Arthur is getting on a bit – he has just celebrated his 90th birthday. He lives on his own and enjoys his independence.

Mary and Mark, his two loving children, understand their father’s desire for independence but they worry about his safety. They live quite far away and don’t manage to see him that often.

To check-up on him, they used to phone their father a couple of times a day, but that was time-consuming, awkward and intrusive for all parties. Instead, now, Mark and Mary use the Cyfer Health system.

Cyfer Health allows them to check-up on their father, just by checking their phones. Any time of the day or night, a quick glance and they are assured that he is comfortable.

Arthur’s hearing is not great. He requires the tv volume to be very high, resulting in him missing his children’s phone calls. Sending a text message to Arthur doesn’t help since he doesn’t hear the notification sound and, even if he does, he doesn’t notice the message. This results in Mary and Mark worrying why their father isn’t answering the phone… and imagining the worst. However, they now send Cyfer Health alert messages which appear on multiple devices strategically placed around Arthur’s home: one by the tv, one at the foot of his bed, one in the kitchen. The devices sound a chime and, more importantly, flash to indicate the arrival of a message. Arthur can then reply, by tapping an onscreen button, to confirm he is well or requires help.

Arthur has been the victim of several phone scams and has lost a lot of money. With their father’s permission, Mary and Mark have configured Cyfer Health to email them a daily summary of phone calls and text messages that have been received from unknown callers.

Recently Arthur has experienced a couple of tumbles and can find it difficult to right himself. Even if Arthur is carrying his phone when he falls, it can be difficult for him to make a phone call whilst prone on the ground. Arthur now carries a small button, connected to Cyfer Health, that when pressed, sends emails to Mary and Mark requesting help. On receiving the email, they call friends and family living close to Arthur requesting they check on him. Of course, if they can’t get in touch with anyone, they call the emergency services.