

Collective Summary from Management & Staff

- During the last 6 months we have been able to retain 5 named residents on a standard rate of care resulting in a saving of £165K per annum. This in turn has been significant in reducing delayed transfer of care.
- We have been able to integrate and settle residents with complex challenging behaviours and reduce costs with the support of RITA which would have been £20K plus.
- We have been able to support Care Homes in inappropriate and avoidable admissions into hospital.
- We have been able to reduce Falls significantly and, in the settings, highlighted above by 66% and 53% respectively.
- Less Hospital admission have been reported.
- Less Safeguarding Issues to Police – Less Multi Agency Involvement.
- RITA has been built into Care Plans of 'At Risk' patients so it has an impact as part of a wider strategy.
- Introducing RITA at meal times has created more interest and helped with better eating habits, improving nutrition and hydration.
- Improved quality 1-1's and Less 1-1 care required as environments are calmer.
- Feedback is extremely positive from Managers and Staff as RITA offers equal opportunities as it can be used by everyone irrespective of cognitive ability.
- It helps staff get to know the person better and tailor their care and activities.
- Helps with hand/eye co-ordination. Used with patients with brain injury, spinal injuries, ABI. The OTs use RITA in their sessions regularly as part of their therapy.
- Reduces episodes of isolation as people come together and reminisce. It is a trigger for conversation.
- It supports the whole environment. People are calmer. Mood and Wellbeing is improved.
- RITA changes how people respond to their environment in a positive way.

**For further information on RITA and how it can help your organisation call:
0800 103 2900 or visit www.myimprovementnetwork.com**



My Improvement Network
Head Office: Suite B1 1st Floor Gb Liners House, Stuart Road, Altrincham, Cheshire, WA14 5GJ
Southern Office: 88 Wood Street, 10th Floor, London, EC2V 7RS
Midlands Office: 2nd Floor, Quayside Tower, 252-260 Broad Street, Birmingham, B1 2HF
Scotland Office: 10 Lochside Place, Edinburgh, EH12 9RG
E: info@myimprovementnetwork.com



**Dudley Metropolitan Borough Council nominated
and shortlisted for the LGC 2020 Awards in
2 Categories for work with 'Project RITA'
Best Service Delivery Model • Digital Impact**

A celebrated example of an NHS Hospital and their local council working together.

Significant issues facing NHS Hospitals are delayed discharge and avoidable readmission of the elderly. Many delays occur where a patient has complex needs and this, in turn, can create discharge issues. By working with the local council, it became obvious that the RITA product could afford opportunities to support these patients with complex needs. It has proven to reduce agitation and calm. This has allowed patients to be discharged quicker and often allow them to be accepted on standard terms into the Care Home setting.

Another issue is to try and reduce avoidable admission and re-admission into hospital involving multi agency involvement. Resident on resident incidences are reportable and also, there is the need for them to be checked out at the hospital. Creating a stimulating and calmer environment through the introduction of the RITA system in the care home setting has been able to reduce those reportable incidences and therefore reduce the flow of readmission into hospital.

The impact of Project RITA has been shared with management teams, the falls steering groups, the integrated commissioning executive and the dementia steering group. They have received feedback from a range of professionals and other residential and care homes wanting to have the opportunity to extend the use of RITA across the system. We have now launched into phase 2 by purchasing additional RITA systems to further this valued work.

*Several individual case studies are available
for further appraisal of this project.*



**For this particular council, RITA technology
was installed across 11 Residential/Nursing
Homes and 2 Dementia Gateways.
The effectiveness of the 'Project RITA' was
carefully managed and monitored.**

Jubilee Court



Jubilee Court is a care home for Adult Service Users with Physical Disabilities, Acquired Brain Injury and Degenerative Neurological Disorders, requiring a continuum of care, through a structured programme of rehabilitation.

We have introduced RITA into our accommodation to help with hand, eye co-ordination for the residents. Our OT uses RITA for 8 sessions per week as part of their cognitive therapy.

This therapy is used with Brain Injury, Spinal Injury and Acquired Brain Injury and has proved beneficial to all.

Management have described RITA as a 'godsend'!

Scenario: 2 very challenging residents were admitted. Historically, the behaviours of both residents would have meant they would have been given notice to move the residents on. With the support of the RITA system, they have been able to stay and be supported and integrated into Jubilee Court.

