

Technology that works because it's built around care.



Spark
Care

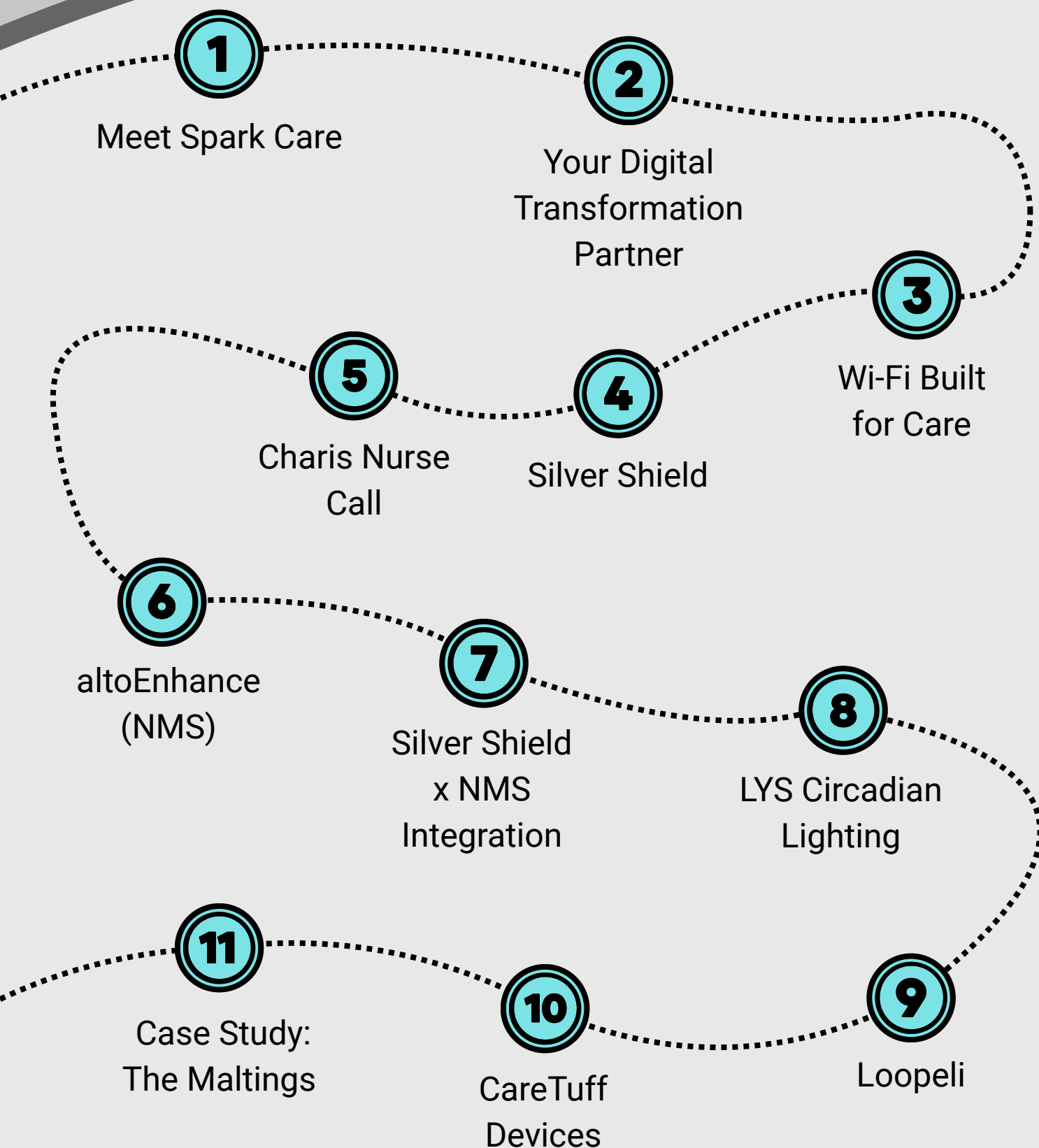
PRODUCT BROCHURE

April 2026

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Your Journey Through Technology-Enabled Care





SILVER SHIELD

Contactless AI Sensing

Advanced Fall & Activity Monitoring for All Care Environments



Daily Activity Monitoring

Tracks movement and bed exits in real time.



99% Alert Accuracy

Trusted fall detection, for all fall types.



Emergency Response

Automatically alerts emergency contacts and call centres.



AI-Powered Wellness Insights

Delivers AI-powered weekly insights to help support proactive care.



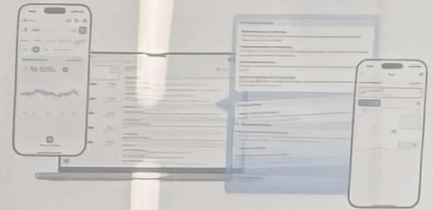
Vitals Monitoring

Monitors vital signs to spot early changes, supporting more informed care.



Privacy-First Technology

Protects privacy with discreet, camera-free sensing



01633 019608



hello@spark-care.co.uk



spark-care.co.uk

Meet Spark Care

Tech Built Around People - Not the Other Way Around.

Who We Are

At Spark Care, we help care providers navigate the complex world of care technology - without the overwhelm, the jargon, or the inflated price tags.

We're more than a supplier. We're your strategic partner on the journey to safer, smarter care. Whether you're looking to reduce falls, digitise your nurse call, or future-proof your homes, we're here to guide you every step of the way.


Built on years of care experience, Spark Care combines deep sector experience with cutting-edge technology - and a human-first philosophy that never forgets who care is really for.

Our Mission

To enable ethical, effective and future-ready care through technology that fits the real world – not just the brochure.



Our Values

-  Safety without surveillance
-  Simplicity that empowers, not replaces
-  Technology that respects dignity
-  Real-world problem solving
-  Acting in your best interest, always

What Makes Spark Care Different?

We Understand Care

Built by people who've worked in and led care homes. We know the pressure - and the potential.

We Work With You

No hard sells, no hidden lock-ins. Just honest partnerships built on trust and long-term results.

We Join the Dots

We integrate with your existing systems wherever possible. No need to rip out or start over.

We Prove Our Impact

We focus on measurable improvements - fewer falls, faster response times, stronger CQC evidence.

We Think Beyond Tech

Change management. Staff training. Culture. Compliance. We help with the things most vendors ignore.

