Kemuri

K-SOCKETS

User Guide for the Kemuri Alerter App

Fixed K-Socket

Wellbeing Monitor

Portable K-Socket

Reablement Monitor

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1 INTRODUCTION

Kemuri K-Sockets are electrical power sockets designed for people who are at risk from falls or forgetfulness. The Alerter Appis identical for both the fixed and portable K-Sockets.

Machine learning automatically alerts families or carers of people living independently, if there have been many changes from normal patterns of movement, power usage, temperature and mains supply. The system sends alerts by email, SMS text or to a 24/7 alarm response centre.

People using K-Sockets are known as "***Service Users***". They normally live alone, but do not need daily care calls to manage their physical or learning difficulties. Service Users plug in switchable kitchen equipment such as kettles, microwaves and toasters. Continuously running equipment, such as refrigerators, should NOT be plugged into K-Sockets.

People who use the Kemuri Alerter App, such as family members or carers, are known as "***Viewers***". Viewers launch the Alerter App on a standard browser and select options to receive alerts via email, SMS texts or both.

Service Users must consent to be monitored by authorised Viewers they trust (Section 8). Kemuri confirms consent before allocating unique Service User names, Viewer names and initial passwords.

The next sections provide instructions for logging in, using the Alerter App screens and changing preferences.

2 LOG IN

Kemuri provides access to data and alerts after Service Users have agreed to the Privacy Policy (Section 7) and signed the Consent Form (Section 8). You should change your password during your first Log in session (Section 6).

Either click on the 'Sign-on' on the home page of the kemuri.co.uk web site or enter the URL https://app.kemurisense.com into your smartphone or computer browser (Chrome is recommended). This displays a Log In Screen (Figure 1).
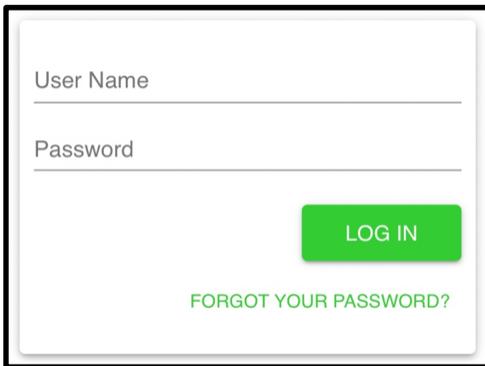
Figure 1: Log In Screen

Enter your Viewer username and password on the appropriate line. The Alerter App then displays a list of all Service Users you are authorised to view (Figure 2).

Some Viewers will only see one Service User on their dashboard.

