



RITA outcomes reported by Care Homes Durham County Council

In March 2022, Durham County Council invested in a pilot of RITA for 12 care homes. After a very successful pilot exercise, the Council further rolled our RITA in to 24 homes in March 2023.

The following summary of outcomes has been produced following receipt of survey feedback received following the second phase of roll out. 78% (28 of the 36) care homes responded to the survey.

[Click on the image to open an expanded view of the table \(Internet required\)](#)

Durham Outcomes Sept 23	How often is your RITA system used?	Have incidents of falls decreased since RITA was introduced?	Has RITA improved the management of Falls?	Has RITA enabled you to take residents that would previously been declined?	Have Hospital Admissions reduced since the introduction of RITA	Has RITA improved the prevention in hospital admissions that could have been avoided?
Dipton Manor Care Home	Every Day	Yes	Yes	Yes	Yes	No
Redworth House	Every Day	Yes	Yes	Not Yet	Yes	No
Eden House	Every Day	Yes	Yes	Yes	Stayed the Same	Yes
Lindesfarne Chester le Street	All Day Every Day	N/A	N/A	No	No	No
Newton Hall	Every Day	Stayed the Same	Yes	No	No	No
Defoe Court	Every Day	Yes	N/A	Yes	Stayed the Same	Yes
Jack Dormand	Every Other Day	Stayed the Same	Yes	Yes	Stayed the Same	No
St Phillips Care	Every Day	Stayed the Same	No	No	Stayed the Same	No
Lumley House	Every Day	No	No	No	No	No
St Margarets	Every Day	Stayed the Same	No	No	No	No
Devonshire House	Every Day	Stayed the Same	N/A	No	Yes	Yes
Richmond Court	Every Day	Stayed the Same	Yes	No	Stayed the Same	No
Grampton	Every Other Day	Yes	N/A	No	Stayed the Same	No
Barnatyne Lodge	Every Other Day	N/A	N/A	No	Stayed the Same	No
Lindesfarne - Newton Aycliffe	Every Day	Stayed the Same	Yes	N/A	Yes	Yes
Brancepeth Court	Every Day	Stayed the Same	N/A	N/A	Stayed the Same	No
The Beeches	Every Day	Yes	Yes	Yes	Yes	No
The Fields	Every Day	Stayed the Same	N/A	No	Stayed the Same	No
Picktree Court	Every Other Day	Stayed the Same	No	No	Stayed the Same	No
Field View	Every Day	N/A	N/A	No	Yes	No
Kings Court	Every Day	Yes	Yes	No	Stayed the Same	No
Tenlands	Activities	Stayed the Same	No	No	Stayed the Same	No
Belmont Grange	Activities	Stayed the Same	N/A	No	Yes	No
Lothian House	Every Day	No	No	No	Stayed the Same	No
Greenways Court	Every Day	Stayed the Same	Yes	No	Stayed the Same	Yes
Aycliffe	Every Day	Stayed the Same	N/A	No	Yes	Yes

- 100% of respondents stated that RITA had created a better or much better calmer environment and improved wellbeing.
- 96% of respondents stated that RITA had improved mental health and wellbeing.
- 93% of respondents stated that RITA is very effective or extremely effective at increasing the number of residents engaging in group work actively resulting in greater stimulation and confidence.
- 93% of respondents stated that RITA improved mental health and stimulation when returning from hospital.
- 75% of respondents stated that they use RITA every day or more.
- 64% of respondents stated that there is better or much better engagement and interaction with family members since using RITA.
- 68% of respondents stated that incidences of challenging behaviours had reduced.
- 61% of respondents stated that RITA had helped to reduce incidences of and improved the management of falls.
- 29% of respondents stated that Hospital Admissions had reduced.
- 29% of respondents stated that they have seen an improvement in food and fluid intake by residents using RITA.
- 21% of respondents stated that RITA improved prevention of hospital admissions that could have been avoided.
- 18% of respondents stated that medications, PRN's (sleeping pills/anti-psych) reduced.
- 11% of respondents stated that RITA had enabled them to take residents that would previously have been declined.
- 11% of respondents stated that the requirement for 1-1 had reduced.

"We love RITA in the home! The residents really enjoy using it and it definitely helps us to reduce challenging behaviours."