Who We Work With

- ✔ Residential & nursing care homes
- ✔ Dementia care providers
- ✔ Housing with care & extra care schemes
- ✔ Local authorities and ICBs
- ✔ Home care providers and supported living



Meet The Team Behind The Tech



Nadia Morris
CEO & Founder



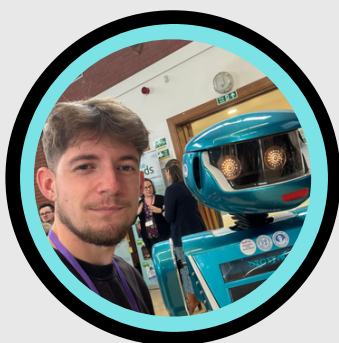
Mal Whitham
Sales Director & Founder



Lee Trueman
Relationships & Development



Harvey Neve
Strategic Advisor - Care
Tech & Digital Innovation



Harrison Fincher
Sales Executive



Phil Haynes
Senior Advisor - Leadership,
Culture & Organisational
Development



Robyn Fincher
Brand & Communications



Natasha Miller
Customer Success
Coordinator



Your Digital Transformation Partner

Digital Doesn't Have to Be Daunting

Whether you're just starting your digital journey or looking to integrate the next layer of care technology - Spark Care is here to walk the path with you.

Digital change works best when it's practical, paced and rooted in real care environments. We focus on what genuinely helps teams day to day – reducing risk, improving flow, and making technology feel like a quiet support rather than another thing to manage.

Step-by-Step Support

We don't sell tech and leave you to it. We build a roadmap that fits your homes, your teams, and your goals - then help you implement it, one step at a time.

Whether you're upgrading legacy call systems, digitising fall prevention, or adopting smart lighting, we provide:

- ✔ Digital audits of current systems
- ✔ Tailored transformation plans
- ✔ Strategic procurement advice
- ✔ Project management and rollout support
- ✔ Staff training and change leadership
- ✔ Ongoing optimisation reviews



Wi-Fi Network

Strong
foundations



Nurse Call

Real-time
alerts



Fall Detection

Fewer
falls



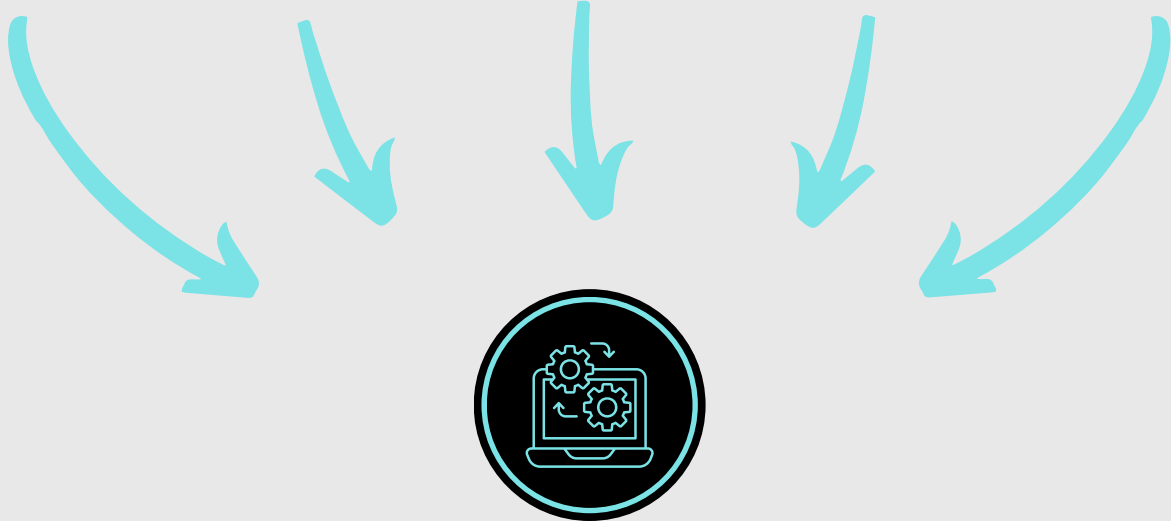
Smart Lighting

Better
sleep



Digital Connection

Closer, even
when apart



Fully Integrated System

Data-led evidence

Interoperability by Design

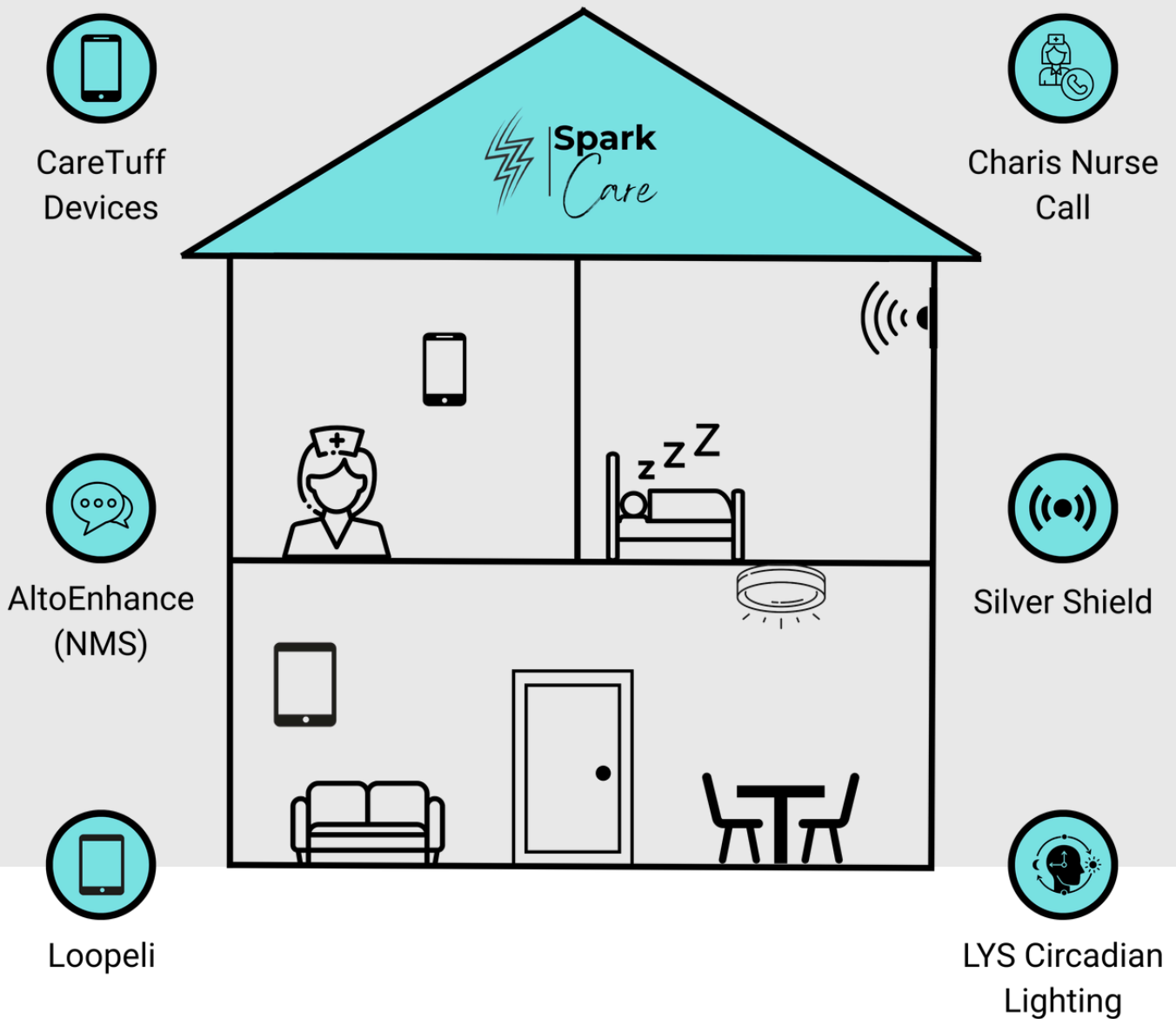
We believe in technology that works together - not isolated “patches.” Our ecosystem integrates with:

