

# Alexa for Care Home Residents

## Information for Care Homes

Alexa devices are smart speakers that enable residents to connect with friends and family, listen to music and ask questions (like, Alexa, what is the time?). They have some amazing benefits:

- Voice calls through Alexa use less bandwidth than video, require minimal staff supervision and do not require residents to press any buttons to activate
- Residents can have playlists set up of their favourite music
- They can have fun asking Alexa silly questions

We have free Alexa Dot devices to give to care home residents and a volunteer available to help set them up for individual residents.

### Important information:

- For the device to work in a resident's room, Wi-Fi needs to be available that extends to the room.
- Alexa is set-up and controlled using an Amazon account on a mobile phone app. The Amazon account should belong to the resident or a next of kin to ensure only permitted contacts can "Drop In" (the action which enables Alexa to be used like a telephone with no need to press buttons). The volunteer can help set up an Amazon account or work with the next of kin to use an existing account.
- The device will only "listen" to the room when someone says "Alexa" (which wakes it up) or when a Drop In call is received. Unless the light is on, Alexa is not operating.
- If the Alexa is being operated by the next of kin for drop in calls and to play music for a resident, we have a suggested agreement between the care home and the next of kin that sets a framework for use.

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