RITA Feedback Redworth House

Residents who are prone to falls have been more orientated and this has been effective with those who may walk around the unit looking for things to do. RITA will occupy and entertain which in turn reduces falls.
Residents will use RITA for entertainment and also distraction especially when they may get upset or agitated with other residents. It has been a way of calming and reducing altercations which have in the past been a falls management issue as residents become unstable with their mobility through their agitation.
Our hospital admissions have reduced, and RITA has been used with some of them.
Residents have used RITA for calming and therapy purposes through the meditation, music and pictures. RITA has been a great use to a lady who can become agitated and using the games reduces this and she feels as though she is stimulated and using her brain. She says she feels 'useful'.
RITA helps residents interact with each other rather than have an altercation. We still have altercations with some; however, I feel RITA has helped residents de-escalate and reduce arguments.
RITA will give opportunity to engage and interact with each other with games and films. RITA gives staff ideas to try out different activities to create group work to help residents to get to know each other and make relationships.
Some families have enjoyed using RITA and it has made visiting more interactive.
WE HAVE FOUND RITA AND FIONA'S TEAM A HUGE BENEFICIAL SUPPORT. THANK YOU FOR GIVING US THIS OPPORTUNITY!

RITA Feedback Eden House

Residents are more engaged, and more residents take part in activities than previously used to.
More residents engaged in activities so less time walking with purpose. Agitation has reduced therefore distressed incidents have reduced.
RITA reduces agitation therefore benefits residents wellbeing. Can be used in bedrooms where residents are nursed in bed.
RITA reduces agitation and distracts residents.
Residents that didn't engage in group activities are coming out daily to take part in quizzes and games.
Using RITA has kept people calm.
Some of the people that would not join in with other activities will join in with the RITA system.
The RITA system has stimulated residents who would have not wanted to join in with things we do in the home, but they really enjoy joining in with everything RITA can do.
The residents are a lot calmer since using the RITA system.
We are using the RITA system while we provide snacks and drinks to all the residents, and we find they will drink and eat more while they are engaged in the activities.

"Residents will use RITA for entertainment and also distraction especially when they may get upset or agitated with other residents. It has been a way of calming and reducing altercations which have in the past been a falls management issue as residents become unstable with their mobility through their agitation."

Lindisfarne - Ouston Care Home

Keeps residents occupied especially on EMI unit.
We find RITA particularly helpful on the EMI unit to keep residents entertained for short periods.
Some residents respond very well, we have 2 residents who respond very well to RITA.
RITA has had a positive effect on Mood.
When we use RITA we involve the residents in their choice of entertainment and find the movies and music keeps residents occupied. This has had a calming effect on the whole dementia unit.
We are currently awaiting a decision on 1:1 funding for one resident. Without RITA I am not sure we would have managed so far, and we may have had to send this resident to hospital. The resident responds well to RITA and visibly enjoys the experience for a short time.
Group reminiscence and opportunities to talk about old times, especially around dancing and socialising in 50s 60s and 70s, the sharing of experiences is very positive.
A resident with advanced dementia whose communication wasn't great has much improved when using RITA. It was brought to her room, and they engaged in singing and reminiscence.

St Phillips Care

Residents love the different things they can do on RITA.
As all residents can find something on this RITA system this helps staff to support a calmer environment.
Families say it is a good system.
RITA has helped when new residents come into the home and become unsettled it is a really good distraction.
We find that RITA also helps us to understand the residents as when using if there is a lack of interest in one thing we find they may have it in another on the RITA system.
If we use the RITA system before challenging behaviours first start this will help to deescalate it.
We have a lady that likes to sit and watch what is happening around her, but when we give her the RITA she will join in and loves to do the puzzles on there.
Families love to see their loved ones doing things they would not have seen them do before.
WE LOVE THE RITA SYSTEM IT HAS SHOWN US THAT RESIDENTS LOVE THE SYSTEM AND SOME FIND IT THERAPEUTIC.
More group interaction and communication.
More of our residents are entertained by RITA meaning less pacing for the ones who are frail.

"We are currently awaiting a decision on 1:1 funding for one resident. Without RITA I am not sure we would have managed so far, and we may have had to send this resident to hospital. The resident responds well to RITA and visibly enjoys the experience for a short time."

