



mysense.ai

Peace of mind through smart care

A guide for families considering MySense







Welcome

We know the decision to support a loved one's independence is never simple. It's a balance – between care and dignity, support and space.

Many families face this moment. You want to keep your loved one safe, but you can't always be there in person. You want reassurance, but not at the cost of their privacy.

That's where *MySense* comes in.

MySense is here to give families peace of mind while helping older loved ones continue living life on their own terms. *MySense* is UKCA-marked as a Class I medical device and registered with the MHRA. It helps families notice meaningful changes in daily routines and provides support in the home. This guide walks you through how it works and how it can fit your family's needs.

Whether you're a partner supporting your spouse, an adult child looking out for a parent, or a friend stepping in for someone you care about deeply – *MySense* is here to help.



*"MySense is here to give families
peace of mind
while helping older loved ones continue
living life on their own terms."*



When is the right time?

Every family asks this question: When is the right time to introduce a care monitoring solution at home?

There isn't one single answer. Often, the decision comes from a mix of factors – your loved one's safety, health, and independence, as well as your own peace of mind. Here are some moments when families often find it helpful to start:

- **After a recent incident or close call**

Falls, missed medication, or leaving appliances on can signal that extra reassurance would help.

- **If your loved one lives alone**

With no one nearby to notice changes, monitoring can offer quiet reassurance.

- **When you notice changes in memory or mobility**

Subtle shifts may indicate the early stages of decline, where gentle support makes a difference.

- **If your loved one resists hands-on help**

A monitoring system can provide support without feeling intrusive.

- **When family or carers feel stretched**

Technology can share the load, giving everyone confidence that help is available.

- **If your loved one is open to it**

Starting early helps it feel like a tool for independence, rather than a response to crisis.



What kind of solutions are available?

- **Passive home sensors**

Quietly track movement and routines, without cameras.

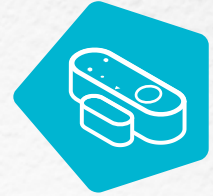
- **Wearable devices**

Provide fall detection and emergency alerts.

- **Family dashboards**

Let you see patterns, trends, and receive notifications.

At *MySense*, we bring all of this together in a proven system already used by NHS teams and local authorities across the UK.



A reassuring thought

If you're already wondering about the right time, it's probably time to start the conversation. With *MySense*, you can try it without a long-term commitment – and find the right level of support for your family.



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What Is MySense?



Technology with heart

MySense is a wellbeing analytics system that uses discreet sensors and a simple wearable device to learn what's "normal" in your loved one's day. If something changes, you'll know through the MySense app.

It's like a second pair of eyes. Not watching – *just quietly noticing*.

For your loved one



- **Independence maintained** – no disruption to daily life.
- **Non-intrusive** – no watching or listening in.
- **Empowering** – reassurance, not surveillance.
- **Protected** – wearable device includes fall detection and a personal alarm button.
- **Immediate help** – 24/7 response centre ready if a fall or alarm is triggered.

MySense is UKCA-marked as a Class I medical device and registered with the MHRA. It helps families notice meaningful changes in daily routines and provides support in the home.

For you and your family



- **Peace of mind** – know if something changes.
- **Shared visibility** – updates for all family members in the app.
- **Smarter care decisions** – notice changes early so families can respond with confidence.
- **Confidence in emergencies** – help is always moments away.

From missed bedtime to skipped meals, small changes may suggest your loved one could benefit from extra support. MySense helps families *notice these changes* and *step in when needed*.

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What's in the box?



Your *MySense* kit includes everything needed to get started:

- **Wearable device** – comfortable, waterproof 24/7 wearable with movement tracking, fall detection, and a one-press alarm button.
- **Home sensors** – small, discreet devices placed in key areas to monitor activity. Examples include:
 - **Bed sensor** – bedtimes and rest patterns
 - **Fridge sensor** – indicates eating habits
 - **Door sensor** – movement in and out of the home
 - **Toilet sensor** – monitors flush patterns for toilet usage
- **MySense Home-Hub** – connects all devices and sends data securely to the app dashboard. Works via home Wi-Fi or with a SIM card if no internet is available.



