thebuilding.cloud
ALPHA CONTROL ECOSYSTEM [ACE]

• FOR CARE HOMES AND SUPPORTED LIVING

Open visiting. Safe doors. Every entry known.

Door access for care homes and supported living, run from one browser. Families visit at the times agreed with their loved one, staff have access for their shift, visiting professionals get a pass, and every door controller is covered for life while your subscription is active.

Pilot one home →

See how visiting works



Visiting without fixed hours

Every entry on record

Lifetime controller warranty*

* In cloud mode, while your subscription is active. Exclusions apply.

● WHAT CARE TEAMS ASK FOR

Six things every care home needs from its doors.

A home, not an institution: open to families and friends, safe for residents, and simple for staff on a busy shift.

01

Visiting without fixed hours

Families come at times that suit the resident, without waiting at the door for staff.

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02

Staff in for their shift

Day, bank and agency staff get access for their hours, and agency codes end on their own.

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03

Professionals with a pass

GPs, district nurses and hairdressers get a visitor pass by email.

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04

Safe, and on record

Every entry logged, and medication rooms open only to the right staff.

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05

Families kept informed

Events and changes to visiting by email, SMS or a voice call.

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06

Every home in one place

All your homes and schemes in one browser, with each manager seeing their own.

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• THE NUMBERS

Open to visitors by law. Busy doors every day.

Visiting is now a fundamental standard, and staff change often. Both land on the front door.

REGULATION 9A

Apr 2024

Visiting became a CQC fundamental standard. Restrictions are expected only in exceptional circumstances.

CQC · LANDMARK CHAMBERS

RESIDENTS

361k

People living in care homes in England in December 2025, from the 94% of providers who reported.

DHSC, DECEMBER 2025

STAFF TURNOVER

24.7%

Staff turnover in independent adult social care in 2024/25.

SKILLS FOR CARE, 2025

VACANCIES

7%

Of posts vacant, about 111,000, so bank and agency staff fill the gaps.