- ✔ Digital care planning systems
- ✔ Nurse call panels
- ✔ Sensors and wearables
- ✔ Business intelligence tools
- ✔ Wi-Fi and network infrastructure
- ✔ Family communication portals





CONNECTED CARE ECOSYSTEM





Wi-Fi Built for Care

Your Systems Are Only as Good as Your Signal.

Why Care Environments Need Specialised Wi-Fi

Your nurse call, care planning, fall detection and digital records all depend on one thing - your Wi-Fi.

And in care homes, standard setups just don't cut it.

Thick walls. Long corridors. Remote annexes. You need a system built for care, not a converted consumer router.

What We Provide

At Spark Care, we don't just recommend Wi-Fi - we supply, install and manage robust Wi-Fi infrastructure tailored to care environments.

Whether it's a retrofit in a 1920s home or a new build with complex zoning, we deliver:

- ✔ Full-site surveys and heatmaps
- ✔ Enterprise-grade access points and routers
- ✔ Encrypted staff and guest networks
- ✔ Seamless roaming for tablets and smartphones
- ✔ 24/7 remote monitoring and issue resolution
- ✔ Ongoing support from a UK-based team that understands care



Silver Shield

What Is Silver Shield?

Silver Shield is an advanced fall detection system that uses discreet mmWave radar and AI to monitor resident safety - without cameras, and without the need for wearables.

It detects fast falls and bed exit attempts in real time - enabling staff to intervene quickly, reduce long lies, and even prevent some falls before they happen.

One sensor. Full room coverage. Instant alerts.

Key Features

- ✔ Full-room coverage with a single, discreet sensor (up to 6m range)
- ✔ Detects fast, slow and gradual falls, including slips and collapses
- ✔ Reliable fall detection even when more than one person is present in the room
- ✔ Bed, chair and room exit alerts to highlight increased risk before a fall occurs
- ✔ Room entry and exit alerts to support safety checks and safeguarding
- ✔ Movement trend insights, including walking with purpose, restlessness, and time spent in or out of the room
- ✔ Wellness reports showing longer-term patterns in behaviour
- ✔ Contact-free respiratory rate monitoring to support early health insight
- ✔ Integrates with nurse call systems or delivers alerts directly to staff devices

How It Helps Care

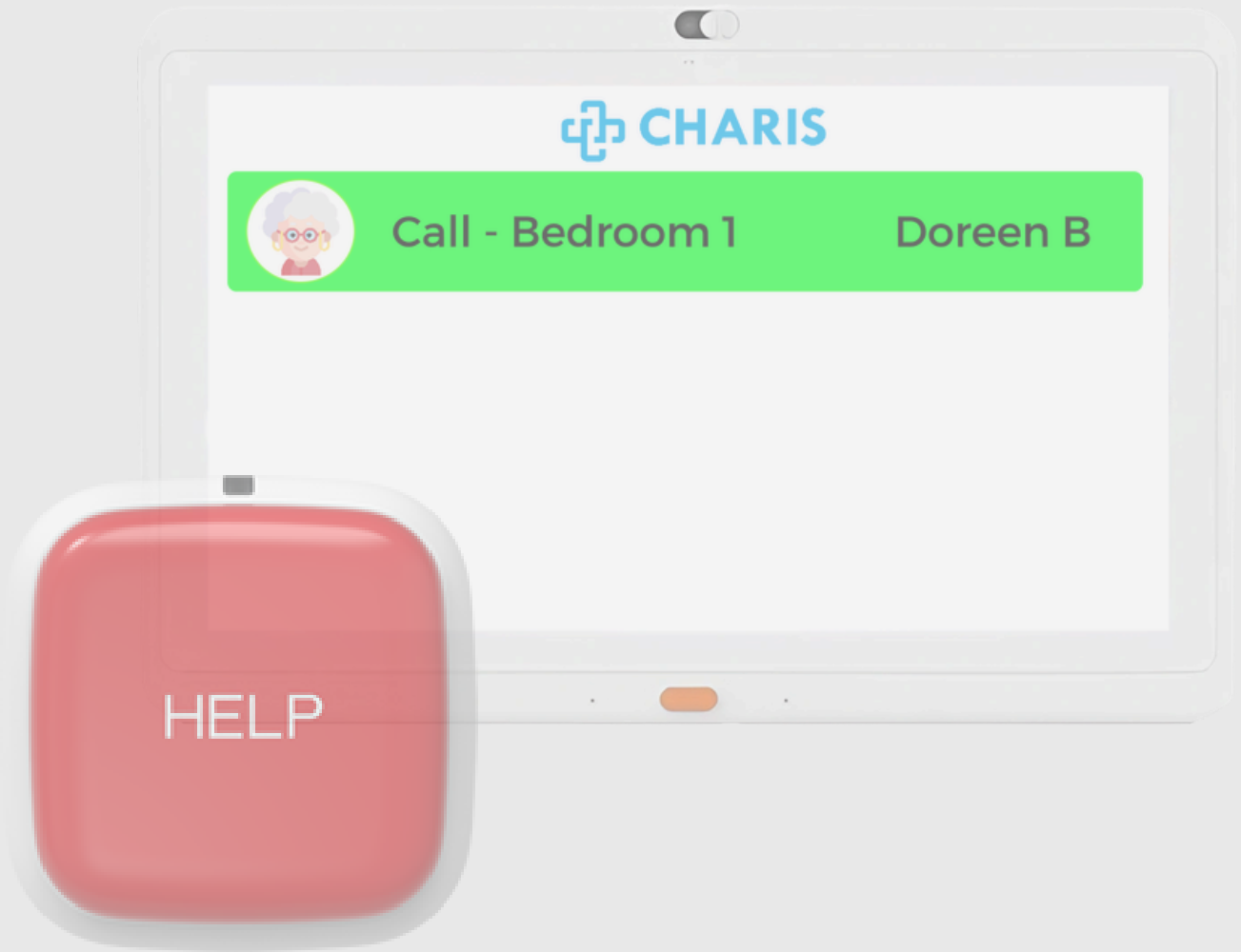
CQC Domain	What It Delivers
Safe	Detects falls instantly, reducing long lies and unwitnessed incidents
Effective	Enables proactive intervention using bed/chair exit data and trend reports
Well-led	Produces auditable data for falls management, risk review and governance
Responsive	Alerts can be defined by zone or risk level - helping teams act faster
Caring	Maintains resident dignity - no video, no wearables, no intrusion

Privacy and Ethics at the Core

- ✔ No cameras. No images recorded.
- ✔ No audio. No wearable dependency.
- ✔ GDPR-compliant and suitable for all residents, including those with dementia
- ✔ Suitable for bedrooms, en suites, lounges, and communal areas
- ✔ Deployed in under 15 minutes per room with minimal disruption

Silver Shield In Action





Smarter alerts. Quieter homes. Faster response.

