

What does it cost?

£17.99 per month and £49.99 set up fee OR additional £14.99 per month and extra £10 set up fee if purchased with personal alarm and pendant/falls.

How does it work?

The sensor works out users' normal daily habits/activity e.g when make a cup of tea, dinner etc, by monitoring the atmosphere's temperature and humidity.

Can it hear or see me?

No, there are no cameras or microphones to protect users' privacy

Is it difficult to install?

No, it is very easy to install. All you need to do is pull the clear plastic tab completely away from the back of the unit. This will now activate the device - it's that simple! Then place it in your kitchen (on a shelf or worktop), away from direct sunlight.

What happens if activity is outside of normal habits?

Careium will get an alert and call the user or send around a relative to check they are OK.

When will Careium get an alert?

If there is a change to normal patterns of behaviour or the temperature goes very cold (below 14C) or very hot (over 28C) for a 12-hour period.

Why should I buy DORIS as well as a pendant alarm?

Both give peace of mind and security. With a pendant you need to wear it (recommended all the time) and can immediately press the button if you need help – reactive response. DORIS care just needs to be put in the kitchen and you do not need to do anything – proactive response. Pressing a pendant will immediately connect you to Careium, DORIS alerts will only be activated after a period of not normal activity but it can detect things a pendant can't e.g didn't make dinner last night, being at risk of damp/mold.

What are the benefits of an activity sensor?

It's an unobtrusive way of Careium being alerted if there's a change in your normal habits that could indicate a problem in the home e.g not making breakfast as normal, being at risk of mold. The sensor can be especially helpful if the family can't pop in and check on you.

Does it need internet or wifi?

No, just AA batteries (that last 3+ years).

How do I replace battery?

Careium will get an alert and send a replacement sensor in post.

What if I go out/on holiday?

Let us know so we can make a note on our system.

Is my data secure?

Yes, all data is stored safely and securely and adheres to GDPR principles.

What does DORIS stand for?

Data-orientated responsive intervention system.

