Your team. Their lifeline. 24/7.

A guide for home care providers: turn the carers your clients already trust into their emergency response team, and earn new monthly income without new staff.

How it works

1. Your client presses SOS. On a smartphone or Apple Watch, by voice through Alexa, or by calling your organisation's own speed-dial number from a simple phone.

2. Your on-shift team is alerted at once. A real phone call (mobile or landline), a text, an email and an app notification, with the client's name and location. Your team needs nothing installed.

3. The first to respond takes responsibility. The rest of the shift sees it's handled, so nobody doubles up. If nobody answers, the next person is alerted after a delay you set (immediately to 9 minutes).

4. Your responder deals with it. A reassuring call, a visit, help up after a fall, or a 999 call on the way.

Three shifts. Two ticks.

Your organisation account has three contact groups. Name them after your shifts and add up to 40 people to each. Only the active group is alerted. To change shift, tick the next group on and the last one off; one group must always be active. Each person has their own on/off switch for holidays and sick days. Your shift is every client's SOS contacts, swapped in one go.

Group	Example	Who's in it
1	7am to 3pm	Day carers and the office
2	3pm to 11pm	Evening carers
3	11pm to 7am	Night on-call responders

Running your account

• One admin login runs your organisation, secured with a one-time code sent to your organisation's email.

• Add a client in under a minute: first name, surname and phone number.

• See every client on one dashboard, with their last known location and a log of every alert.

• Choose which options appear in your clients' app, so they can't change your team list by accident.

Services you can sell

100 clients at 50 a month is 5,000 of new monthly income. The most you'll pay us is 1.67 per user a month (19.99 a year), so 100 clients cost 167 a month at most. You set your own prices; these are examples.

Tier	Who it's for	Example price	Most you'll pay
Day cover	Clients whose family works days	50 / month	1.67
Night cover	People living alone	75 / month	1.67
24/7 cover	Highest-need clients	120 to 200 / month	1.67

Holiday cover	While family is away	99 for 2 weeks	1.67

Sell it to your existing clients between visits, and to neighbours who need no personal care, only someone to come.

How busy will your team be?

UK alarm industry figures (Technology Enabled Care Services Association) show alarm users raise a few calls a month each, more than half of all calls are false alarms or test calls, and 95 to 97% are resolved without a 999 call-out. For a press-to-alert service, plan as follows:

Per 100 clients	Per month	Per day
All alerts (worst case)	about 240	about 8
Alerts that need a person	about 100 to 120	3 to 4
Alerts needing 999	7 to 12	about 1 every 3 days

Most alerts that need a person are settled with a phone call; some need a visit. One on-call responder can cover 100 clients; add a second to the night group as you grow.

The ground rules

• **Anything medical: 999 first.** Clients call 999, 911, 000 or 112 for medical emergencies. Your responders handle everything else and can call an ambulance on arrival.

• **Falls without serious injury are where you shine.** You can be there long before an ambulance would, to reassure, check and help them up safely.

• **Getting in.** Agree with each client how your responder enters: a key safe, a neighbour or family.

• **Your promise, in writing.** Offer response times as best efforts, not guarantees, in your client agreement.

• **Insurance.** Home care liability policies are built for work in clients' homes. Tell your broker you're adding call-outs so they're named on your policy.

• **Registration.** If you're registered with a care regulator (CQC in England, or your local equivalent), any personal care given on a call-out follows the same standards as your visits.

• **Data.** Encrypted and hosted in the UK. Use of the service is under our terms: mysosfamily.com/terms

Set up in an afternoon

Try it free first. Download the app and test it as a normal user. Like it? Ask us for an organisation account. It's built for teams of 15 or more users, ideally 20+.

1. Add your team. Name your shift groups and add the people who work them.

2. Add your clients. Name and phone number, under a minute each.

3. You're live. The active shift is alerted the moment a client presses SOS.

There for every hour, not just the visit.
Talk to us and we'll set it up with you: WhatsApp +44 7537 171039, info@mysosfamily.com, mysosfamily.com/care-providers