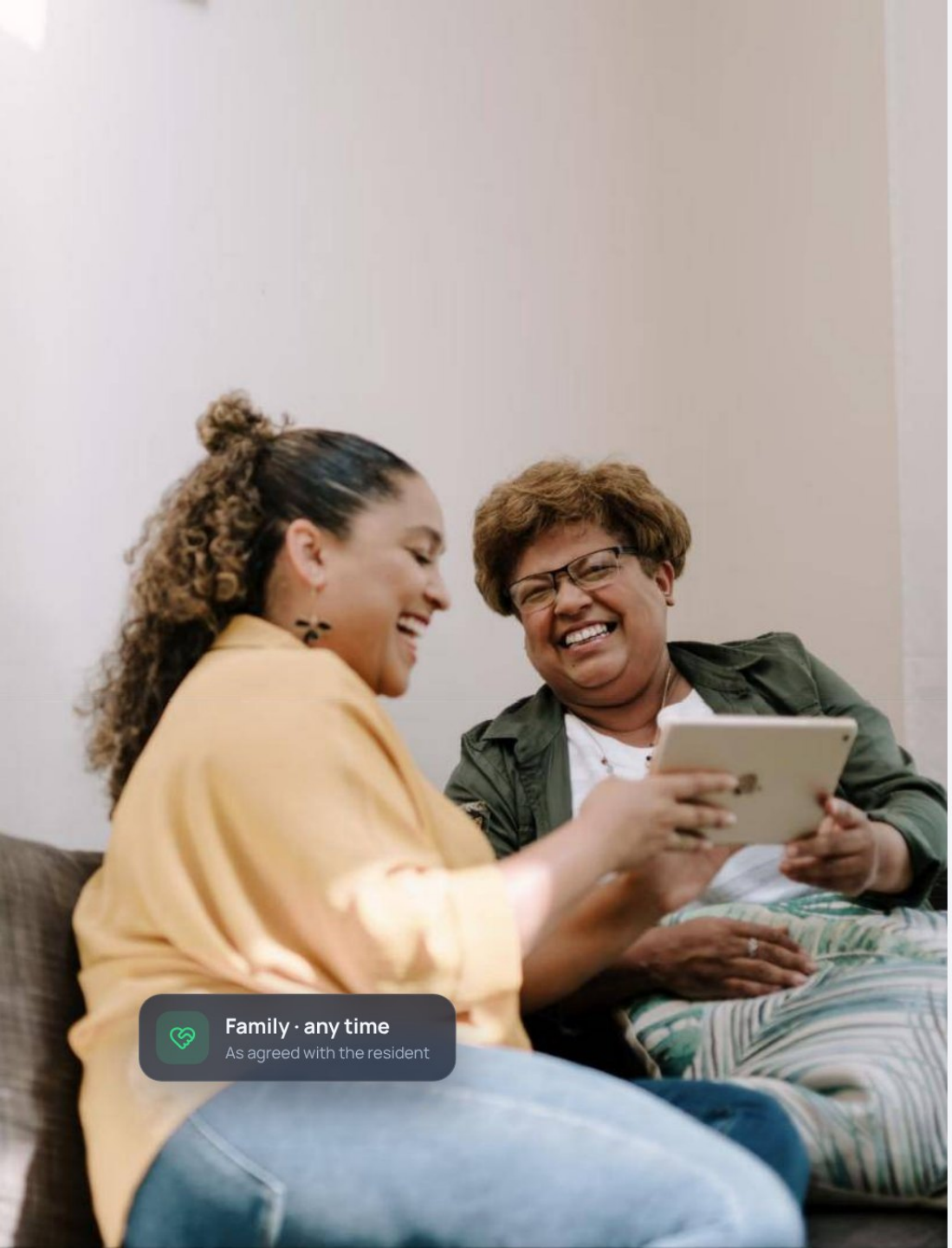
SKILLS FOR CARE, 2025

Every new starter and agency shift needs access on day one, and none once they've gone. **Codes with dates and hours make that automatic**, without a drawer of spare fobs.

Day 1

ACCESS FOR NEW STARTERS

Sources: **CQC** visiting guidance and Regulation 9A, from 6 April 2024, via Landmark Chambers · **DHSC** adult social care provider statistics, week ending 15 December 2025 · **Skills for Care**, The state of the adult social care sector and workforce in England 2025, via Care Management Matters.



OPEN VISITING

Visits when they suit the resident. Not the rota.

CQC expects care homes to support visiting, with restrictions only in exceptional circumstances. The doors can make that easier for staff.

Family passkey
Their own phone

Family code
No phone needed

Video call
Staff answer anywhere

Visitor pass
GPs, nurses, hairdressers

Remote unlock
From the office or on shift

On record
Every visit logged

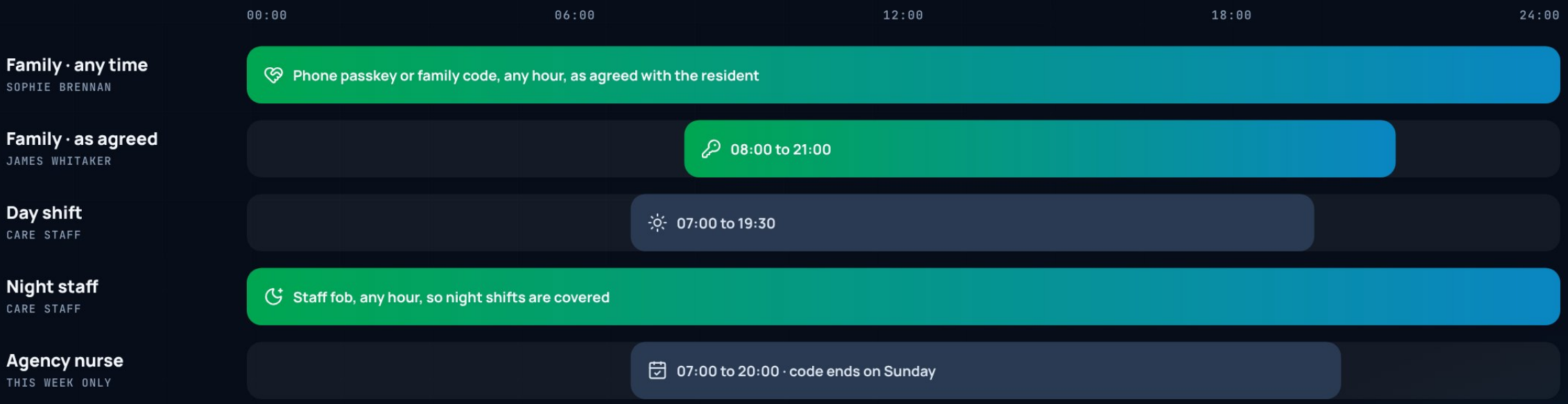
Restrictions stay a care decision
If a visitor's access ever has to be limited, decide it for that person, record it and review it, as CQC guidance expects. The doors only carry it out.