3 DASHBOARD
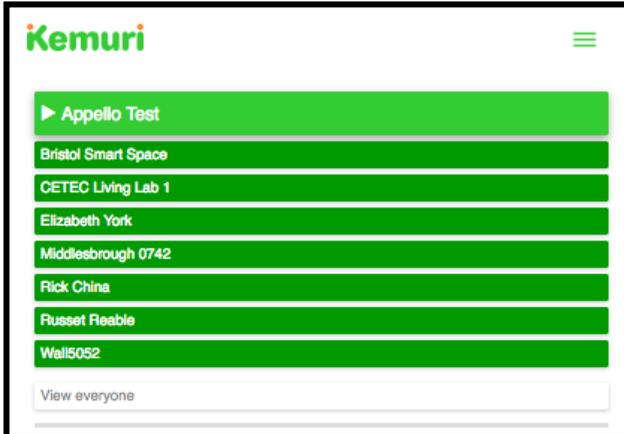
Figure 2: Service User list

The Service User list, shows the Kemuri colour code for the day, for each person. Click on "View everyone" to see the hourly summary for all Service Users.
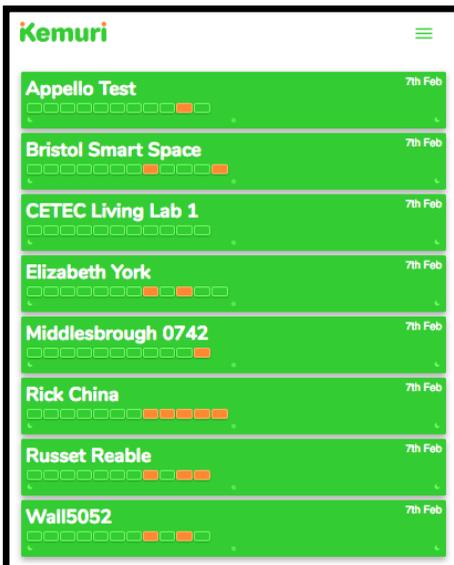
Figure 3: Service User hourly summary

The hourly summary shows the number of changes for each hour in the day. Each hour is colour-coded for none, one and two or more changes. Days are colour-coded for the total number of changes in one day (Figure 4).

Colour	Hour	Day	Alert
Green	No changes	Few changes.	No
Amber	One Change	Medium changes.	No
Red	Two or more changes	Many changes.	Yes

Figure 4: Colour Codes

- The majority of days should be green – when kitchen activity is normal, with few daily changes.
- An Amber day has medium changes from normal activity, but not enough to trigger alerts. Follow up the reason for Amber days, especially if many appear in succession.
- Red days can automatically trigger alerts after many changes from normal. Click (or tap on a smartphone) on the day name to see the detailed sensor readings (Section 5). See Section 6 to set alert preferences.

The Kemuri algorithm learns the normal activity level and automatically changes the sensitivity for sedentary or very active service users. If you think the setting is too sensitive, creating too many red days, then email support@kemuri.co.uk to change the automatic setting.

Caution

Kemuri learns patterns of activity, but does not diagnose problems. For example:

- A lack of movement around mealtimes, coupled with lack of power usage, will alert many hourly changes above normal. This could be an unattended fall, suggesting contact with the Service User, or absence from the home, owing to an enjoyable day trip.
- Reductions in power usage could show a risk of dehydration, caused by fewer hot drinks – or it could be a hot day with only cold drinks.
- Low temperatures could show that the room has become too cold, with a risk of hypothermia. High temperatures could show an oven not switched off - or just hot summer day.

Service Users naturally have different levels of daily activity:

- If the Alerter App triggers too many alerts during normal days, then contact Kemuri, to reduce the sensitivity of the system (support@kemuri.co.uk).
- Conversely, Service Users with low normal activity may require increased sensitivity. Contact Kemuri to change the settings.

Viewers only receive alerts if email or SMS options are set (Section 6) as in Figure 9: Preferences. Kemuri is not responsible for alerting Viewers if the alerting options remain blank.

4 SERVICE USER WEEKLY SUMMARY

Click on a Service User name to see the weekly summary, see Figure 5 for the version seen on PC screens. The view on smartphone is stacked; scroll down to see all the same information.
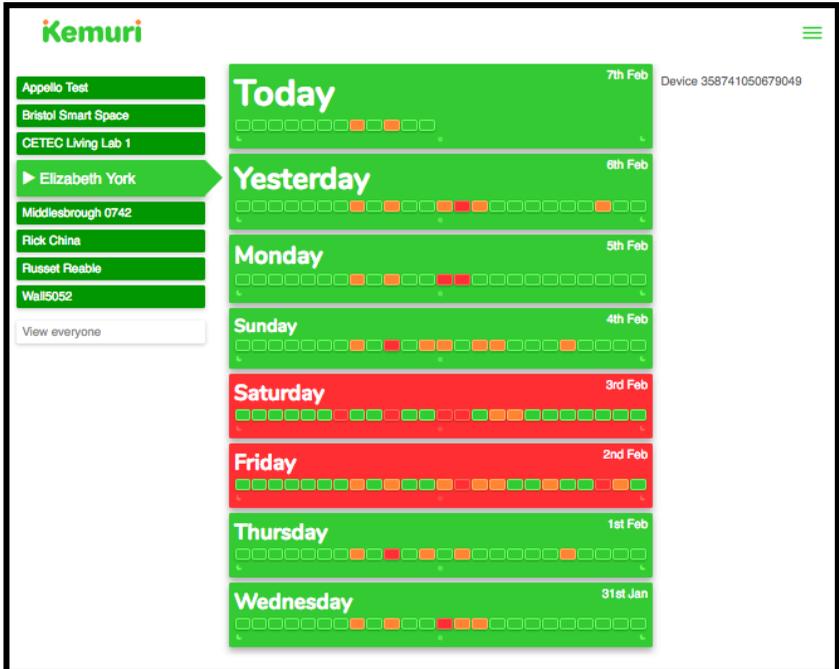
Figure 5: Weekly Summary (PC version)

