

# Care Home Connections

*Connecting with a loved one using Alexa*



## Agreement between Care Home and Relatives

For the Alexa device to work well as a means of communication between a care home resident and their relatives, there needs to be a clear and shared understanding between the care home and the relatives, as to how it will work.

Below are a few points for the care home and the resident's relative to agree in order for the resident to be able to use the Device.

1. The care home will provide a member of staff to help the relative with the initial set-up of the Device, at a mutually agreed time ([see our resources guides](#)). This will involve a member of staff plugging the device in a location where Wi-Fi can be accessed from outside the home (if visiting is restricted) and, once set-up, plugging in the device in the resident's room.
2. The care home will inform the relative as soon as possible if the care home's Wi-Fi details are changed, and arrange a time for the relative to come and reset the Device (this can be done outside if visiting is restricted).
3. The relative will understand that if they "drop in" at a time that is inconvenient, such as when their loved one is being helped with personal care, the care staff will explain and mute the device, and the relative will "drop in" later.
4. If a relative plays music for their loved one through the device that is too loud and disturbing to other residents, the care home staff will let them know, and the volume will be turned down.

5. In the case of a Device donated via Care Home Connections, if the resident no longer needs the Device for any reason, the care home will keep the Device and seek to reallocate it to another resident where possible.