What Is Charis Nurse Call?

Charis is a next-generation digital nurse call system that delivers real-time alerts to the same smartphones and tablets staff already use - simplifying workflows and improving safety.

It replaces outdated wall panels and noisy pagers with a streamlined, integrated platform that lets your team accept alerts, chat instantly, and coordinate care - all from a single app.

Built to integrate with care planning software, Charis makes life easier for staff and more reassuring for residents and families.

Key Features

- ✔ Mobile alerting direct to smartphones and tablets
- ✔ One-tap alert acceptance and attendance logging
- ✔ Instant staff messaging (one-to-one or groups)
- ✔ Walkie talkie, voice and video calling - built-in
- ✔ Remote door communication for visitors
- ✔ Resident-driven single-press call points
- ✔ Impact and fluid-resistant display panels in multiple sizes
- ✔ Built to integrate with care planning software
- ✔ Cloud reporting dashboard with deep audit trails
- ✔ Compatible with Silver Shield

How It Helps Care


CQC Domain	What It Delivers
Safe	Instant alerts to the right person, at the right time - without delay or noise
Effective	Better coordination between staff, reduced duplication, and real-time audit trails
Well-led	Full reporting on response times, call types, and performance trends
Responsive	Group chat, walkie talkie and video calling improve team responsiveness
Caring	Creates a calmer, quieter environment and avoids intrusive alarms

Built for Today's Care Teams

- ✔ Works seamlessly with Android devices
- ✔ Reduces training time by using devices staff already carry
- ✔ Supports multi-site comparisons, shift-level analytics, and CQC inspection prep
- ✔ Removes the noise and clutter of traditional call systems
- ✔ Fully cloud-enabled with secure, GDPR-compliant data handling

Charis Nurse Call In Action

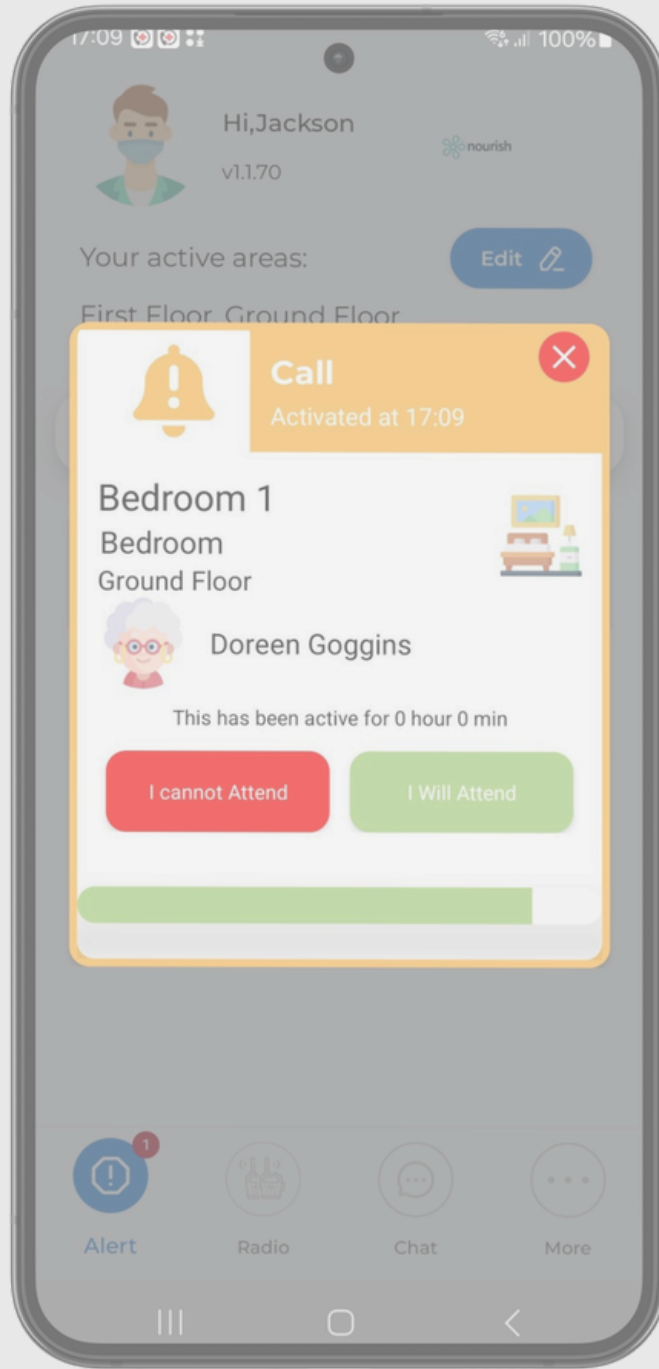



Mobile Alerts


Staff Messaging


Walkie Talkie


Escalation Routing



Smarter Communication Starts with a Simple Message.

What Is altoEnhance (NMS)?

altoEnhance's Nursecall Messaging Service (NMS) brings real-time, smartphone-based messaging to your existing nurse call system - without the cost of replacing panels or cabling.

NMS routes alerts directly to staff devices, cuts down noise and delays, and makes care communication smarter and more connected.