Click on a day to see the details of all the sensors on a Service User detail screen (Figure 6).

5   DETAIL SCREEN
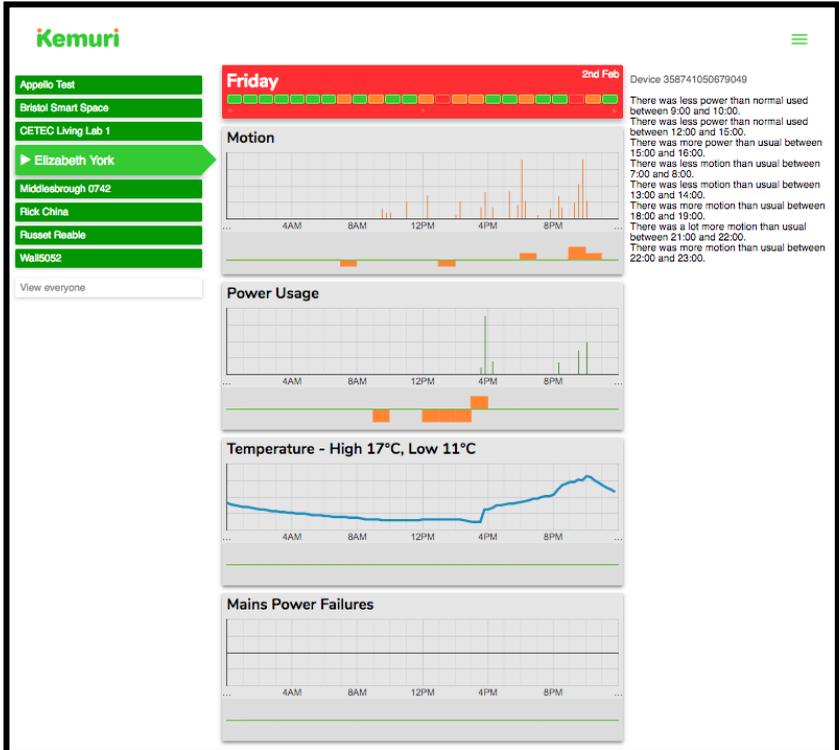
Figure 6: Detail Screen (PC version)

The horizontal "green line" below each chart is a baseline for showing changes above and below normal:

- An amber square below the green line shows less than normal levels of sensor readings.
- An amber square above the Green Line shows more than normal levels of sensor readings.

A description of all the changes for the day is shown on the right (or below on a smartphone).

To return to the Summary Screen, click on the day name.