Setup is simple:

- Takes around 40 minutes
- No drilling or permanent fixtures
- Long-life batteries
- Self-install or professional setup available

All components are designed to blend into the background.
Your loved one just lives life as usual.





How it works

Understanding patterns. Spotting change. Acting early.

MySense isn't just a traditional alarm system. It's both reactive in emergencies and proactive in everyday care.

STEP 1 LEARNING



From the moment *MySense* is switched on, the wearable and sensors are active. Emergency features – such as fall detection and the alarm button – are live immediately.

During the first week, *MySense* also begins building a picture of your loved one's daily routine. This “baseline” helps the system recognise what's normal and spot when things change.

STEP 2 SPOTTING EVENTS & TRENDS



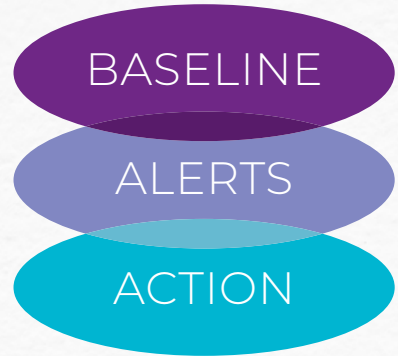
Once a baseline is in place, *MySense* can provide deeper insights:

- **Events** (immediate alerts, active from day 1):
 - unusual activity that needs attention straight away.
 - Fall detected or alarm button pressed
 - No movement for an extended period
 - No bed entry or up at night

STEP 2 continued

Once a baseline is in place, MySense can provide deeper insights:

- **Trends** (gradual changes, identified after the learning phase): shifts in wellbeing that develop over time.
 - More sitting, less moving
 - Disrupted bedtime patterns
 - Fewer visits to the kitchen



STEP 3 IMMEDIATE HELP WHEN NEEDED



If a fall occurs or the alarm button is pressed, MySense instantly alerts our UK-based, 24/7 Alarm Receiving Centre. Within moments, staff can speak directly through the wearable device, contacting family or emergency services if required.

This combination of *instant protection + proactive insights* means you can support your loved one day-to-day, while knowing urgent help is always there.

*“Not watching
– quietly
noticing”*



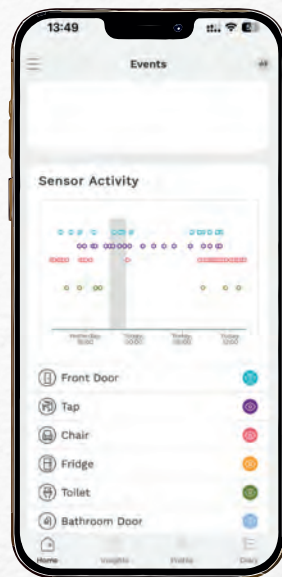
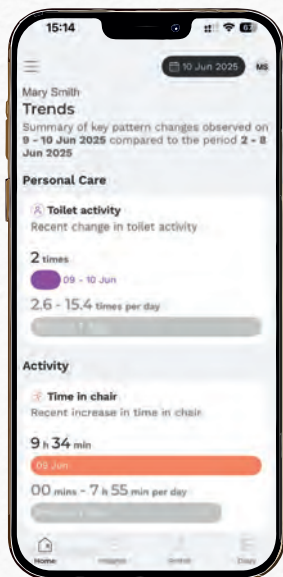
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Your app dashboard

The MySense app is where everything comes together:

- Clear daily summaries of wellbeing
- Event notifications when something changes
- Simple visual trends over time
- Shared access for family and carers
- Device connectivity and battery checks

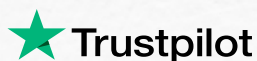
Access can be granted or removed at any time, ensuring privacy and control.



"It's a quiet, respectful way to stay informed – helping you notice small changes before they become big concerns."



Real stories from families like yours



Independence with reassurance



Brenda, 94, lives alone and has dementia. Her family has always prioritised her independence, checking in regularly to support her without intruding. As coordinating visits became more complex, they turned to MySense to help them adapt.

With MySense, Brenda's family could see when she was awake and moving, allowing them to time visits thoughtfully and avoid overlap. It gave Brenda more freedom in her mornings and reassured her loved ones without compromising her privacy.

