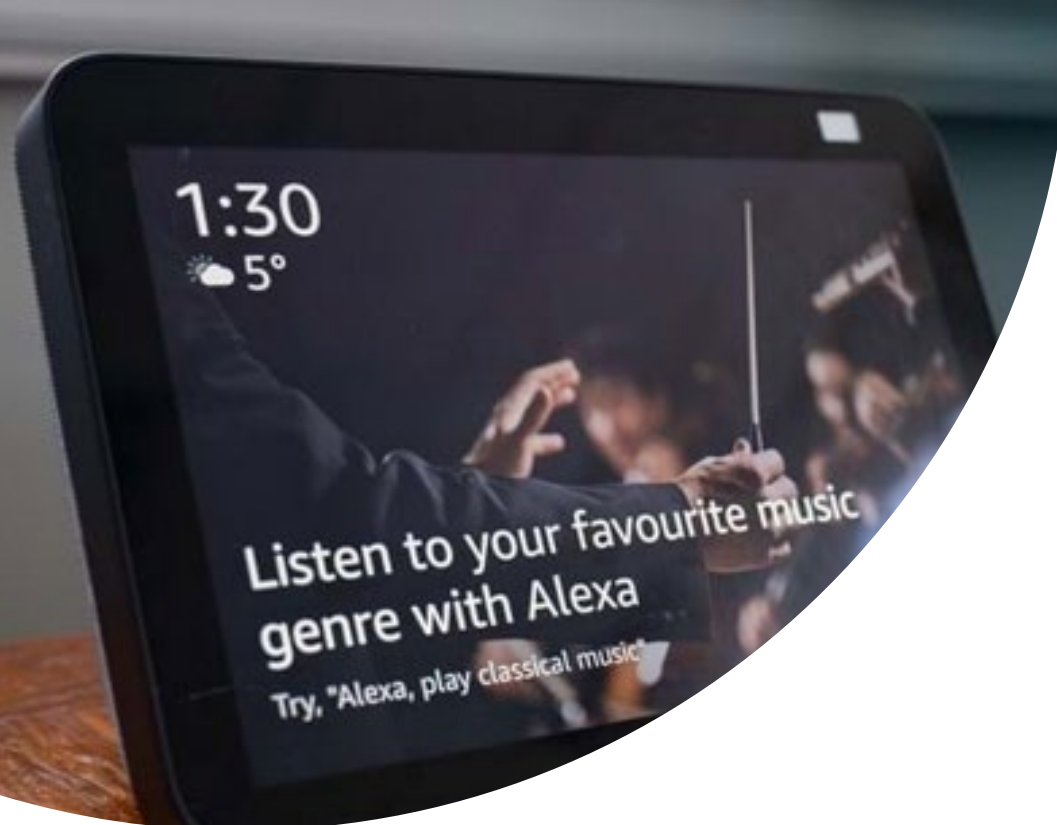


Alexa Smart Properties and Flo

March 2024



Alexa Smart Properties for Senior living was launched by Amazon in the UK in November 2022 and Vocala were named as an Alexa Smart Properties solution provider.

Alexa Smart Properties has been designed to allow property owners to deploy and manage Alexa-enabled devices at scale. Custom skills enable tasks like playing music, controlling room features, and finding information.

Fleet Management of the devices means that:

- Devices are part of a fleet managed by a single entity.
- Personalised to the Property / Client – not the individual.
- No registration or set up required from the user.
- Owner has control over the branding, skills and integrations.
- No access for users to their personal content.
- No purchase or shopping features.
- Enhanced Privacy, Voice recordings from these devices are not stored.

Say the wake word

"Alexa"

Your Amazon Echo device will light up, connect to the cloud and respond to your request instantly



Entertainment

Alexa becomes the hub of your room. You can play music, listen to the radio, play a game, or hear a joke. 'Alexa, Play Pointless'



Information

You can ask for static information like 'When are the bins emptied.' Or dynamic information like: 'When is my carer coming?'



Handling requests

Let Alexa handle your requests, with actions recorded such as Alexa, report a Fault or Alexa, I have had a drink



1p Experiences

With Alexa a user can access all the features of Alexa including
Alexa, what's the weather?
Alexa, how do you say hello in Japanese?



Smart Controls

Alexa lets you control your room with just your voice. Switch on the lights as you walk in the door or before settling in for bed – all without lifting a finger!

Alexa is a great tool to enable care providers to update residents on what's happening.



Menu, Events and Signage

You can leverage the screen device to share reminders, prompts and guides to the user.



Announcements and notifications

Share upcoming events with residents, notify them of mealtimes, activities and upcoming visits.