6 SETTINGS

Click on the ☰ icon on the top right of the screen to drop down the settings options.
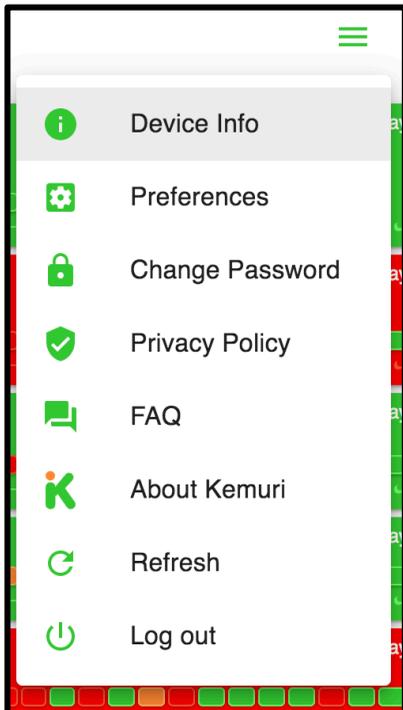
Figure 7: Settings options

6.1 Device Info
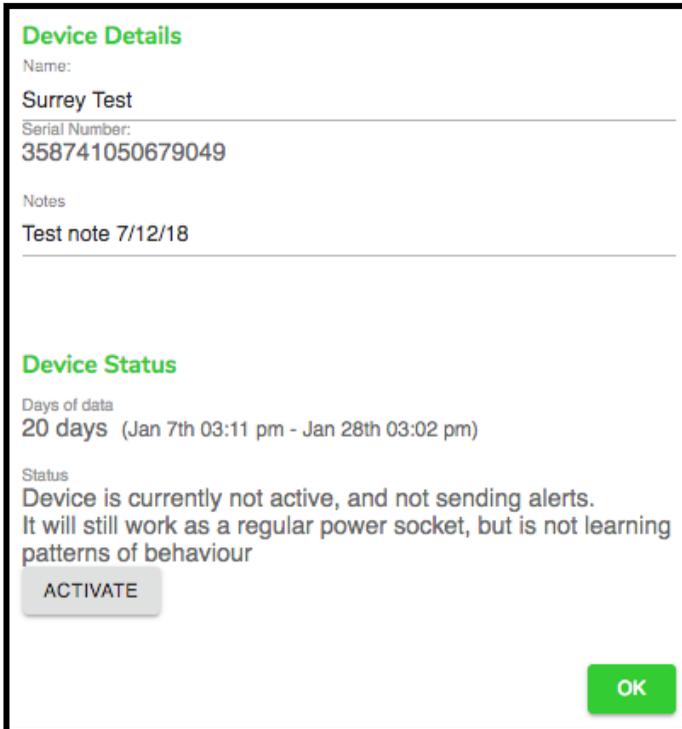
Figure 8: Device details options

The device details give further information about the device:

- Name: any unique name given to the device. It should not be the service user name to maintain anonymity. This helps identification of the unit, especially when it is moved between service users

- Serial Number: the unique number of the internal electronics. This cannot be changed. It is also called an IMEI number on the label.

- Notes: viewers may add a note to be seen by other users, such that a response has been made to an alert.

- Days of data: the number of days of historic data used for learning hourly patterns.
- Status: a device can be "Active" or "Inactive". An active device can use up to 100 days of data – an inactive device does not learn any patterns of activity.
- Activate or Deactivate button: USE WITH CAUTION – only intended to be used by professionals when installing devices and setting up new service users. Deactivate deletes all historical data when units are reallocated.

6.2 Preferences

Your info

Username:

Viewer username (registered by Kemuri)

Email address:

Viewer email address (registered by Kemuri)

Your alert preferences

Alerts will be sent to the email and the (SMS-capable) phone numbers you provide. If you don't want alerts, you can leave these blank.

Alerts Email Address

Email address for alerts
(can be different from Viewer email address)

Mobile number for SMS alerts

Muting all alerts

◉ Do not mute
○ Mute until tomorrow
○ Mute forever

Choose your colours

No changes, expected behaviour:

A few small differences from expectations:

Significant unexpected differences:

SAVE   CANCEL

Figure 9: Preferences

Click on Preferences to provide viewer information for sending alerts and changing colours:

- Username: a unique viewer name allocated by Kemuri.

- Email address: a viewer email address for contacting Kemuri support.

- Alerts email address: email address for receiving alerts, which may be different from the viewer email address. Note that full details are given on alert emails, but not on SMS alerts.