Phone passkeys work at doors with a FireBird controller.

● WHO GETS IN, AND WHEN

Families, shifts and agency. Each with its own hours.

Each code or fob can carry dates, daily hours and days. A day at Willowmere House, from our demo account.



Shift windows

Day staff in their hours, night staff at any hour.

Agency, this week only

Codes with an end date stop on their own.

Medication room

Only nurses and senior carers open it.

Checked at the door

The controller checks each code against its hours.

• VISITING PROFESSIONALS

The GP at ten. The hairdresser at two. Both with a pass.

Book the visit

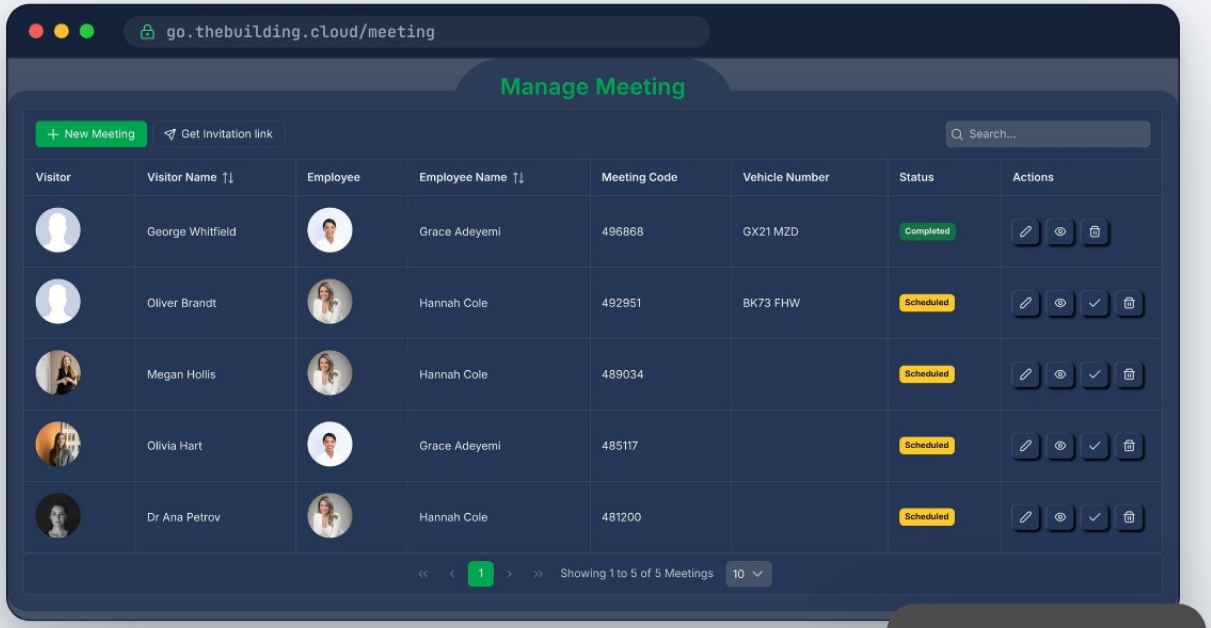
Name, who they're seeing, date and times. They get a card with a QR code by email that opens your visitor doors until you mark the visit complete.

Unannounced? Sign in at reception

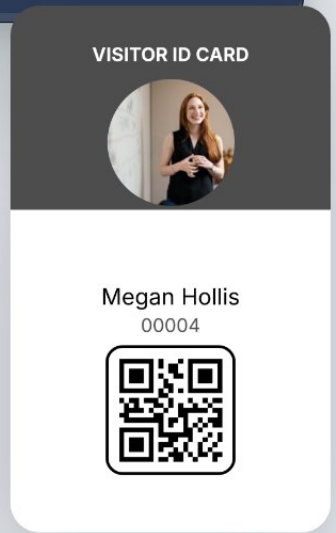
Visitors register on a tablet in reception, so every visit is on record.