Defoe Court

RITA has been a great distraction and falls have reduced as this has reduced boredom.
This has helped residents especially the ones nursed in bed and confined to bedrooms. It has helped families interact with loved ones.
Residents returning from hospital have been feeling very socially isolated. RITA helps to keep minds busy.
Residents have enjoyed one to one time with other residents and staff.
Residents have been enjoying group exercise classes and watching movies.
So much more social inclusion and more in common with others.
Families with loved ones who struggles to communicate have been finding common interests with RITA.

Jack Dormand

Offering diversionary activities to those who may appear distressed and unsettled. Enables the user to be distracted and in turn more at ease with their condition.
RITA may be used as a distraction to encourage eating and drinking and reduce the likelihood of meal time distractions. Residents are more hydrated.
RITA helps to support residents to become at ease with their environment after hospital.
RITA helps to reduce/relieve the boredom and confusion that living with dementia can often bring into the daily activities of living.
WE RECENTLY HAD TWO PHYSIO STUDENTS WHO USED RITA EVERYDAY THEY FOUND IT VERY USEFUL DURING THEIR PLACEMENT AND HOW IT LINKED IN WITH THEIR STUDIES.

Melbury House

RITA has proven a valuable tool to support existing residents who need a form of distraction or interaction when they become agitated this is particularly valuable on an evening and at night.
A very useful tool when bedridden, agitated or need general support.
Effective tool as a distraction and support tool.
A fabulous system which enriches the activities programme and has opened up avenues of support for our activities co-ordinator and other staff in arranging group activities.
RITA is proving very popular with both staff and residents.

Lindisfarne - Chester le Street

RITA has given the stimulation to prevent anxiety and distressed behaviour.
At the time of day when the residents can become very unsettled and wander some, RITA has enabled us to have a calming effect which has resulted in seeing less distressed behaviour.
There can be a number of residents sat round RITA taking part in one of many activities.
RITA has helped keep residents occupied and has distracted them from wandering the unit at night.
RITA has created a calmer environment, especially after 4pm.

"We recently had two physio students who used RITA everyday they found it very useful during their placement and how it linked in with their studies."

Aycliffe

We have reduced hospital admissions from Aycliffe in the last 6 months.

We have a lady who has been admitted to hospital previously with delirium. The RITA is a comfort to her, reduces her drowsiness and keeps her occupied, awake and increases her fluid intake which contributed to prevention of further UTI's.

The old films evoke and stimulate conversations and memories, and this enhances communication and often happy memories.

RITA has been used to calm residents if upset or agitated this can be through music interactions. We also promote playlist for life.

I have noticed at least 1 resident who has suffered from delirium secondary to urinary tract infection has enjoyed watching films and singing along to ABBA, they have remained awake orientated to time and place and therefore fluid intake has not been compromised.

Lindesfarne - Newton Aycliffe

Our residents really enjoy RITA. We have found this works very well around behaviours in advanced dementia which then helps with falls as some residents are more settled with activities they enjoy on RITA.

Residents are more settled and join in group activities which is better to monitor.

Residents are able to sit and engage with activities on RITA which then means residents rest more preventing falls due to being over tired.

Residents who are / were active around the unit will now rest and are interested in RITA.

Once a resident has returned from hospital due to the dementia they can forget but once engaged they enjoy it.

We find that even on our EMI unit residents love a quiz they come together and enjoy each other's company and are to have fun and a laugh.

RITA works very well; we have seen a big change in our residents moods and social wellbeing in groups and 1:1.

I must say RITA is an amazing piece of equipment which works very well in our care homes and really does benefit our residents physically and mentally which can only be a good thing. I think every care home should have one!

Parklands

RITA helps residents with boredom and decreases the risk of residents who are unsteady on their feet from getting restless and wandering.

Residents who are nursed in bed now have the opportunity of watching the movies on RITA in the comfort of their own rooms.

"I have noticed at least 1 resident who has suffered from delirium secondary to urinary tract infection has enjoyed watching films and singing along to ABBA, they have remained awake orientated to time and place and therefore fluid intake has not been compromised."

Dipton Manor Care Home

In May we had 19 reported falls, this decreased to 11 in June. We saw an increase in July to 22, however, this included multiple falls for a couple of residents whose physical health had deteriorated. We are a 70 bedded home and if I break those figures up for the EMI residential unit (which is where RITA device is predominately used) 13 of the falls in May were for this unit, In June this decreased to 7. Slight increase to 9 in July.

