

Now it's easy to
show you care...

J BRAND
"My Customer, My Responsibility"

Care 
Messenger™
Simply Connect

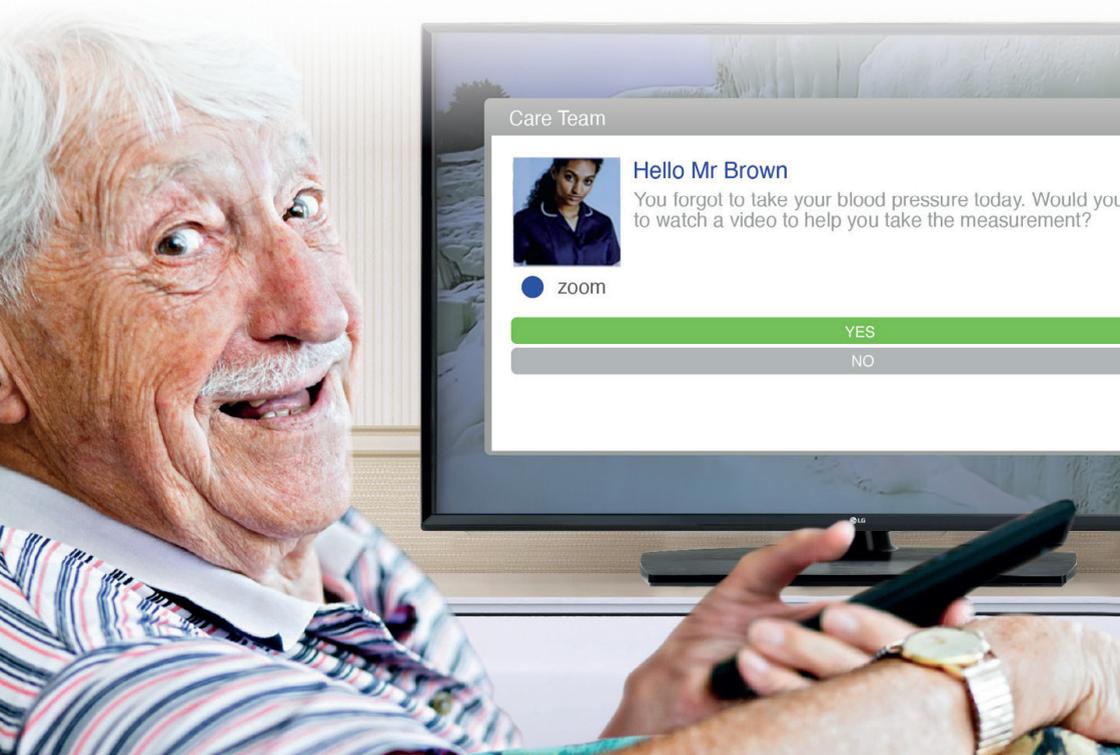
 **LG** | Business
Solutions

Care Messenger® TV makes keeping in touch easy for housing providers, carers, and family members, using familiar technology everyone can cope with.

Our unique system allows you to send text, image, or video messages from a mobile device or computer, straight to a television screen overlaying the content so messages can't be missed!

And the person getting the message can send a simple response back using their familiar television remote control.

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Why Care Messenger®?

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Care Messenger® is the ideal communication platform to address social isolation, loneliness, and digital exclusion among the elderly and vulnerable. It was created - and is now embedded in LG TVs - as a response to seven scientific facts (ONS, Ofcom and independent research).

FACT 01

The majority of the elderly and vulnerable population don't use a tablet, smartphone or laptop; don't have internet, a Facebook account, or an email address.

FACT 02

Elderly people are typically resistant to learning new things, particularly new tech.

FACT 03

A loss of dexterity and reduced motor-coordination makes it difficult for them to work with smaller mobile devices.

FACT 04

Tremors, arthritis and decreased blood flow makes using touch-screen devices difficult and less responsive.

FACT 05

Poorer eyesight (a common feature of ageing) means they struggle with the small print and graphics on mobile devices even when enlarged.

FACT 06

As longevity has increased dramatically and average life expectancy has rocketed to 80-90, this profile of the elderly is set to persist for 15-20 years presenting digital communication challenges for hospital or social care services and families.

FACT 07

The elderly demographic are very comfortable and familiar with a TV and remote and spend more time with the TV than any other demographic.



Where everyone else is asking:

“How do we get the elderly to use some variant of existing smart mobile devices?”

We asked:

“How can we bring messaging and all the features modern tech devices open up, to the one device they’re already comfortable with – the TV?”

Where everyone else is asking:

“How do you monitor elderly activity and look out for their physical safety?”

We asked:

“How can we use tech to connect with the elderly socially, and look after their psychological and social needs and wellbeing?”