Key Features

- ✔ Instant alerts delivered to mobiles and tablets - right person, right time
- ✔ Seamless integration with legacy nurse call systems - no rip-out required
- ✔ Group chat functionality for real-time coordination between staff
- ✔ Noise reduction - bypasses loud displays or pagers
- ✔ Cloud-based reporting - track response times, alert volume, staff activity
- ✔ Scalable across multiple homes with centralised insight and oversight

How It Helps Care

CQC Domain	What It Delivers
Safe	Alerts go straight to staff, reducing missed or delayed calls
Effective	Faster staff collaboration and fewer delays in response
Well-led	Comprehensive audit-ready reporting for oversight
Responsive	Group chat allows faster, smarter task allocation
Caring	Calmer, quieter home - better environment for residents

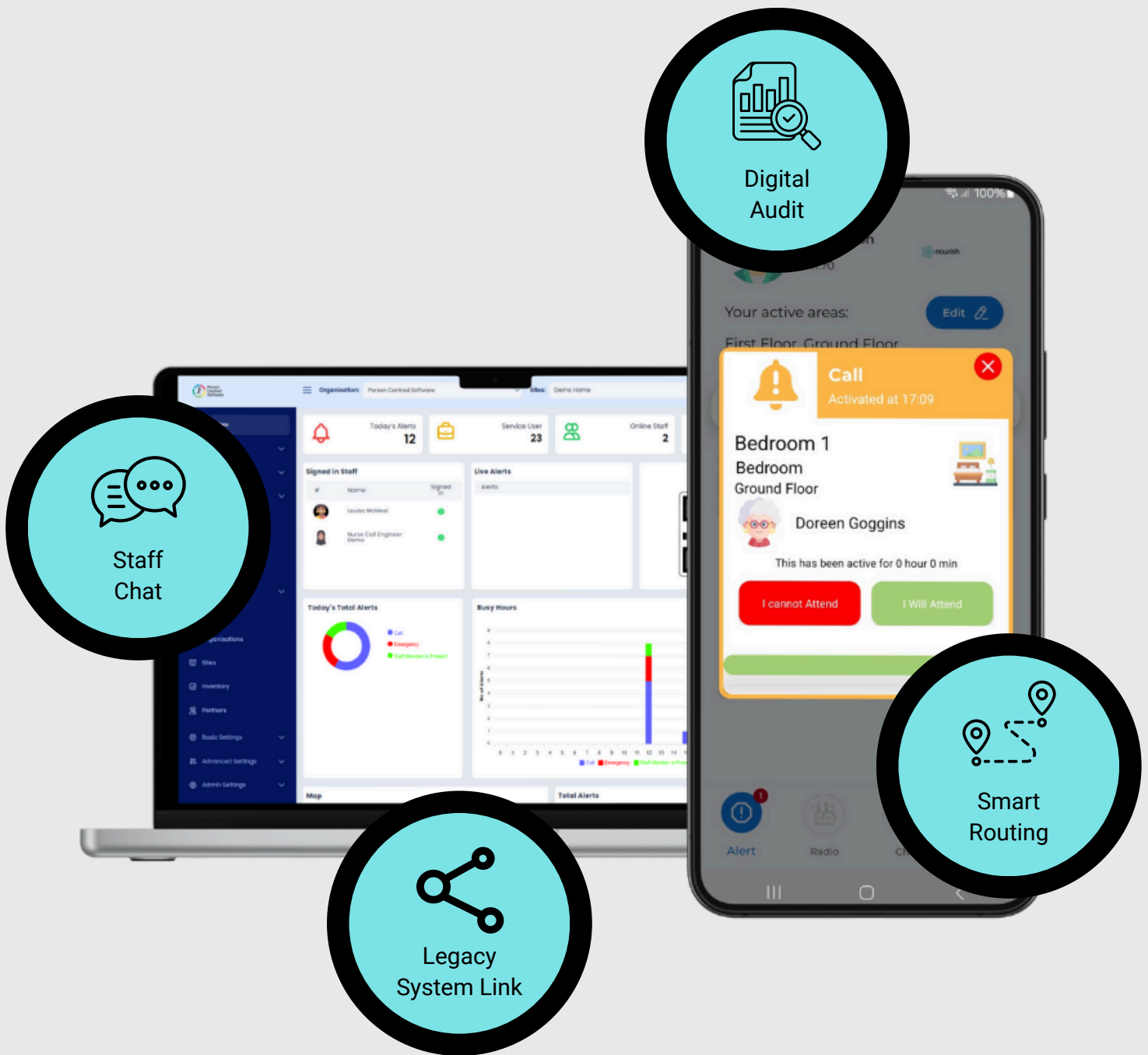
Cost-Effective and Sustainable

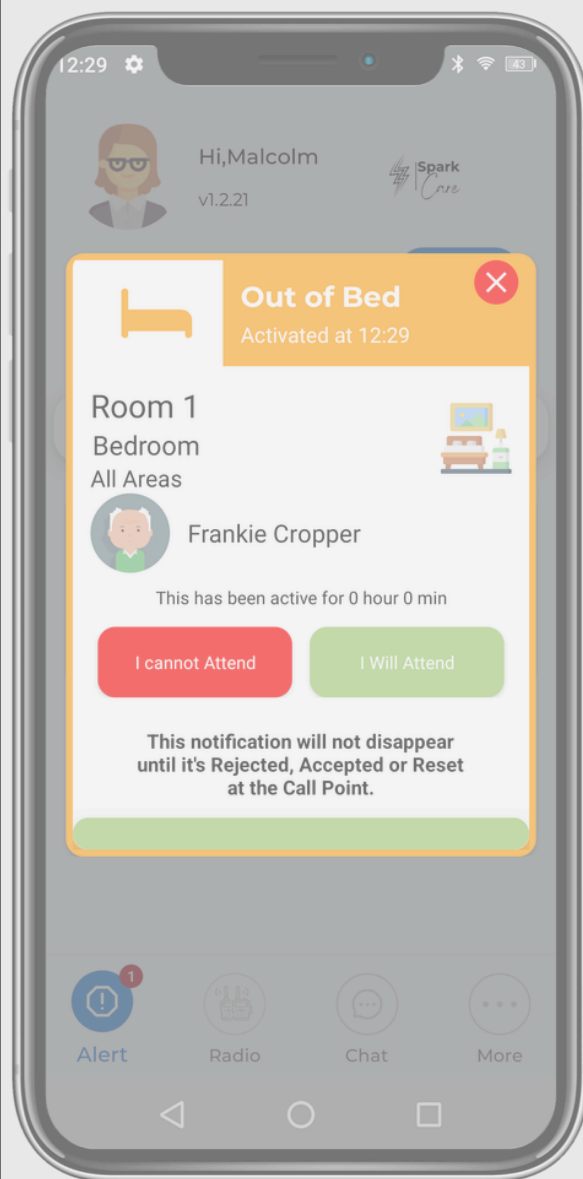
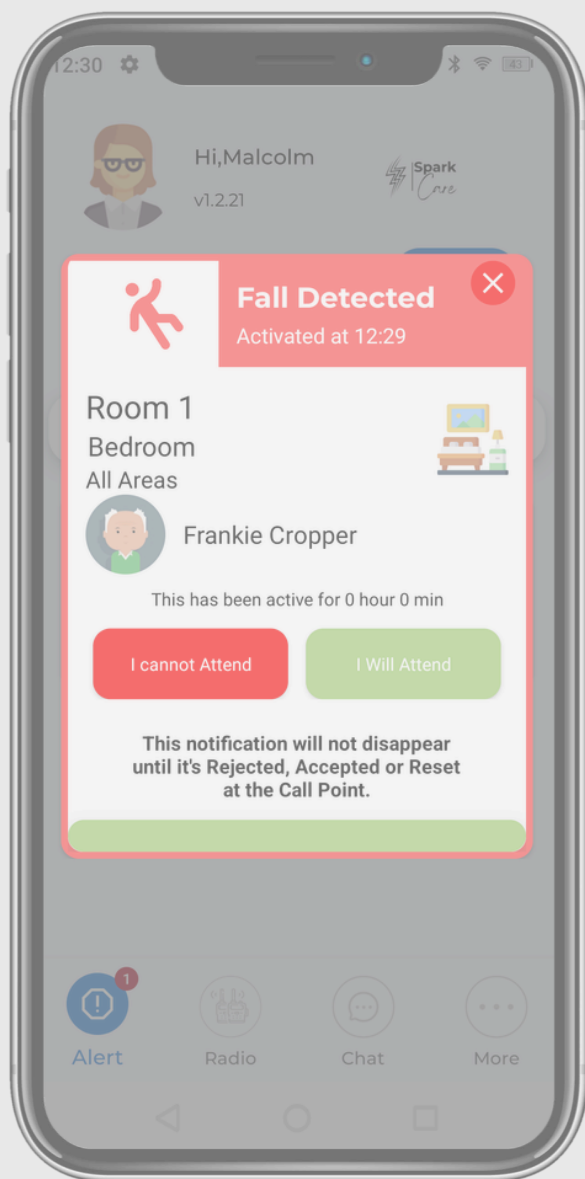
- ✔ Up to 70% lower cost than replacing your entire nurse call system
- ✔ Quick installs - most homes go live in under a day
- ✔ No hidden hardware costs, licenses, or cabling