Mark the visit complete

The visitor's pass is removed straight away, and the meeting record stays.







Visitor management is included on the Pro and Enterprise plans. QR passes need a QR reader at the door.

SAFETY AND RECORDS

Every entry, on the record.

Who came in, and when

Family, staff or visitor, with the door, the credential and the time.

Rooms only for the right staff

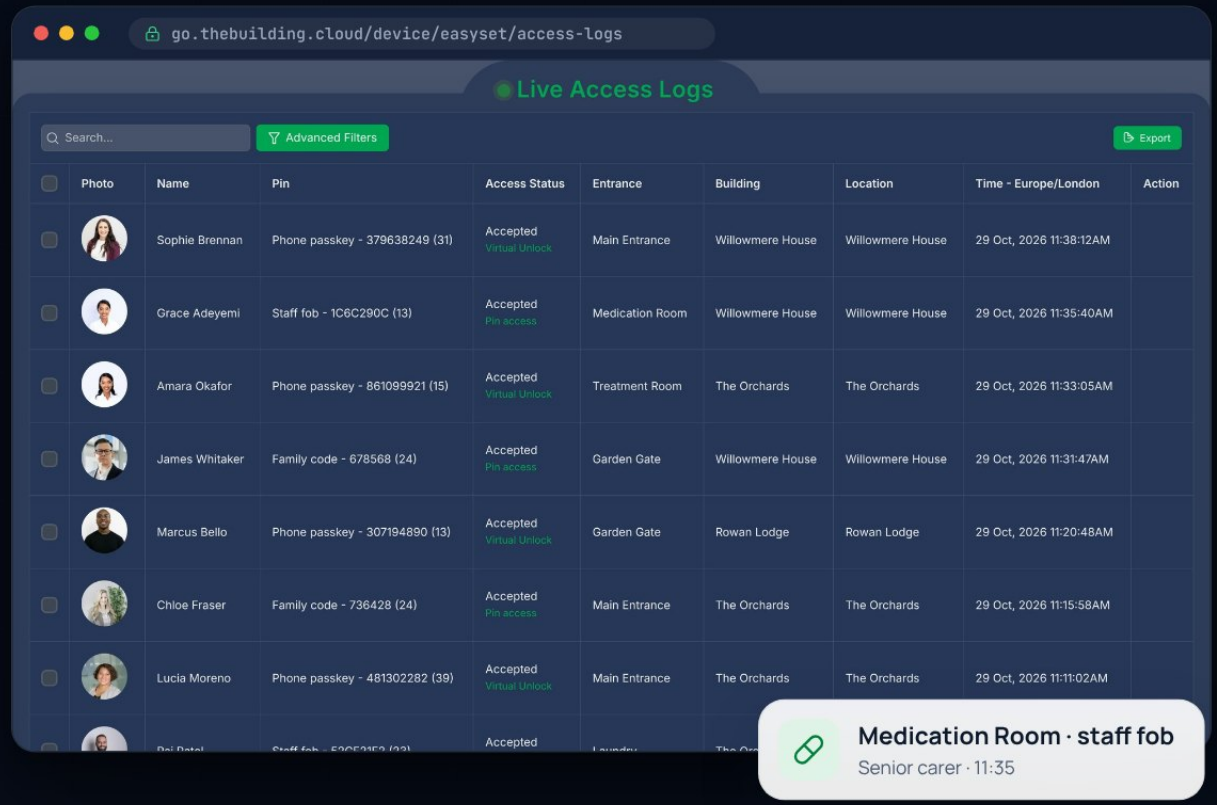
Medication and treatment rooms open only for the groups you choose.

Ready for a review

Filter the log and export it as CSV, HTML or a printable PDF. Logs are kept for 60 days, so export them to keep them longer.

Fire release stays hard-wired

Doors still release on the fire signal through your fire strategy, as they do today.

