

RITA outcomes reported by Care Homes Durham County Council

In March 2022 Durham County Council generously invested in a pilot of RITA for 12 care homes across the region. The following summary of outcomes has been produced following receipt of survey feedback received since the introduction of RITA. 85% (10 of the 12) care homes responded to the survey.

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

Survey Question	Redworth House	Eden House	Lindesfarne Chester le Street	Newton Hall	Defoe Court	Jack Dormand	St Phillips Care	Lumley House	St Margarets	Devonshire House
How often is your RITA system used?	Every Day	Every Day	All Day Every Day	Every Day	Every Day	Every Other Day	Every Day	Every Day	Every Day	Every Day
Have incidents of falls decreased since RITA was introduced?	Yes	Yes	N/A	Stayed the Same	Yes	Stayed the Same	Stayed the Same	No	Stayed the Same	Stayed the Same
Has RITA improved the management of Falls?	Yes	Yes	N/A	Yes	N/A	Yes	No	No	No	N/A
Has RITA enabled you to take residents that would previously been declined?	Not Yet	Yes	No	No	Yes	Yes	No	No	No	No
Have Hospital Admissions reduced since the introduction of RITA	Yes	Stayed the Same	No	No	Stayed the Same	Stayed the Same	Stayed the Same	No	No	Stayed the Same
Has RITA improved the prevention in hospital admissions that could have been avoided?	No	Yes	No	No	No	Yes	No	No	No	No
Has RITA prevented readmission into hospital (excluding Clinical Reasons)	Only Clinical	No	No	No	No	No	Only Clinical	No	No	No
Has RITA improved mental health and stimulation when returning from hospital?	Extremely Effective	Very Effective	Extremely Effective	Very Effective	Very Effective	Very Effective	Very Effective	Extremely Effective	No	Very Effective
Has the amount of challenging behaviours reduced since RITA was introduced?	Yes	Yes	Yes	No	N/A	Yes	Yes	No	Yes	Yes
Has RITA improved mental health and wellbeing?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Has the requirement for 1-1 reduced since RITA was introduced?	N/A	No	Yes	Yes	N/A	N/A	Yes	No	N/A	No
Are residents engaging in group work actively resulting in greater stimulation and confidence?	Extremely Effective	Very Effective	Extremely Effective	Extremely Effective	Very Effective	Extremely Effective	Very Effective	Very Effective	Somewhat Effective	Very Effective
Have you seen an improvement in food and fluid intake by residents using RITA?	No	Yes	No	Yes	No	Yes	No	No	No	Yes
Has medications, PRN's (sleeping pills/anti-psych) reduced in residents using RITA?	No	No	No	No	No	No	No	No	No	No
Has RITA created a calmer environment and improved wellbeing?	Better	Much Better	Much Better	Much Better	Much Better	Much Better	Better	Better	About the Same	Better
Has engagement and interaction with family members improved since using RITA with residents?	Better	Better	Much Better	Much Better	Better	Better	Better	Much Better	About the Same	Better
Have all of your staff been trained in using RITA?	Yes	Yes	Yes	Yes	Yes	No - New Starters	Yes	Yes	-	Yes

- 100% of respondents stated that they use RITA every day or more
- 100% of respondents stated that RITA had improved mental health and wellbeing
- 90% of respondents stated that RITA is very effective or extremely effective at increasing the amount of residents engaging in group work actively resulting in greater stimulation and confidence
- 90% of respondents stated that RITA improved mental health and stimulation when returning from hospital
- 90% of respondents stated that RITA had created a better or much better calmer environment and improved wellbeing
- 90% of respondents stated that there is better or much better engagement and interaction with family members since using RITA
- 70% of respondents stated that the amount of challenging behaviours had reduced
- 40% of respondents stated that RITA had improved the management of Falls
- 40% of respondents stated that they have seen an improvement in food and fluid intake by residents using RITA
- 30% of respondents stated that they had experienced a reduction in instances of falls
- 30% of respondents stated that RITA had enabled them to take residents that would previously have been declined
- 20% of respondents stated that RITA improved prevention of hospital admissions that could have been avoided
- 20% of respondents stated that the requirement for 1-1 had reduced
- 10% of respondents stated that Hospital Admissions had reduced
- 10% of respondents stated that medications, PRN's (sleeping pills/anti-psych) 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.
We have found RITA and Fiona's team a huge beneficial support. thank you for giving us this opportunity

RITA Feedback Eden House

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

RITA Feedback 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, 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 love the RITA system it has shown us that residents love the system and some find it therapeutic."

RITA Feedback Newton Hall

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 though 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.

RITA Feedback Defoe Court

RITA has been a great distraction 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 they have been finding common interests with RITA.

“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.”

RITA Feedback 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 mealtime 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.

RITA Feedback St Phillips Care

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 things, 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.

RITA Feedback Lumley House

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

RITA Feedback Devonshire House

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