Falls have reduced particularly around sundowning times and during the night - those residents who are wander some and at a higher risk of falls have sometimes been able to be encouraged to sit and either do an activity or watch something relevant.

We have 2 male residents on the EMI residential unit that have been declined by other care homes. The 2 residents have settled in really well and have not displayed any of the behaviours that were identified in the assessment from the social worker. I think this is a combination of using RITA and encouraging them to join in with planned activities which has helped them to enjoy a good quality of life.

As we have seen a reduction in falls this ultimately has helped in reducing hospital admissions. We haven't had any readmissions to hospital.

RITA is particularly helpful at sundowning times when we tend to find once one resident starts with behaviours that challenge this then has a domino effect. Even just calming background music ensures the environment is much calmer. Again, it is getting the staff in to the habit of using the device and not leaving it for the activities team.

I haven't needed to use any 1:1 since we have had the RITA device.

We have seen an increase of residents engaging with activities team in group work including the introduction of gardening club, craft club and also trips out of the care home. RITA is especially effective with younger people with dementia, and we are currently using the device with one of those residents who was not interacting well with the staff or other residents. It will be interesting to see how this develops.

We have not had any problems with food and fluid intake since we had RITA. Prior to this we did have a few hospital admissions due to dehydration.

Prior to having RITA, we had numerous residents on our EMI unit on LORAZEPAM on a PRN basis. This was used as a last resort, but we haven't had to use as much.

It is evident just walking into the EMI unit that the environment is much calmer. Having 25 residents with varying stages of dementia can prove chaotic at times especially around sundowning but using the device has had a noticeable effect, even families have noticed.

We have seen more families getting involved with planned activities and we continue to work with them encouraging them to use the system when visiting.

At times staff need to be reminded to use the device, but overall, RITA has become an important part of offering stimulation to residents and staff enjoy using it also.

We have a female resident who is mainly nursed in bed. After meeting with her family about her interests we found she had enjoyed safari trips and staff use RITA to take her back to her happy times. The smile on her face says it all!

"In May we had 19 reported falls, this decreased to 11 in June. We saw an increase in July to 22, however, this included multiple falls for a couple of residents whose physical health had deteriorated. We are a 70 bedded home and if I break those figures up for the EMI residential unit (which is where RITA device is predominately used) 13 of the falls in May were for this unit, In June this decreased to 7. Slight increase to 9 in July."

Newton Hall

It has occupied some residents doing activities and preventing wandering.
RITA hasn't affected our admissions process.
All Hospital admissions have been due to illness.
Music therapy and bingo have been very popular.
Residents seem to enjoy the RITA system and they chat more when in use, promoting social interaction.
We only provide medications for a particular need.
RITA is a good system and is beneficial for residents in a care home.
Residents are occupied for longer period. Exercise programme is particularly beneficial to stimulate the muscles.
Some residents on return from hospital may be bedridden or immobile, being able to take RITA to them and engage them in the activities has been beneficial to their stimulation and recovery.
Our service users have varying degrees of dementia and challenging behaviour, some do find the distraction stimulating and thoroughly enjoy their time, Music and singing is a particular favourite.
We have found RITA to be extremely effective for group activities. The residents enjoy group activities such as the exercise programme and quiz games. Some residents would not particularly like to join in are found to shout out answers.
IF a resident has a poor intake of food or fluid and they are sitting with RITA we have found they are distracted by what they are seeing or hearing and will eat and drink automatically without prompting. Especially finger food.
RITA does have a calming influence in the environment and often residents will engage. They will go over to RITA to have a look and see where the music is coming from or what activity is taking place and join in.
RITA is a particular favourite activity with both residents and staff. The majority or staff have had training and those that were unsure were shown by others and are confident in the use of it.
RITA HAS BEEN A PARTICULAR ASSET TO OUR HOME. IT IS ENJOYED BY MOST OF THE SERVICE USERS AND HAS SHOWN STAFF MANY OTHER FORMS OF ACTIVITIES THAT THEY ARE ABLE TO INVOLVE THE SERVICE USERS IN. OUR ACTIVITIES CO-ORDINATOR IS ABLE TO ENGAGE MORE GROUP SESSIONS AS WELL AS INDIVIDUAL ONE TO ONE TIME.
THE EXERCISES ARE A PARTICULAR FAVOURITE. THE ACTIVITIES ON RITA ARE NOT COMPLICATED WHICH BENEFITS THOSE WITH SHORT ATTENTION SPANS AND MAKES THEM FEEL THEY HAVE ACCOMPLISHED SOMETHING SPECIAL, ESPECIALLY THROUGH THE ARTS AND CRAFTS. SOME SERVICE USERS HAVE BEEN SURPRISED AS TO WHAT THEY ARE.
STILL ABLE TO DO WITH ARTHRITIC HANDS AND UNABLE TO HOLD PENS AND BRUSHES, BY JUST TAPPING ON THE SCREEN. THIS HAS BEEN A VALUABLE EXPERIENCE WITH RITA.