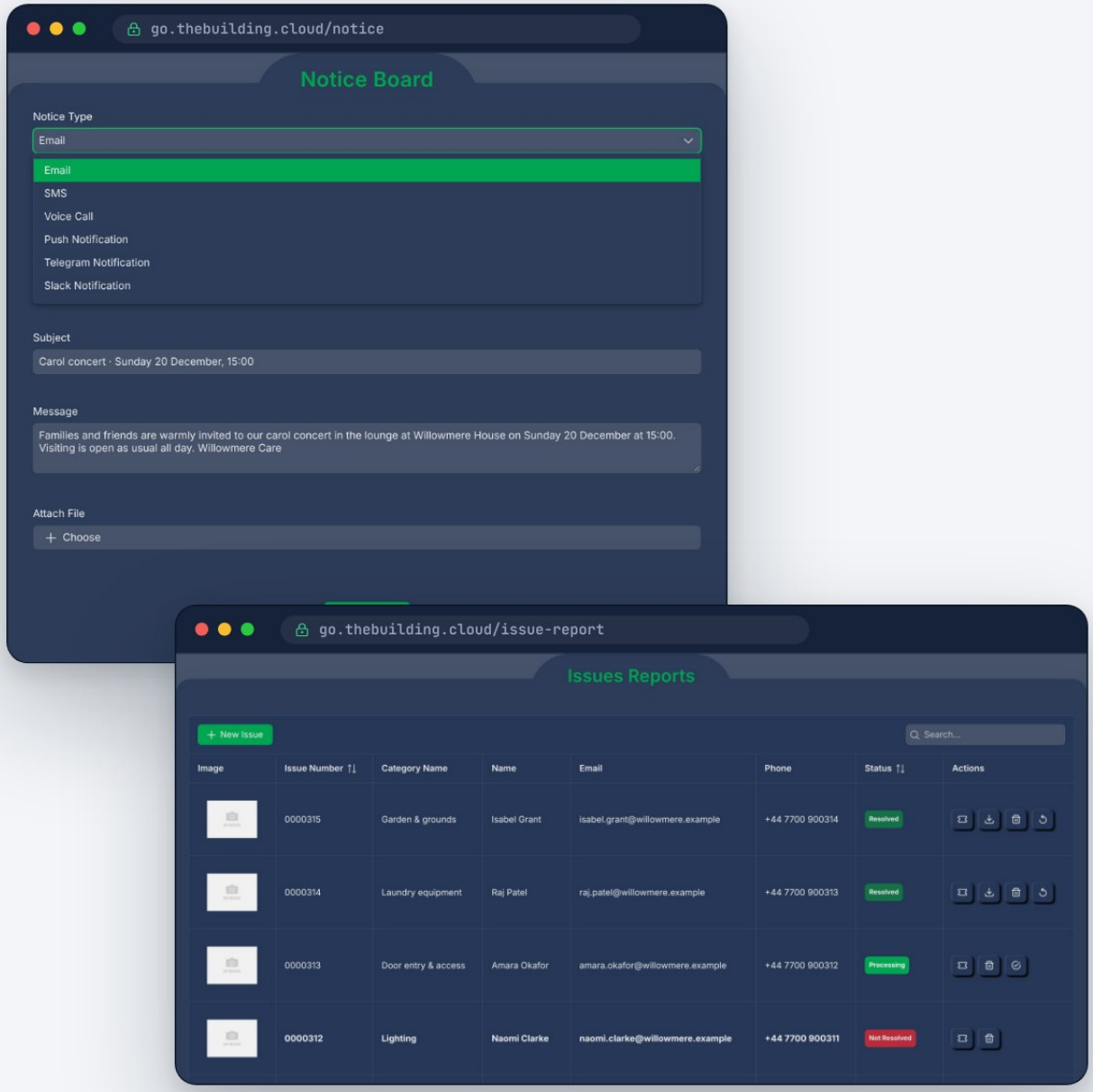


Exit doors are a care and fire decision

Free exit, door release on fire and any limit on a resident leaving are decided with your fire risk assessor and under the Mental Capacity Act, not by the access system.

● FAMILIES AND REPAIRS

Tell every family.
Hear about every fault.



One notice, six channels

Events, changes to visiting or a fire alarm test: write it once and choose how it goes out. Push, Telegram and Slack reach people who connect them.

Email · SMS · Voice call · Push · Telegram · Slack

Maintenance reported properly

Staff choose a category, add a photo and track the repair to the end, with a downloadable report.

Issue reports are included on the Pro and Enterprise plans.

YOUR GROUP

Every home.
One browser tab.