Tailored, Supportive Partnership

- ✔ On-site setup and staff training
- ✔ Ongoing support & updates
- ✔ Configured to suit your home's roles and escalation rules
- ✔ Continuous enhancement ensures your system evolves with your needs

altoEnhance (NMS) In Action





Silver Shield x altoEnhance

What Is Silver Shield x altoEnhance?

Silver Shield and altoEnhance work together to create a fully integrated, real-time care monitoring and alerting system – designed around how care teams actually work.

Silver Shield uses privacy-preserving radar technology to detect falls, exits and movement patterns within a room. altoEnhance acts as the digital backbone, delivering alerts, routing information, and supporting clear, auditable workflows across the care team.

Together, they replace fragmented systems with a single, joined-up approach to safety, response and insight – without cameras, wearables or additional burden on staff.

Key Features

- ✔ Real-time fall, bed exit, chair exit and room exit alerts delivered directly via altoEnhance
- ✔ Alerts routed to the right people, at the right time, through existing workflows
- ✔ Seamless integration without changing how staff already work day to day
- ✔ Full audit trail of alerts, acknowledgements and responses
- ✔ Movement and presence insights combined with nurse call activity for clearer context

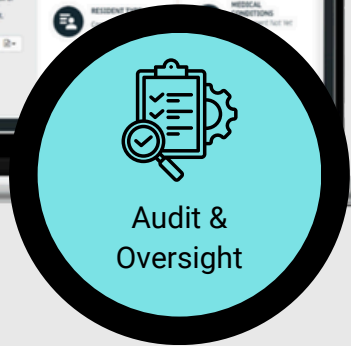
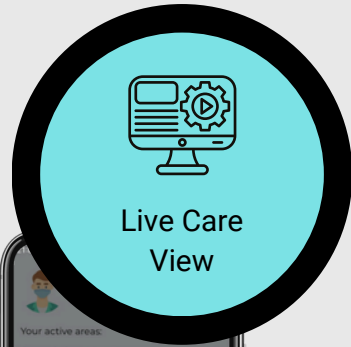
How It Helps Care

CQC Domain	What It Delivers
Safe	Real-time fall, bed, chair and room exit alerts delivered through Alto Enhance for faster response.
Effective	Combines fall detection and movement trends with nurse call activity, giving staff clearer context to make better decisions.
Well-led	Alerts are routed through existing workflows, reaching the right people at the right time without adding extra systems or steps.
Responsive	Centralised data, reporting and audit trails support oversight, governance, and evidence-led improvement across the service.
Caring	Reduces unnecessary checks and interruptions, supporting dignity, rest and person-centred care through non-intrusive monitoring.

Built for Care Teams

- ✔ Alerts are delivered directly into existing altoEnhance workflows, reducing noise and confusion
- ✔ Clear escalation pathways help teams respond quickly and consistently
- ✔ Single, joined-up view of safety events and responses across the service
- ✔ Supports calmer shifts and more predictable workloads
- ✔ Designed to work alongside staff, not add another system to manage

Silver Shield × altoEnhance In Action





LYS Circadian Lighting

Light that supports natural body rhythms.

What Is LYS Circadian Lighting?

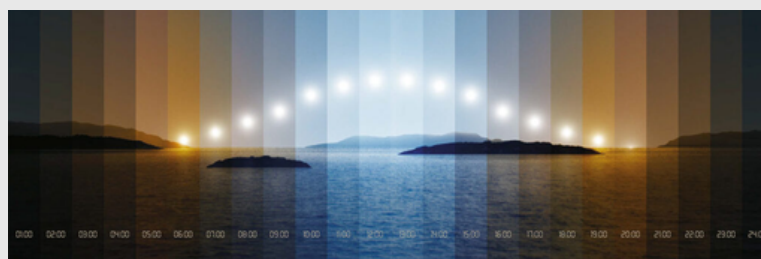
LYS is a clinically-informed circadian lighting system that shifts in colour and intensity throughout the day to mimic natural daylight. It supports the body's internal clock - improving sleep, alertness, cognition, and mood.

The system is powered by the LYS Connect software and Bridgelux full-spectrum LEDs, with flexible, wireless controls and advanced sensors to automatically optimise lighting based on movement and ambient daylight.

Spark Care is proud to be the exclusive UK delivery partner for LYS and Fischer Lighting in the care sector.

