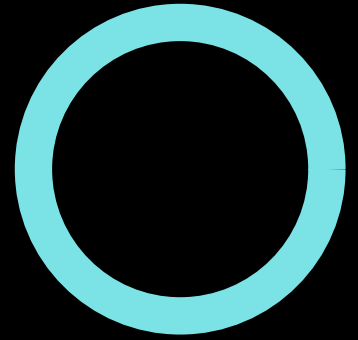




PRODUCT BROCHURE

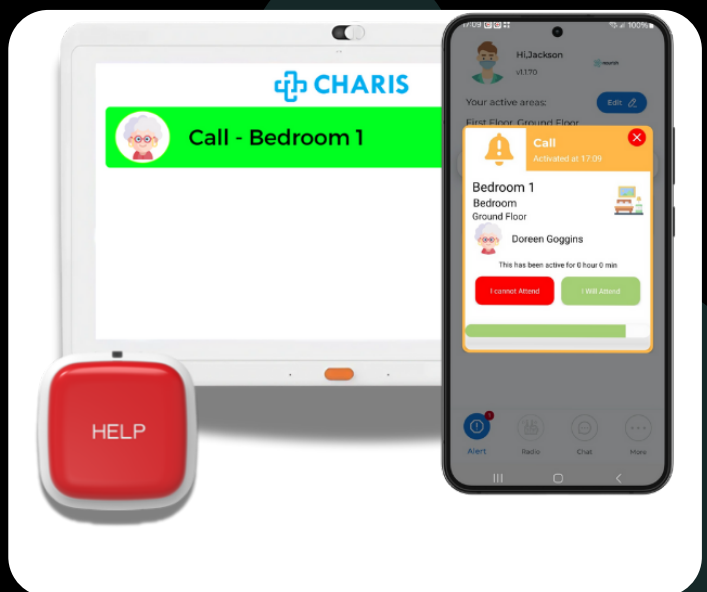
Charis Nurse Call

Calmer communication for modern care homes. Alerts that reach the right person straight away, on the devices your team already carry.

Smarter alerts. Quieter homes. Faster response.

Inside this brochure

- Why Charis matters in a busy care home
- How mobile alerts support faster response
- How reporting gives managers clearer evidence



When someone asks for help, the system has to protect that trust.

In a busy care home, every second matters. When a resident presses their call button, the right person needs to know. Charis was designed around the reality of care teams on the move, helping staff respond quickly without adding more noise or more workarounds.

The problem with traditional systems

Panels can be missed. Pagers create noise. Staff already carry too many devices. Response times are not always easy to evidence later.

How Charis changes the experience

Alerts reach staff directly on the devices they already use. Managers can review response times and trends clearly. Communication feels quieter and more controlled.

The result is a calmer home, a faster response, and a clear record of what happened and when.

Simple for residents. Clear for staff. Useful for managers.

Charis follows the natural flow of care. It helps the right information reach the right person quickly, while the system captures the details automatically in the background.

1

A resident asks for help

A single, clear press on the call point is all it takes. No confusing controls and no extra steps.

2

The alert reaches staff in seconds

The alert lands on the mobile devices your team already carries, with clear information on name and location.

3

A carer accepts and attends

One tap confirms who is responding, helping avoid confusion, duplication and missed calls.

4

The record looks after itself

Response time, action and resolution are captured automatically, ready for review when needed.

Alerts that go straight to the devices staff already carry.

Charis works with the mobile devices your team already uses for care planning and daily tasks. That means no extra pagers to charge and no separate handsets for staff to juggle.

- Alerts arrive on existing mobile devices rather than separate call handsets.
- Every alert shows who accepted it and how quickly they responded.
- New staff pick it up quickly because it works like the devices they already use.
- Quieter communication helps reduce corridor noise and keeps the environment calmer.

Why this matters

When the technology fits around the way people already work, adoption is easier and the benefits show up faster.

Clearer evidence, stronger oversight.

- Staff response times tracked automatically.
- Alert frequency by room, shift and staff member.
- Reports ready to pull for supervision, audits and inspection conversations.
- Better evidence means fewer questions left unanswered after the event.

Reliable wireless, without the workarounds.

Charis runs on its own dedicated wireless signal using the 869MHz Social Alarm Band. It does not rely on your home's WiFi and does not need corridor boosters that become another thing for the team to manage.

- A dedicated signal built for reliability rather than shared with other systems.
- New call points can be added where they are needed without extra cabling.
- Built to cope with the layout and realities of working care homes, not just ideal conditions.
- Reliable coverage helps staff trust that the system will work every time.

Support that is still there after go-live.

24/7

System monitoring

Remote

Issue investigation

Dedicated

Engineering support

Auto

Cloud backup

Key features of Charis Nurse Call.

Built to evolve, kept up to date automatically, and backed by a team who understand care.

- Wireless nurse call using a dedicated 869MHz Social Alarm Band signal.

- Alerts delivered directly to existing staff mobile devices.

- Full audit trail of who accepted and attended each alert.

- Cloud dashboard for response times, alert trends and reporting.

- New call points added without additional cabling.

- 24/7 system monitoring with automatic cloud backup.

- Ongoing remote support backed by a dedicated engineering team.

- Continuous updates at no extra cost, with no forced hardware refresh.

- Instant staff messaging and built in walkie talkie, voice and video calling.

- Simple, single press call points that residents can use with confidence.

- Remote door communication so visitors and family are not left waiting at night.

- Compatible with fall prevention and detection sensors, plus wireless bed and chair exit mats.

Charis fits into the wider Spark Care ecosystem.

Put Charis in the same box, Charis becomes part of a connected approach that helps your team see more clearly across every shift, alongside wider team communication, fall detection and care planning software.

Charis Nurse Call

Nursecall Messaging System

Silver Shield

Care planning software

One connected ecosystem, giving your team a clearer picture of what is happening in every room, every shift.

How it helps care

CQC DOMAIN

WHAT IT DELIVERS

Safe

Alerts reach the right person at the right time without delay or unnecessary noise.

Effective

Better coordination between staff, less duplication and a clear audit trail for every call.

Responsive

Group chat, walkie talkie and video calling help staff respond as a connected team.

Caring

A calmer, quieter environment for residents without the intrusion of loud alarms.

Well-led

Full reporting on response times, call types and trends, ready for oversight and inspection conversations.

Common questions about Charis.

Do we need to buy new devices for staff to use Charis?

In most cases, no. Charis is designed to deliver alerts to the mobile devices your team already carries for care planning and daily tasks.

Will Charis replace our existing nurse call system?

Charis is a full wireless nurse call system in its own right. We will talk through your current setup and what is involved in moving across.

How is Charis different from a WiFi based system?

Charis runs on its own dedicated 869MHz Social Alarm Band signal, separate from your home's WiFi.

What support is available once Charis is installed?

Our team provides ongoing remote support and access to a dedicated field engineering team when on site help is needed.

Can Charis show us evidence of response times for audits?

Yes. The cloud dashboard tracks response times, alert frequency and related activity for supervision, governance and inspection conversations.



BUILT TO FIT YOUR TEAM

See Charis in your home.

Book a discovery call with the Spark Care team. No pressure and no sales push, just an honest conversation about what is happening in your home and whether Charis could help.

[Book a Discovery Call](#)

[Request a Quote](#)

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Spark Care helps care providers create safer, calmer and more responsive environments, with technology that supports people rather than getting in the way.

Works with your team

Staff can use the devices they already carry, with less to learn and less to manage.

Supports safer care

Clearer communication helps reduce delay, protect dignity and give managers useful evidence.