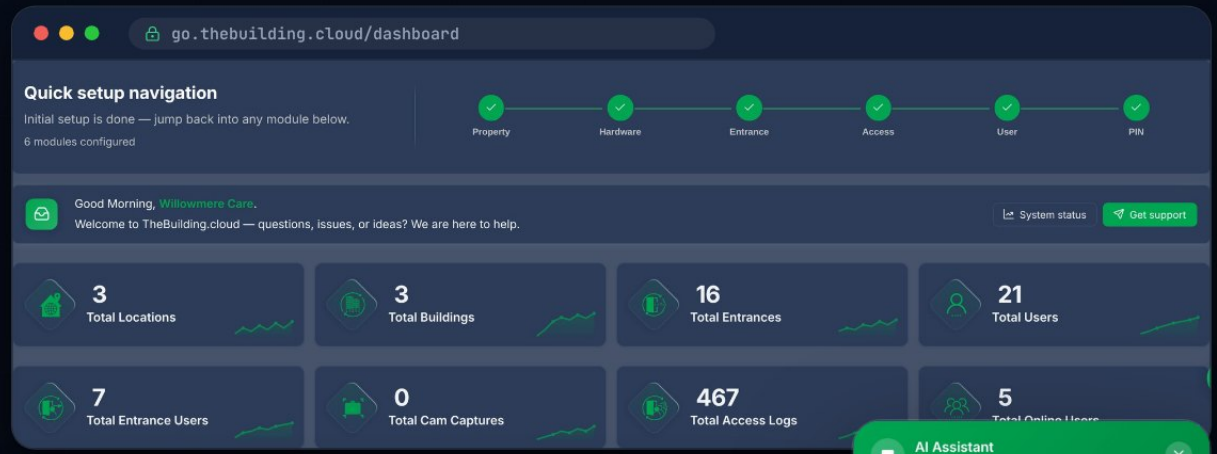
Homes and schemes
Residential, nursing and supported living, door by door.

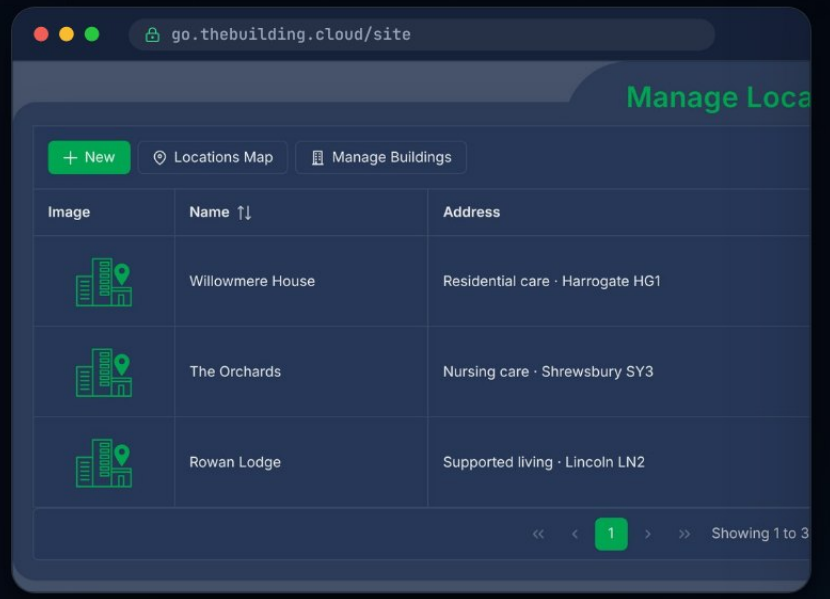
Managers see their own home
Give each home manager their buildings, and nothing else.

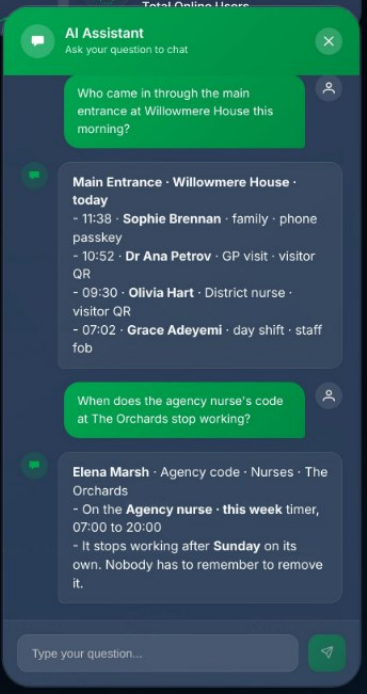
Bank and agency staff
Codes for this week's shifts that end on their own.