Lumley House

RITA does help service users communicate with others.
Interaction with others, supports dexterity and mental wellbeing.

Devonshire House

We love RITA in the home! The residents really enjoy using it and it definitely helps us to reduce challenging behaviours.
--

"RITA has been a particular asset to our home. It is enjoyed by most of the service users and has shown staff many other forms of activities that they are able to involve the service users in. our activities co-ordinator is able to engage more group sessions as well as individual one to one time."

Richmond Court

Residents will sit and enjoy the interaction on the RITA.

For residents returning from hospital this is proved very effective due to residents loving this, they will sit and interact for quite a long time by choice using the various apps.

We have one resident that would normally refuse all activities and 1-1's but since the Rita was introduced he loves to be with our activity co-ordinator to interact on the Rita.

Bannatyne Lodge

We have residents that have returned from hospital, and we have used some of the relaxation and again the activities use for physical exercise.

Most hospital admissions are due to health issues which couldn't be prevented by RITA.

We don't have 1:1 in the home.

The residents really enjoy the group activities like physical and games.

The RITA has made a difference with our nursing residents who are nursed in bed. One lady loves it when she gets to play the bauble game - THE SMILE ON HER FACE IS PRICELESS.

Brancepeth Court

RITA does enhance the stay of all of our residents especially as it is portable so can be used for those nursed in bed.

We have had no hospital admissions again.

Residents love listening to music, reminiscing, and playing games such as bingo.

The Beeches

Residents seem a lot more settled.

Residents are more settled with RITA than with a TV.

Greenways Court

Engagement in activities particularly on the residential unit has kept residents occupied and falls appear to have reduced, especially where residents are known to be high falls risks.

Using the sensory aspect has helped on the memory care community with reduced anxiety in some residents who will attempt to mobilise unsafely when anxious.

Tenlands

Some of our residents enjoy the activities on RITA which helps to improve mental stimulation.

Overall, the RITA is a very useful and valuable piece of equipment used in the home for the majority of the residents.

"We have residents that have returned from hospital, and we have used some of the relaxation and again the activities use for physical exercise."

The Fields Care Home

The RITA system has been proven to be more beneficial to people suffering with their Mental Health. It has kept them stimulated with something to focus on and has increased concentration levels.

RITA has also helped with a couple of our service users when they have been experiencing periods of anxiety and agitation as it has been effective in diverting their attention and having a calming effect in how they are feeling.

Some of the items on the RITA system has been good for groups such as the bingo, films and music. Residents have been able to choose together what film to watch or music to listen to. They have also been more effective as a group with regards to games etc.

We use the time with RITA as a social event where we have drinks and snacks especially if using the films. Residents are having extra food and fluids as a result of this.

Use of PRN for agitation or anxiety has reduced for 2 residents in particular.

Some families are engaging with RITA when they visit.

RITA is used as much as our residents will engage, and this can vary from day to day but there are 2 residents who have particularly enjoyed RITA which is having a beneficial impact on their Mental Health.

Picktree Court

RITA is currently used for activities, but we are looking at how we can use RITA to manage falls.

Our admissions policy hasn't changed since getting RITA, but it is being used well to manage the needs of current residents.

RITA has been effective in the increased stimulation of residents and being used as part of the activities programme.

Field view

Hospital admissions have been less.

RITA has helped tremendously with Mental Health and stimulation.