Key Features

- ✔ Personalised circadian lighting tailored to chronotype, age, and condition
 - ✔ Full-spectrum light range (1800K to 6500K) with a CRI of up to 95 for natural colour rendering
 - ✔ Smart sensors that adjust lighting based on motion and daylight
 - ✔ Battery-free wireless switches, including four-program scenarios (e.g. 'Night Care')
 - ✔ Ubisys Gateway for centralised control of up to 120 devices
- WiFi-enabled, with no hardwiring or structural disruption required



How It Helps Care

CQC Domain

What It Delivers

Safe

Enhances visibility and reduces fall risk, especially at night

Effective

Reduces restlessness, improves sleep, and supports cognition

Well-led

Creates calm, non-invasive environments that respect dignity

Responsive

Personalised lighting can be adapted to resident routines

Caring

Demonstrates evidence-based environmental intervention for inspections

Health & Wellbeing Benefits

For Residents:

- ✔ Better sleep quality and overnight regulation
- ✔ Increased daytime alertness
- ✔ Reduced agitation, sundowning and anxiety

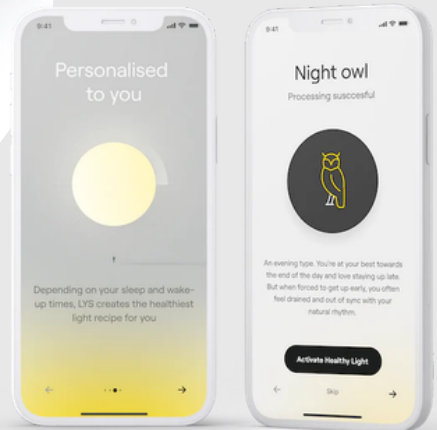
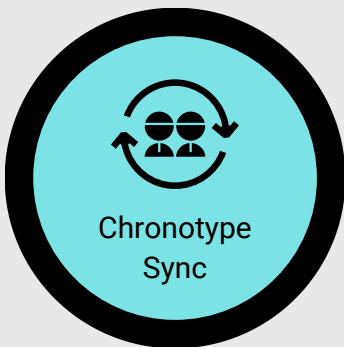
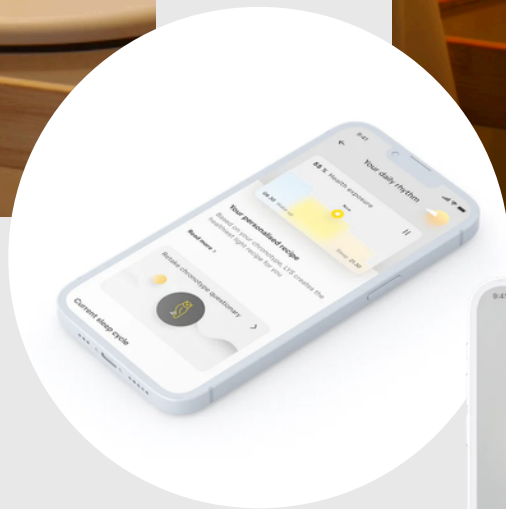
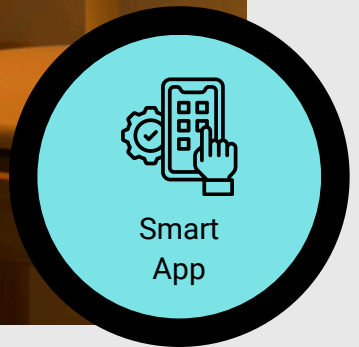
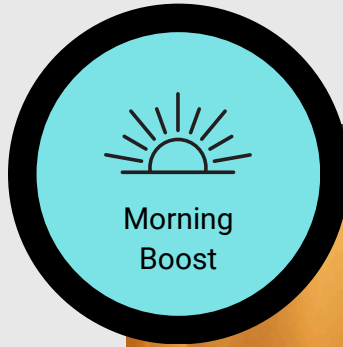
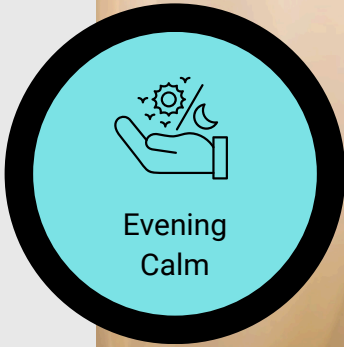
For Staff:

- ✔ Reduced burnout and fatigue
- ✔ Support for healthy sleep-wake cycles

Sustainable and Adaptable

- ✔ Uses Fischer luminaires designed for disassembly and retrofitting
- ✔ Helps you meet sustainability goals
- ✔ Designed to evolve with the building - easy to relocate or reprogram as needs change

LYS Circadian Lighting In Action





Connection that feels natural

What Is Loopeli?

Loopeli is a simple, secure communication platform designed to help people stay connected to the ones who matter most – without complexity or pressure.

Built specifically for care environments, Loopeli makes video calls, messages and shared moments easy and accessible for residents, families and care teams alike. It supports emotional wellbeing, reduces isolation, and helps families feel closer, even when they cannot be physically present.

Loopeli fits quietly into daily life, encouraging connection on residents' terms and at their pace.

Key Features

- ✔ Simple video calling designed for ease and familiarity
- ✔ Large, clear interface suitable for older adults and people living with dementia
- ✔ One-touch calling with trusted family members and friends
- ✔ Secure connections with privacy and consent built in
- ✔ Supports regular routines, reassurance and emotional wellbeing
- ✔ Helps families feel involved without increasing staff workload

How It Helps Care

CQC Domain	What It Delivers
Safe	Supports emotional reassurance through regular, trusted contact with family and friends.
Effective	Supports relationships and emotional wellbeing, improving engagement and quality of life.
Well-led	Proactively reduces loneliness and supports person-centred care.
Responsive	Flexible communication around individual routines and preferences.
Caring	Promotes dignity and emotional comfort through meaningful connection.

Wellbeing Benefits

For Residents:

- ✔ Reduced feelings of isolation and loneliness
- ✔ Greater emotional reassurance and familiarity
- ✔ Support for identity, memory and relationships

For Families:

- ✔ Greater peace of mind and reassurance
- ✔ A sense of ongoing involvement in daily life

Simple, Supportive and Inclusive

- ✔ Designed to be intuitive and accessible for older adults
- ✔ Large, clear interface suitable for people living with dementia
- ✔ One-touch calling with trusted contacts
- ✔ Secure connections with consent and privacy built in
- ✔ Encourages connection without increasing staff workload

Loopeli In Action

Emotional Reassurance

Shared Moments

Simple & Accessible

Trusted Contacts

Video calls
Postcards
Radio

Loopeli for tablets
Loopeli AB · Socialt
100+



Durable, secure and ready for every shift.

What Are CareTuff Devices?

CareTuff began with a simple idea: tech that works as hard as the people who care.

Designed for the fast-paced, high-pressure world of care, our rugged smartphones and tablets help your team stay connected, informed, and in control - without the fragility or distractions of consumer devices.

From mobile carers on community rounds to nurses on shift, CareTuff delivers performance you can trust, shift after shift.

