DailyChinwag for care homes

The one-page version, for the manager · dailychinwag.co.uk/care-homes · hello@dailychinwag.co.uk

What it is

A telephone chinwag, three times a week or every day, for each resident who'd like one, from a companion that is honest about being a computer, remembers them, and never rushes them. It rings the phone they already have: their own, or the home's line with an extension. No apps, no tablets, no Wi-Fi.

What the home gets

- *One portal login for staff: every resident on one screen: room, last chinwag, how they were today, who's away.*
- *A wellbeing note after every call: three specific things from the chat, how it went, anything worth a word.*
- *A weekly Wellbeing Report for your records and inspections (Caring / Responsive evidence), emailed on Mondays.*
- *Notes for their next call, days they're away, birthdays and dates to tread gently round: all set by staff in a minute.*
- *Your on-duty number rung the same day if a call raises a concern, in their own words. We never call the emergency services: your staff decide.*

What it asks of staff

About fifteen minutes to set up: the residents' names and rooms, your on-duty number, and a call window that avoids meals and activities. Then nothing daily: the portal shows what happened; you look when you like. If a resident's phone is the home's line, someone hands the handset over at her time.

How each resident's consent works

Nobody is rung for a chinwag until they have said yes themselves, on their own welcome call, where the companion says plainly that it's a computer. Their words are kept. If they'd rather not, that's the end of it and we tell you. If on the welcome call we can't be sure they understand what they're agreeing to, we stop and tell you rather than carry on.

Data

Your home stays the controller of its residents' data and DailyChinwag acts as your processor, under a short written agreement you accept in the portal (we keep our own records only of each resident's consent, the safeguarding trail, billing and same-day escalation). Our database is in London; the voice and the AI that writes

the note are US suppliers, listed with what each receives on our sub-processors page. Staff see only their own home, and every call is auditable. Nothing about a resident's calls reaches a family member until that person has said yes to updates.

Pilot

Free for four weeks: up to 10 residents, everything included. We hold a card and take nothing until the four weeks end; we email you a week before and the day before, and one click stops it. Afterwards, per resident per month, £69 for three ten-minute chinwags a week, £99 for one every day, £189 for every day up to twenty minutes with a Memory Letter. On any package, if a resident says yes, their family can get a short email after their chinwags. Mix the tiers across your residents however suits them. Change a resident's package whenever you like: it applies from that day and the invoice is pro rata.

Plus £199 a month for the home: the staff portal, the Monday report, the daily-note export for your care system, the safeguarding closure log and the CQC evidence pack. Paid monthly by card from the day the four weeks end, fixed for your first year. No notice period: stop any time from the billing page in your portal, or by replying to any email from us; calls stop that day and the last invoice is pro rata to that day. For scale: a carer's hour is £20–£30 with agency on-costs; a resident on Company Daily gets about thirty unhurried one-to-ones a month for about four of those hours.

Start at dailychinwag.co.uk/care-homes/apply. You'll have a portal login within the hour.