Calling

Use Alexa to make calls to other rooms, reception, family members or allow incoming calls to residents.

Using features like announcements, room to room calling, external calling and notifications. You can let the people in your care know what's happening, keeping everyone connected and informed. You can leverage the screens to display reminders, create awareness for events and activities and recognise special occasions.

Current Projects



North Tyneside Council

Reablement and Discharge

The solution would become part of the care plan and would speed up hospital discharge.

A pilot of 50 Alexa devices



Telecare Customers

4,500 customers receive Telecare a third were not using it for the intended purpose and our solution would be better for them.

A pilot of 50 devices

Project Outcomes being assessed:

- Hours of monitoring.
- Engagement with the device.
- Hours of entertainment used.
- Number of questions answered through the device.
- Actions and requests logged.
- Number of Telecare Calls before and after installation.
- Hospital Discharge and readmittance.
- Virtual Visits verses Physical Visits.



Rebuilding
lives after
sight loss



Blind veterans' welcome guests for weeklong stays to offer support and relaxation for its members.

In early 2023 we deployed Alexa Devices across its two 60 room centres to provide voice control to allow guests to make requests, set alarms, make calls, access entertainment, find out about the various daily activities and what's on the menu, as well as controlling lighting and receive orientation information.

Staff use the devices to update room cleaning, report faults and make announcements and reminders.

"Having identified the need to make our centres truly centres of excellence, including in technological. We're very excited to have Alexa as an integral part of the team at our Centres for Wellbeing."

Kathy Boardman

Blind Veterans UK Llandudno Centre Manager

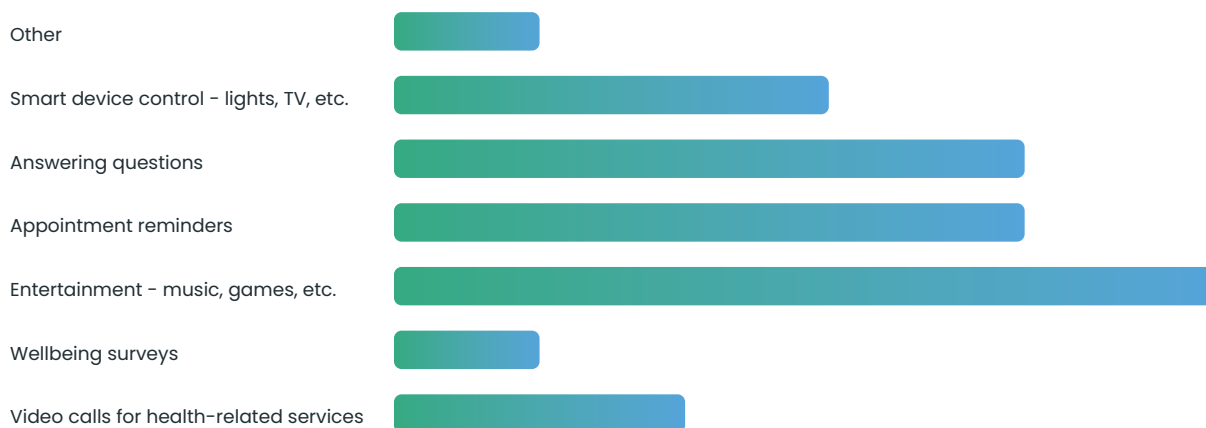
Find out more here: [Blind Veterans Smart Centre](#)
Or watch a film about the deployment [here](#)

Research on Smart Speakers

As part of our work, we also decided to conduct research on the current use of Smart Speakers within the care industry.

Our findings revealed that 84% of respondents were aware that smart speakers could be used to support health and wellbeing, but only 53% knew of someone who had used the device for health-related purposes (e.g. medication reminders). We also explored the features that people found most beneficial.

Most useful Smart Speaker Features



Amazon commissioned research in conjunction with Think Insights & Strategy. They found that:

- The majority of participants found Alexa easy to use from the start and were surprised with the range of capabilities across information, entertainment and organisation which only increased with more use.
- **4 in 5 stated that using Alexa has made them feel less lonely.** Entertainment, particularly the ease of playing music, and access to information relieved some of the boredom in their day-to-day lives.
- Overall, the device is well received with the majority wanting to use and liking Alexa's fun personality. **There is also some evidence that using Alexa can help older people feel more confident with tech, 73% agreed this as a key benefit of using the device.**
- After 4 weeks, using Alexa has resulted in significantly improved self-reported wellbeing. **The frequency of feeling isolated has reduced for more than 1 in 5 and those who have felt in good spirits has increased from half to 3 in 4.**



Any questions?

For more information or to arrange a demo please do not hesitate to contact us on:

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