone, or feeling unwell during the night but not calling out.

Silver Shield helps us:

## **Notice problems sooner**

We can come and check on you faster, especially during quieter times or overnight.

## **Prevent falls before they happen**

If you get out of bed and seem unsteady, we can be there to help straight away.

## **Spot early signs of illness**

Changes in how much you move or how often you get up can sometimes mean you're not feeling well. Silver Shield helps us pick up on those signs early.

## **Respond more quickly when you need us**

Even if you can't press a buzzer or call for help.



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# Your Privacy Comes First

We understand how important it is to feel comfortable in your own space. That's why Silver Shield was built with privacy at its core. It:



Does not use cameras



Does not record sound



Does not take photos or videos



Does not track what you say or do

**Instead, it simply senses movement patterns and alerts us if something seems out of the ordinary. You can sleep, move, and rest just like you normally would—Silver Shield doesn't get in your way.**



# What Happens If I Fall?

If you fall, whether quickly or slowly, from standing or sliding from a chair - Silver Shield notices right away.

Here's what happens next:



Silver Shield detects the fall



A quiet alert is sent to the staff dashboard



A team member comes to check on you straight away



Your care needs are looked after, without delay

**Even if you can't call out, we'll still know you need us. That's the peace of mind Silver Shield brings.**



# Better Understanding Means Better Care

Silver Shield doesn't just alert us when something happens - it also helps us understand why it may have happened.

For example, we might see that:



You were unusually restless the night before



You got up more often than usual



You stayed in one position for a long time

**This information helps us make thoughtful changes to your care if needed, such as adjusting routines or offering extra support - before anything serious happens.**



# Designed Especially for Night-Time Safety

Did you know that most falls in care settings happen at night?

It's often when lighting is low, and you might feel drowsy or unsure on your feet. Staff numbers are also lower, which means it may take longer for someone to reach you.

## Silver Shield helps by:



Sending alerts the moment you get out of bed



Notifying staff of any unusual stillness or signs of distress



Ensuring you're never left waiting for help if you need it



**That means more peace of mind for you, and for your family too.**



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At Spark Care, we believe safety should never come at the cost of dignity or comfort. Silver Shield helps us do just that - protecting your wellbeing in a quiet, respectful way.

It doesn't replace the care team you know and trust. It just helps us be there a little sooner, a little smarter, and with a little more insight when you need us most.

**Thank you for letting us care for you with compassion and innovation.**

## You're Always in the Loop

If you have any questions or worries about Silver Shield, please know that you can always speak to us or your care team.

We're happy to:

- Explain how it works
- Show you what it looks like
- Talk through your concerns
- Help you feel in control and comfortable

**You'll never be left in the dark. We're here to make sure Silver Shield is something that helps you feel safer, not watched or monitored, but supported.**



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