



Chirk Court offers a warm, friendly and homely environment for 66 residents for individuals aged 60 years and over, in which the wellbeing, care, comfort and quality of life is the primary objective. The home enjoys an excellent local reputation for high quality care.

### Manager's feedback:

Question	Answer
How often is RITA used?	Every day
Has the RITA system in your opinion improved the mental health and wellbeing since the RITA system has been introduced?	Yes
Has the RITA system created a calmer environment and improved wellbeing?	Better
Have incidences of challenging behaviours reduced since RITA was introduced?	<p>Yes. There is reduction in challenging behaviour which appears related to anxiety and this is supported greatly by the Rita device. Rita does not necessarily support changes in all challenging behaviours but significantly aids reminiscence, distraction, therapeutic stimulus for the vast majority of residents.</p> <p>There is one gentleman whom it was difficult for the activities coordinator to tailor activities to his needs. He thus became quite agitated at times with RITA she can now find more person-centred themes to suit him.</p>
Has RITA improved residents engaging in group work activity resulting in greater stimulation & confidence?	<p>Very effective. Rita is utilised for many group activities. It is service user lead and can accommodate wants, wishes and aspirations of individuals and groups, placing residents at the heart of decisions regarding activities and stimulus. I believe that the casting facility enables wider audiences to participate and group activity to be undertaken with ease.</p> <p>RITA, with its diverse menu enables the activities coordinator to tailor activities in a person-centred way.</p>
Has engagement and interaction with family members and friends improved since using RITA by residents?	<p>About the same. Chirk Court uses a range of engagement techniques and this question is very difficult to evaluate given covid IP&amp;C requirements and the nature of visiting privately in the main in homes presently. Interaction and wellbeing appear improved in terms of staff engagement when working with individuals.</p>

*"We are very pleased with outcomes for Residents and Rita has enabled individuals and groups to improve wellbeing."*

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<p>Have incidences of falls decreased since the introduction of RITA or since your last RITA survey?</p>	<p>We are seeing a significant reduction in daytime and evening falls when Rita is predominantly used compared to night-time. I'm looking at the stats and it looks like Rita may be contributing to this in the main, not all, but notably.</p>
<p>Has the RITA system in your opinion improved the management of falls?</p>	<p>Yes. Evaluation of falls and numbers is subjective because it may be individual related, by household, new admissions or health related at the time. However, when in use, the Rita system enables engagement, occupation and stimulus. It also enables greater group working which results in a lesser risk of falls during these periods. It is utilised as a tool to reduce falls likelihood and as such as above is tangible in terms of reducing the risk rather than looking at overall stats.</p>
<p>Has RITA enabled you to take people/residents into the service that you may have previously declined?</p>	<p>Yes, the diverse activities thrown up by RITA does allow us to take residents who perhaps need more individual attention than others.</p>
<p>Has the number of hospital admissions reduced since the introduction of RITA or the last survey?</p>	<p>Yes. Hospital admissions have reduced judging by reports.</p>
<p>Has RITA system Improved mental health and stimulation after residents have returned from hospital/medical treatment and aided their recovery?</p>	<p>Very effective - When used post readmission from hospital Rita has improved wellbeing and reduced anxiety. Improved, mood, stimulation, engagement and fulfilment creating better overall wellbeing is very likely to have aided recovery we feel.</p> <p>As RITA can be moved from room to room, if a resident has been bed bound due to a fall etc, we can take the activity to her /him</p>
<p>Has the RITA system in your opinion improved the prevention in hospital admission that could have been avoided?</p>	<p>Yes. When using Rita for engagement, group activity and stimulus, the likelihood of falls is reduced. Group activity and engagement in general is improved. When occupied and engaged people are less anxious, agitated and have a calmer approach, so less likely to fall or experience risks that may contribute to this, thus having impact on potential injury and risk of admissions. Some admissions were unavoidable because of individual's undertaking tasks of daily living and maintaining independence such as preparing for bed, Rita would not have had an impact or positive outcome in these cases as the individual required focus on the tasks.</p>
<p>Has the requirement of 1to1 reduced since the RITA system was introduced?</p>	<p>Yes</p>
<p>Have you seen an improvement in food and fluid intake by residents using the RITA system?</p>	<p>Yes. Group activity and social peer group opportunity has increased propensity to enjoy food and fluid in a social manner and as such aided this. Music during mealtimes and relaxed atmosphere has seen people engage better.</p>

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## Support Worker Feedback

<p><b>What was the reason for using RITA?</b></p> <p><b>What content did you use in RITA?</b></p> <p><b>What was the outcome?</b></p>	<p>Mrs R: She becomes withdrawn at times which usually results in low mood and agitation. Mrs R is reluctant to move around which is essential to treat her medical issues.</p> <p>MRS R: Music, Sing-alongs and Pig racing.</p> <p>Mrs R: Using the music app with the ability to search by year had amazing results. Mrs R engaged immediately and even got up and had a dance.</p>
<p><b>What was the reason for using RITA?</b></p> <p><b>What content did you use in RITA?</b></p> <p><b>What was the outcome?</b></p>	<p>Mrs B: Resident was very upset. She said she felt lonely and in a very low mood.</p> <p>Mrs B: We used the aquarium and she built a garden. We used RITA for an hour as 1-1 support.</p> <p>Mrs B: After the hour, Mrs B's mood lifted. So much so that she moved to another room to join her peers and watched a film.</p>
<p><b>What was the reason for using RITA?</b></p> <p><b>What content did you use in RITA?</b></p> <p><b>What was the outcome?</b></p>	<p>I wanted to get 2 residents out of their room to help them socialise.</p> <p>I used the quiz and then the sing-along activity.</p> <p>Fantastic outcome! Especially for the 2 residents in question. We had a group of 10 residents that worked together on the quiz. The sing-along activity got 1 of the residents dancing and they had a great time.</p>
<p><b>What was the reason for using RITA?</b></p> <p><b>What content did you use in RITA?</b></p> <p><b>What was the outcome?</b></p>	<p>We had a lot of individuals sitting around the dining table, not participating in anything.</p> <p>We put the sing-along songs on and selected different countries...Wales, England and Ireland.</p> <p>The mood instantly lifted as we sang, danced and chatted about the different music from each country. The individuals and staff thoroughly enjoyed using RITA.</p>
<p><b>What was the reason for using RITA?</b></p> <p><b>What content did you use in RITA?</b></p> <p><b>What was the outcome?</b></p>	<p>The resident was very upset and crying about her parents etc</p> <p>Sing along</p> <p>We sang along to her favourite singer Cliff Richard and we also got up to dance. Soon, the resident was laughing and happy</p>
<p><b>What was the reason for using RITA?</b></p> <p><b>What content did you use in RITA?</b></p> <p><b>What was the outcome?</b></p>	<p>The resident was very agitated</p> <p>Black &amp; white reminiscence pictures</p> <p>We looked at the pastimes photos of holidays and working people etc. The resident started talking about her life back then and calmed down. She really enjoyed the pictures</p>

*“A positive device with positive outcomes for individuals and groups, reducing some risks where applicable and enabling and promoting independence and autonomy which in turn has a positive impact on stimulation, engagement and wellbeing.”*