The residents challenging behaviours appear to have lessened.

We don't have 1:1.

Residents appear more engaged in more group activities.

Kings Court

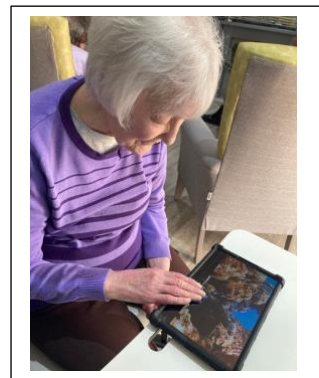
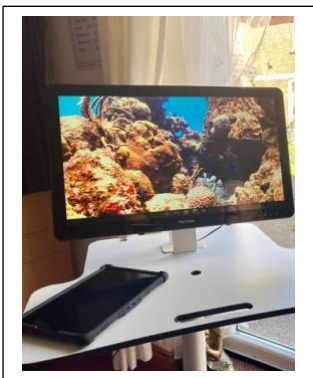
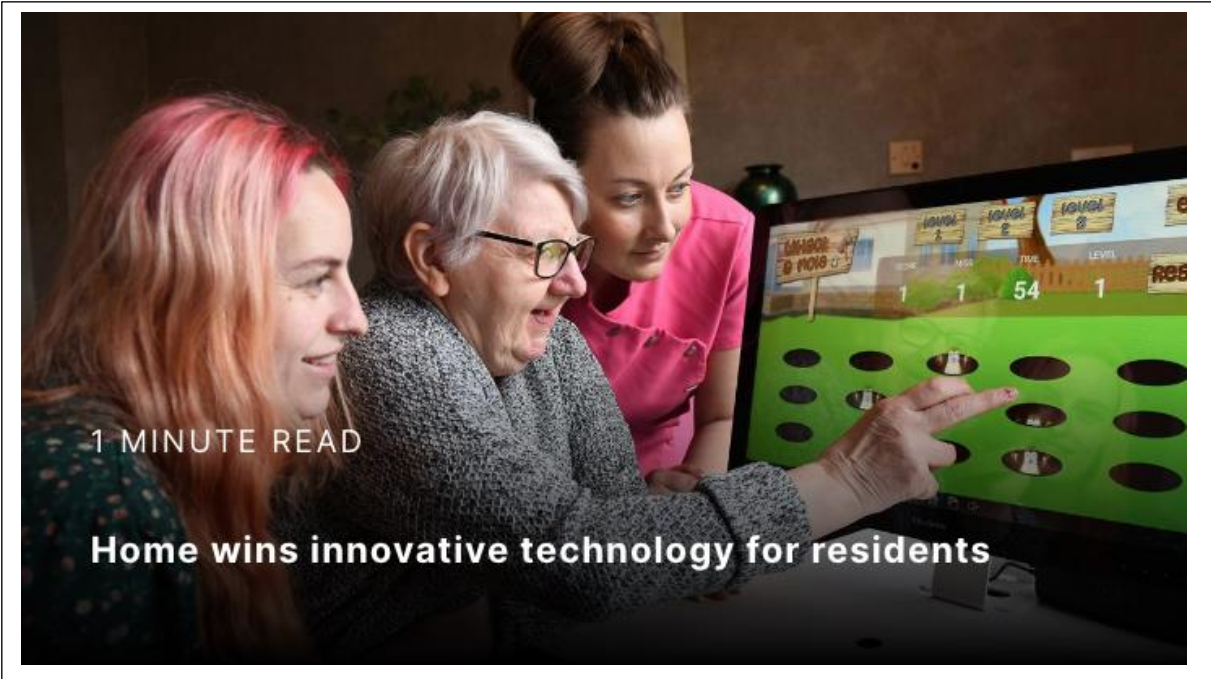
One particular resident has made a significant change, more engaged.

One resident like to spend time in own room when at highest risk of falling more engaged and less restless.

We have very few hospital admissions. Those who have been admitted have been for emergency treatment.

We have one resident who enjoys specific programmes when behaviours are challenging.

"The RITA system has been proven to be more beneficial to people suffering with their Mental Health. It has kept them stimulated with something to focus on and has increased concentration levels."



"The RITA system has stimulated residents who would have not wanted to join in with things we do in the home but they really enjoy joining in with everything RITA can do."