Ask the assistant
"Who came in through the main entrance this morning?" answered in seconds.

Connect your systems
A documented REST API for your rostering or HR system.



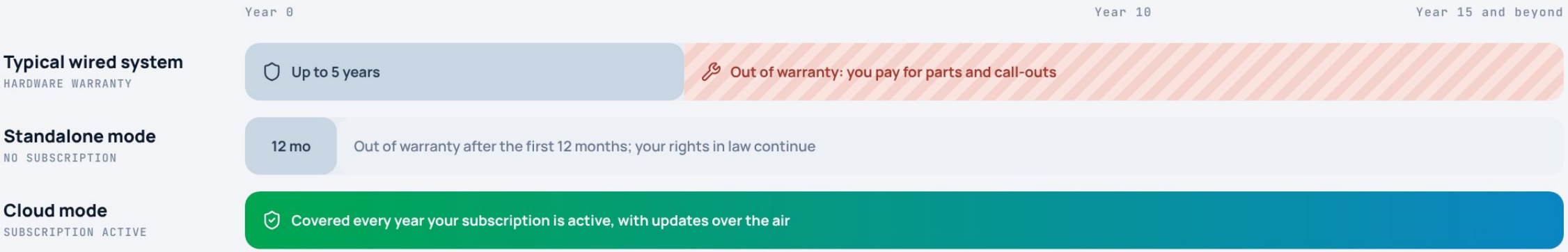




● LIFETIME WARRANTY

Buy the controller once. We cover it for life.

In cloud mode, every door controller is covered for as long as your subscription is active. In standalone mode, it has a 12-month warranty.



What's covered

- Door controller hardware faults, repaired or replaced
- Firmware updates delivered over the air
- Remote diagnostics: online state, signal and firmware

Exclusions apply, for example

- Accidental damage, vandalism and misuse
- Fire, flood, lightning and power surges
- Locks, door hardware and third-party devices

Lifetime cover applies to door controllers we supply, while your subscription is active, and is subject to our warranty terms. Your rights in law are not affected.

● CAPITAL AND RUNNING COSTS

Less time at the door. More time with residents.

A known cost at each controlled door, then one predictable subscription that includes door access and, on Pro and Enterprise, visitor management.

	KEYPAD AND BUZZER AT THE DOOR	THEBUILDING.CLOUD
Capital ONE-OFF	✗ ~~A wired door phone to the office~~ ✗ ~~A paper visitor book~~ ✗ ~~Fobs and spare fobs for every starter~~	✓ A controller at each controlled door ✓ A keypad or reader at the door ✓ Lock hardware, as you buy today
Running EVERY MONTH	✗ ~~Staff leaving the floor to answer the door~~ ✗ ~~One shared code that everyone knows~~ ✗ ~~Fobs that leave with leavers~~ ✗ ~~No reliable record of who came in~~	✓ One platform subscription ✓ Lifetime controller warranty while subscribed ✓ A personal code for each person, on record

Pricing is hardware for each controlled door plus a platform subscription. Ask us for a costed proposal for your homes.

● QUESTIONS WE HEAR

Straight answers for care teams.

What does the warranty cover?

Door controller hardware faults: for life in cloud mode while your subscription is active, or 12 months in standalone mode. Exclusions apply.

Does it replace nurse call or the fire alarm?

No. It manages doors. Nurse call and the fire alarm stay as they are, and door release on fire stays hard-wired.

Can families visit at night?

If that's agreed with the resident, give them a code for any hour, or they video-call staff from the door.

What about agency staff?

Give them a code for this week's shifts. It stops working on its own when the week ends.

Do we need a phone line?

No. Controllers connect over cellular, or Wi-Fi if you prefer, so there's no line to rent.

Who can see the entry log?

Only your admins and the managers you set up. Each home manager sees their own home.

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• NEXT STEP

Start with one home. See the difference.

Tell us about the home you'd like to try. We'll price it, and you'll see every door in your dashboard.

- Number of homes and controlled doors
- How visiting works today
- Your shift patterns and agency use

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