Product Range

TuffGo

Made to
Move

TuffPro

Power Meets
Durability

TuffHub

The Heart of Your
Operations



How It Helps Care

CQC Domain	What It Delivers
Safe	Enables staff to instantly access alerts, med records and resident info
Effective	Reduces duplication, missed entries, and paperwork lag
Well-led	Supports real-time reporting, visibility, and decision-making
Responsive	Gives staff what they need, when and where they need it
Caring	Frees carers from screens - and back to what matters: people

Why Providers Choose CareTuff

- ✔ Designed with care teams, not just for them
- ✔ No unnecessary apps or distractions
- ✔ Full setup support and optional replacement service
- ✔ Integrates with Silver Shield, NMS, and leading care planning software
- ✔ Rugged and drop-proof - built to withstand the knocks and drops of busy shifts
- ✔ Easy to clean and disinfect - supports strong infection prevention and control measures



TuffGo

Made to Move

Ultra-light, pocket-sized design

Ideal for care staff

Real-time access to care records on the move

Glove-friendly touchscreen

Long battery life, secure data handling

TuffPro

Power Meets Durability

Impact-resistant, water-resistant build

Integrated barcode scanner (perfect for MARs)

Bright screen readable in all conditions

Extended battery life for 12-16hr shifts

Ideal for senior care staff or nurses



TuffHub

The Heart of Your Operations

Rugged 8" or 10" tablet for nurse stations, offices or medication trolleys

Supports admin, clinical and workflow apps

Central control point for real-time data and team coordination

Case Study: The Maltings



Designing a connected care environment from the outset

At The Maltings on Jewison Lane in Sewerby, Bridlington, the goal was never just to open a beautiful new care home.

It was to create an environment where technology would quietly strengthen care, support staff, and protect the dignity and independence of the people living there.

Working with Fisher Care Group during the final fit-out phase, Spark Care delivered a connected technology ecosystem designed to support safer care and smoother day-to-day workflows from the very beginning.

Project Snapshot

Location: The Maltings, Sewerby, Bridlington

Provider: Fisher Care Group

Setting: Brand-new luxury care home

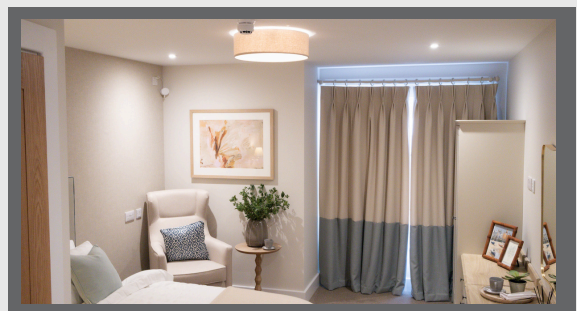
Accommodation: 59 bedrooms, accommodating up to 63 people through dual-occupancy care suites

Installed by Spark Care: Silver Shield and Charis nursecall

Integration: Fully integrated, with data feeding into PCS care planning software

Approach: Technology designed in from the outset to support safety, dignity and day-to-day care delivery

- ✓ Silver Shield proactive monitoring
- ✓ Charis nursecall
- ✓ Fully integrated workflows
- ✓ Data feeding into PCS care planning
- ✓ Designed in from day one



Why this matters

For care providers, the real challenge is rarely the individual product.

It is whether the whole environment works together.

At The Maltings, proactive monitoring, digital nursecall and care planning are not sitting in separate silos. They are connected.

That means better visibility for staff, clearer workflows, more meaningful data, and stronger oversight across the service.

It helps create an environment where teams can respond with confidence, residents can be supported more safely and respectfully, and families can feel reassured that technology is being used in the right way.

This is what technology-enabled care should look like in practice: connected, calm, practical, and built around real care.



What Joshua Fisher said

“We recently partnered with Spark Care for the technology installation at our brand-new luxury care home, The Maltings on Jewison Lane in Sewerby, Bridlington, and I cannot recommend them highly enough.

From the very first meeting, the Spark Care team demonstrated an exceptional level of professionalism, expertise, and genuine passion for enhancing resident safety and dignity through thoughtful technology.

Their smooth, respectful installation process at The Maltings was seamless and minimally disruptive, even during our final fit-out phase. The team worked with incredible care and consideration for our staff and the beautiful new environment we’ve created.

What truly sets Spark Care apart is their commitment to care technology done right, solutions that empower rather than intrude, supporting our residents’ independence while giving families and carers invaluable peace of mind.

Their Pontosense Silver Shield system and overall approach have already elevated the standard of care we can provide in our residential and dementia suites.

Huge thanks to the entire Spark Care team for their outstanding work, positive energy, and dedication to making The Maltings a truly special place. If you’re looking for a forward-thinking partner who truly understands care homes, look no further. Spark Care is simply brilliant.”



Joshua Fisher
Managing Director,
Fisher Care Group

Let's Build Safer, Smarter, More Connected Care - Together.

Whether you're just starting your digital journey or ready to take the next step, we're here to help you get there - with tech that fits your home, your team, and your values.

- ✔ Book a free care technology consultation
- ✔ Get hands-on with Silver Shield, Loopeli, and CareTuff
- ✔ Start building your tailored digital roadmap

Contact Info

- ✉ hello@spark-care.co.uk
- 🌐 www.spark-care.co.uk
- ☎ 01635 019608
- 📍 Innovation House, 11 North Street, Pewsey, Wiltshire, SN9 5ES

Socials

- 📷 Instagram: [@sparkcareuk](https://www.instagram.com/sparkcareuk)
- 🎵 TikTok: [@sparkcareuk](https://www.tiktok.com/@sparkcareuk)
- 🌐 LinkedIn: <https://uk.linkedin.com/company/spark-care>

Spark Care. Technology that works – because it's built around care.



Because peace of mind should be part of life

For many older people living at home,
the biggest risk isn't the fall.

It's being alone when it happens.



Every year, 1 in 3 people aged 65 and over will
experience a fall.

Quiot Life makes sure someone is there.

www.quiot.life

Reassurance for families. Safer support at home.

Quiot Life is a privacy-first home monitoring and response service designed to support people living at home and the families who care about them.

When something goes wrong:

- A fall is detected right away.
- Our monitoring team is alerted.

Real-time response:

- Immediate response.
- Contact family or carers.
- Call for emergency services.

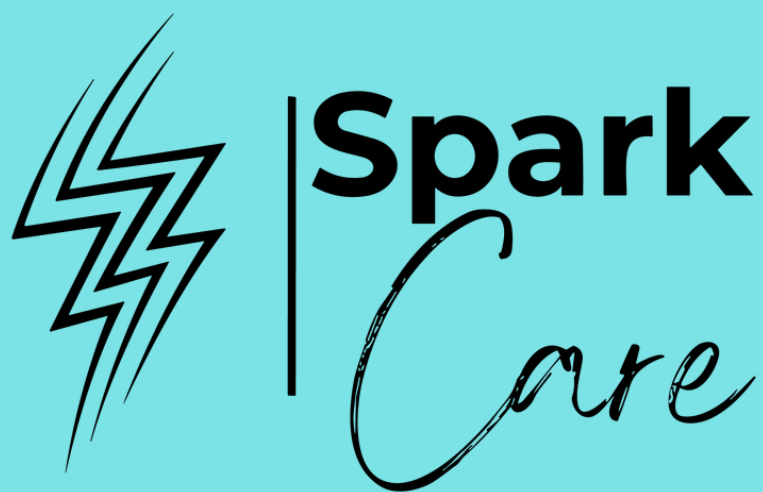
Peace of mind for families:

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