"She has no idea it's there – it just fits in," says Alicia, Brenda's granddaughter. *"It gives us peace of mind while letting her live life on her own terms."*



Peace of mind, even from afar



After **Kay's mum** suffered a stroke that left her with global aphasia, communication became extremely difficult. Determined to live independently, her mum found MySense to be a far better fit than the community alarm she'd initially used.

The discreet sensors and wearable allowed Kay to check in remotely, which was especially important since she lived far away. Unlike traditional alarms, MySense didn't require her mum to actively call for help – Kay could spot signs of concern and be alerted automatically.

"MySense was a complete game changer," says Kay. *"It gave us peace of mind and allowed mum to live with dignity and independence."*

Confidence after a fall



Alan, 78, had always been on the go – gardening, walking his dog, helping at the community centre. After a hip replacement, he slowed down. Stairs felt tricky, going out alone felt risky. And what worried him most? Falling and no one knowing.

His daughter suggested *MySense*, a wearable linked to a 24/7 alarm centre. Alan wasn't sure at first. *"I didn't want to feel like someone was watching me,"* he said. But once he tried it, he relaxed.

Now, if he falls, trained staff assess the situation and guide what to do. He feels safer, more confident, and independent.

"I still feel independent," Alan says. *"It's not about being fragile – it's about living my life without fear."*

He's walking his dog again and even planning a short trip. *MySense* hasn't just kept him safe – it's given his family peace of mind.

Keeping him safe with dementia



Elizabeth supports her **brother-in-law**, who lives with dementia and remains in his own home. She's deeply committed to helping him retain his independence while keeping him safe.

Using *MySense*, Elizabeth can monitor subtle patterns in his daily routine – like how long he spends in his chair or how often he's up during the night. These insights help her respond gently and appropriately, without needing to constantly check in or disrupt his day.

"It's the little things that matter," says Elizabeth. *"Knowing he's up and about, or spotting something unusual, gives me peace of mind – and lets him keep living life on his terms."*





Backed by experts

Trusted by professionals. Built on research.

- Used by NHS Trusts, local authorities, GPs, and care organisations across the UK.
- Developed with health professionals and geriatric specialists.
- Developed with health professionals and trialled in care settings, including dementia and recovery at home.
- MySense is UKCA-marked as a Class I medical device and registered with the MHRA. It helps families notice meaningful changes in daily routines and provides support in the home.

*“The **success** of the MySense project has been **evident** in the **reduction** of unplanned hospital admissions and the **overall improvement** in patient wellbeing.”*

Remote Care Programme Manager, NHS University Hospital of North Midlands



Frequently asked questions

Is MySense intrusive?

No. There are no cameras or microphones – only passive sensors.

What happens to the data?

It's securely stored and encrypted. It's never shared without your consent.

What if the house doesn't have Wi-Fi?

No problem. The Home-Hub can connect independently via SIM card.

How easy is setup?

Most families install it themselves in under an hour. Or we can install it for you.

What if a device stops working?

Our support team can troubleshoot remotely and provide fast replacements.

For more FAQs, visit:
mysense.ai

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Is MySense right for your family?

Ask yourself:

- Does your loved one live alone?
- Would you like early warnings of changes in wellbeing?
- Is privacy a priority?
- Would your loved one prefer support without disruption?
- Do you want reassurance between visits or calls?

YES NO

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☐ ☐
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If you answered “yes” to two or more, MySense could be the support you’re looking for.

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Next steps

If you’re ready – or just curious – we’re here to help.

- Book a free, no-obligation consultation at mysense.ai
- Buy directly online at mysense.ai
- Call us on **020 3322 1838** or email hello@mysense.ai





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MySense supports wellbeing monitoring and emergency escalation; it does not diagnose health conditions or replace clinical judgement or emergency services.

Automatic fall detection may not detect every fall; if able, press the wearable alarm button.

MySense Ltd is the data controller. Data is encrypted in transit and at rest and stored in the UK/EU. Access is permission-based and can be withdrawn at any time. Read the full privacy notice at mysense.ai/privacy.

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