Wayne Muter



Having a great holiday

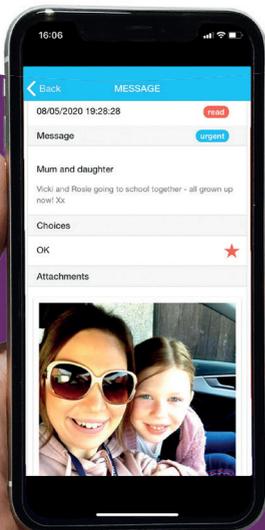
Hi Gran, having a great holiday here in Disney. Weather is great, see you soon! xxx

zoom

OK

Care Messenger® for housing schemes, care providers, and families

- Adds to security and residents' community involvement
- Addresses social isolation and loneliness – a lifeline for the elderly in a COVID world
- Increases customer communication efficiency for landlords and care organisations
- Functions as a Virtual Community Manager - wardens can keep in touch across multiple schemes
- Connects families near and far with their elderly loved ones
- Carers can send daily wellbeing messages
- Communicate updates on carer visits directly with residents
- A more efficient way of delivering surveys and increasing customer feedback
- Direct and reliable platform for rent reminders, account statements, compliance etc
- Save on abortive calls by advance messaging residents about repairs
- Send messages to all residents or in customised groups
- Send news bulletins and announcements or videos to improve tenant engagement
- Send NHS approved short videos about medical conditions and chronic diseases
- Staff and family members can download our free app from the Apple or Android stores, use our management web-based dashboard, or easily integrate with our API to link to their own systems.



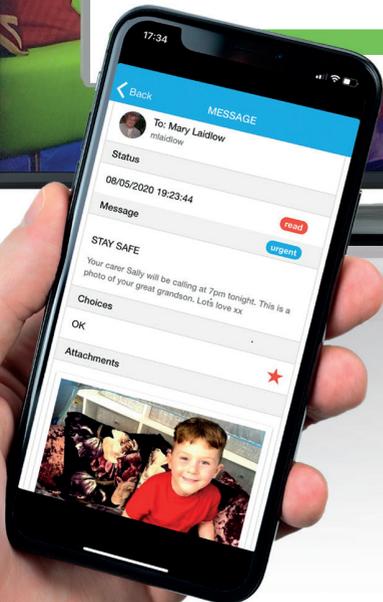
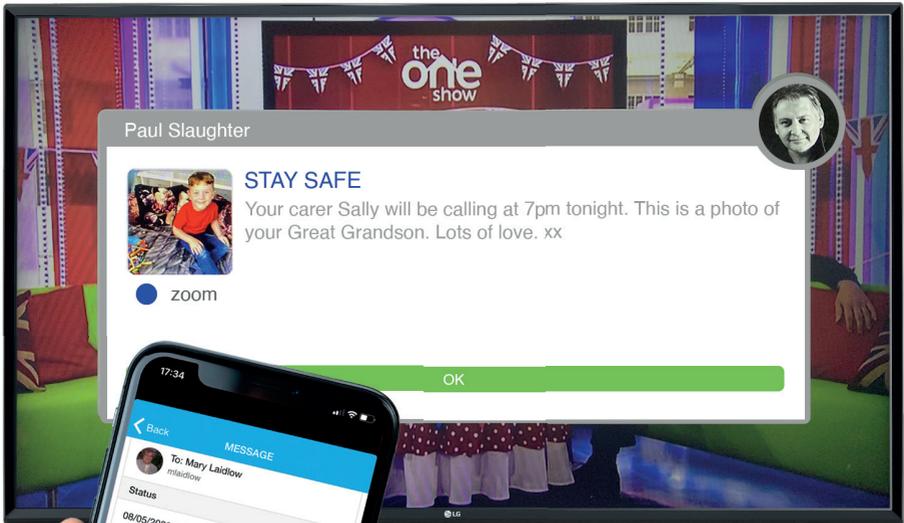
"My mother has recently returned from a spell in hospital and we are using the system much more - Care Messenger has really come into its own. She is able to keep on top of all her daily medication and numerous appointments. Also, a number of family members have been using Care Messenger to great effect - mother absolutely loves getting messages from everyone. Local council Home Help visiting my mother have been impressed with Care Messenger. In short, Care Messenger is a fantastic and fun way to help my mother cope with life at home."

Phil Winter – Customer

Care Messenger® integrated package

In partnership with LG Electronics we offer a fully integrated all-in package (on a three-year contract) for less than the typical monthly tariff of a telecare system, including:

- Pro:Centric Smart UHD TV with mounting kit
- Care Messenger® app embedded in TV (no separate box needed) with unlimited messaging
- Internet infrastructure, Wi-Fi, data
- Installation and configuring of TV, Care Messenger® app, internet infrastructure
- Access to Care Messenger® messaging apps and API
- Maintenance and support
- Training



All this convenience, certainty and contact is yours... simply connect.



- Sends messages straight to a television screen in real time or scheduled
- Appears during programmes so you'll know the message is seen
- Send unlimited messages as text, pictures, or videos
- Unlimited users – helps landlords, health-care professionals, family all keep in touch
- Define multiple choice responses
- Free app for Android and Apple iOS for sending and logging messages and responses
- Recipients can view past messages on the TV from a Message History and images are stored and arranged into an Image Gallery for separate viewing
- No external advertising or unsolicited messages
- Time stamp to show when message has been read and response made
- 'Assist' feature allows service users, at the touch of a button, to automatically send an email to one or more supporters (scheme warden, carer, repairs, family member etc)
- Flexible API to integrate with a range of organisation back end systems including care and support monitoring, rent, repairs, Telecare and Telehealth devices

Coming Soon

A simple video conferencing feature is being added to Care Messenger® so all you need to do is send a message from our mobile app or web portal to resident's or patients' TVs asking: 'would you like to talk?' and if they respond with a click of the remote you will be into a two-way video call.

No change of inputs, connecting up or third-party assistance needed. Instant video chat from your mobile or computer to their TV!

Ideal for families to stay in touch, or for virtual consultations.





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