- Mobile number for SMS alerts: this must be a number that can receive SMS text messages.

- Muting all alerts: options are for receiving or muting alerts for the nominated Viewer. Note that this applies to all devices registered to the viewer, not just this device.

- Choose your colours: viewers with difficulty differentiating red, amber and green may change the colours Figure 9: Preferences.

6.3   Change Password

You may change your password at any time. It must be at least 8 characters long and include letters and numbers.
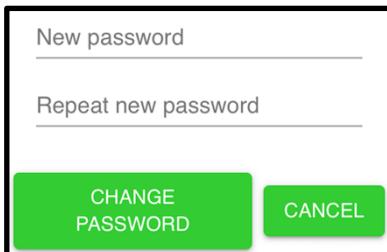
Figure 10: Change password

7 PRIVACY POLICY

Kemuri K-Sockets measure movement close to the device, electrical power, temperature and power supply. Sensor data is sent via the Internet by an internal GSM radio transmitter.

What we collect

Profile information: To set up a user account we need basic personal data including name and email address, required to allow the service to operate. Any further information you provide to us within this app will only be used to run this service. For example, if you wish to receive SMS alerts, we will store your telephone number.

Sensor data: Kemuri devices collect data from sensors such as temperature, motion, humidity etc. Use of the Kemuri service requires us to analyse these data streams, so by choosing to use our service the service user has chosen to be connected to the collected data. You will be able to see sensor and analysis data if you are either the service user in question, an authorised family member or authorised carer.

Why we need it

Here at Kemuri we take your privacy seriously and will only use your personal information to administer your account and to provide the services you have requested from us.

What we do with it

We analyse the streams of sensor data and calculate when there are significant deviations from expected values, and notify people who are registered to receive notifications about the device in question. We display a list of people who share access to a device on the "Device Info" page of this app. This is displayed to all viewers with rights to see data from a device. All the personal data we process is processed by our staff in the UK and is held on servers hosted in the UK. No 3rd parties have access to your personal data unless you request it or it is required by law.

How long we keep it

Profile information: We keep your profile information for as long as you use our service. Data will not be deleted unless you inform us you no longer wish to use the service, or the account has been dormant for a number of years.

Sensor data: Sensor data is removed after 100 days.

If you wish to have a copy of the personally identifiable information we hold on you, please email our Data Protection Officer at support@kemuri.co.uk.

How to register

Service Users must give consent to view their data. People with reasonable rights of attorney, such as next of kin, clinicians or social workers may also give consent. A consent form, such as overleaf, must be completed and sent to Kemuri before Viewers can be allocated usernames and passwords.

How to remove data

Data sent from the devices can be wiped by setting a device to "inactive", at which point all past sensor data is removed.

If you require your user account to be deleted, please contact support@kemuri.co.uk or write to us at 17K Solent House, Lansbury Estate, Knaphill, Surrey, GU21 2EP.

8 CONSENT FORM

I confirm that Kemuri may issue user names and passwords to the following Viewers and others that may be notified by myself, my attorneys or professional care organisations.

Viewer Name	Address	Email and Phone
Kemuri Operations	17K Solent House, The Lansbury Estate, 102 Lower Guildford Road, Knaphill, Surrey, GU21 2EP	support@ kemuri.com 01483 771234

Consent to commence processing

Service User giving consent: ....

Address: ....

.... Postcode: ....

Email: ....

Signature: .... Date: ....

Qualified Witness: ....

Role of witness eg GP, registered nurse: ....

Address: ....

.... Postcode: ....

Email: ....

Signature: .... Date: ....

9 CONTACT

Kemuri Limited
17K Solent House, The Lansbury Estate
102 Lower Guildford Road
Knaphill, Surrey
GU21 2EP

Tel: 01483 771234

Web: www.kemuri.co.uk

Email: support@kemuri.co.uk

Twitter: @KemuriSense