Cost Savings: Moving from Residential Care to Nursing Home Care additional cost £158.16 per week, plus £36 Mental Health Premium.

Per annum: £20,192

Scenario: No-contact, isolated patient with Huntingdon's Disease.

Action: This patient has been at Jubilee Court for 5 years. In that time, she has not made eye contact with anyone or anything. We played Duran Duran on RITA.

Outcome: She made eye contact with the screen and completely engaged with it. This had a huge and profound impact on the staff as it was a monumental breakthrough for her.

Richmond Court Care Home



Richmond Court is a 21 Bedroom Residential Care Home in the Heart of Dudley.

We specialise in Dementia Care where all of our staff members have had full training and experience.

Mission Statement: We support adults with physical and mental disabilities to preserve and maintain their dignity, independence and individuality and enable them access to services that will enrich their quality of life.

Since the introduction of RITA we have seen a reduction of 66% in falls and a reduction in hospital admissions.

RITA helps us do this!

Scenario: Gentleman with challenging behaviour requiring 1-1 care.

Action: When he is anxious and agitated his carer introduced the RITA System. He was played music and encouraged singalong.

Outcome: He became much calmer and more settled because he had the support of RITA straight away. Not only did this help the gentleman, but it also encouraged other Patients to join in too. The gentleman is high falls risk, so having RITA was a good way of keeping him engaged and interested in something.

Scenario: Distressed Residents, shouting all day for their family and friends.

Action: We are able to show photographs of their loved ones in the Life Story section of Rita.

Outcome: Showing various photographs and videos of their loved ones is an excellent way to calm people when their family members are not around.

Rosewood Care Home



Dudley have supported Rosewood Residential Home with the provision of RITA unit as a means of improving interactions and aid meaningful interventions. Having this type of technology in place in the care home, can often support the local hospitals with effective discharge for patients leaving hospital with more complex needs and reduce delays.

The RITA system has been in place at Rosewood since July and we have already been able to witness its benefits. We use it every day, it is particularly useful between 5 – 6 pm when we are able to calm our agitated residents and sundowners. It has a very positive impact and a huge advantage for both residents and staff.

Residents are happier, it is a more social and calmer environment with less reportable incidences and avoidable hospital admissions.

Agitated Residents: There are many activities for us to choose from that can calm and distract our residents.

Outcome: One particular resident enjoys 'whack a mole', she smiles and laughs while playing it and will ask to play it regularly. These types of activity encourage movement in the arms and shoulders and can represent good exercise.

Falls Risk: There was a need to try and stop this new resident from wandering.

Outcome: We worked with him to select a movie from the 'Movies' section of RITA. He became occupied for the duration of the film and quite settled. This was great outcome is reducing a potential fall. We are able to manage his walking and keep him safe.

Distressed Residents: RITA was introduced to calm and distract.

Outcome: The resident was sufficiently interested in all the content on the RITA system and it wasn't long before his mood improved and became quite cheery!

Wordsley Hall



All our staff use RITA. It is used daily both with individuals and also in Group sessions.

Laminating the Collages of the individual and using them as placemats has worked brilliantly. **A triumph!**

Overall RITA has helped significantly in calming challenging behaviours, promoting independence and the use of meaningful activities, all of which improve the mood and well being of all our residents at Wordsley Hall.

53% Reduction in Falls
Better Quality 1 – 1s and more meaningful
Reduces Risks in groups
Reduced Falls Risk as keeps people stimulated

Scenario: Resident has Parkinson's Disease and is uncommunicative. He only answers Yes or No.

Action: We the RITA system to him and played music as a means of engagement.

Outcome: On playing Elvis he started to sing along. He does this every time. It clearly lifts his mood and makes him feel happier.

Scenario: Resident did not participate or engage

Outcome: Introduced to RITA, which she now loves and asks for it regularly. **Outcome:** We have built a life collage for her. We know much more about her. Conversations are now much more meaningful with everyone and her care is now person centred from everyone.

Summary: RITA has been accessed by all 41 residents on a day to day basis. It has lifted mood, been a platform for person centred care, eased agitation and distress plus created improved resident and carer working.

This is a fantastic resource and we do not know what we would do without it now.

Rosewood Care Home

We have found RITA to be a great resource to help us reduce the risk of falls.

Jackie Taylor – Manager - Wordsley Hall