

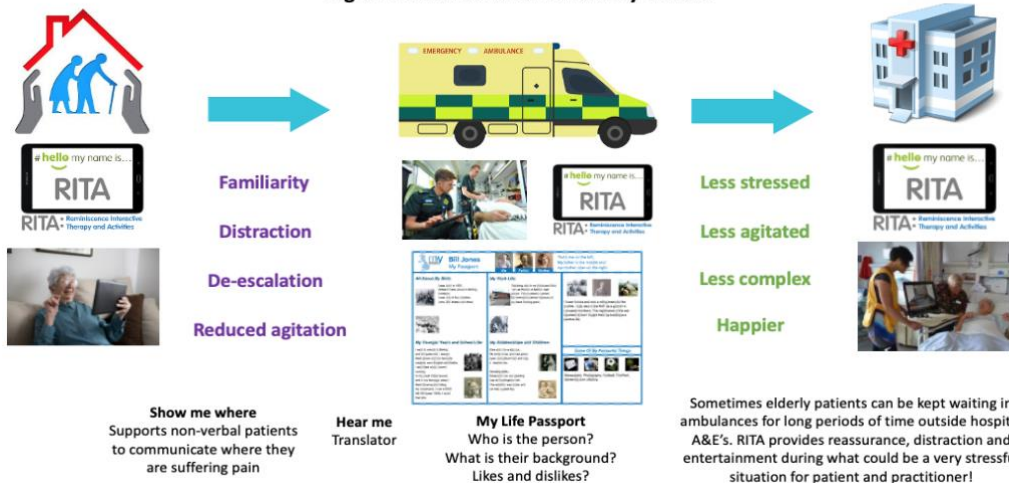
Welsh Ambulance Service are using RITA as an appropriate distraction mechanism and therapeutic intervention for more complex individuals when travelling to hospital. There is significant value in ensuring that patients arrive at hospital calmer and less agitated. The feedback received so far has been very encouraging.

It is well documented that complex service users who are admitted into hospital (electively or non-electively), arrive very anxious and distressed. In many cases they can be aggressive and non-compliant, which can frequently lead to unwarranted admissions, particularly from A&E. More complex patients such as those living with Dementia are prone to long stays in hospital and safeguarding incidents, which can then lead to delayed transfers of care.

Used RITA for the first time with a lady with mixed dementia. Took a lot of Entonox to move her initially, but once on the ambulance I gave her the tablet with a 360° Coral reef, which distracted her wonderfully all the way to hospital - she was holding the gas nozzle but never used it. She didn't click with any of the other apps but kept going back to the underwater stuff. The staff members feedback on this experience - "So a really positive first experience with it. It was amazing to see the difference in her, was really impressed."
Was on a vehicle today with a male patient aged 95, I started using RITA but he kept handing it back to me saying "no thank you", I spoke with his daughter in law and she said he liked hymns so was able to find the link and although he didn't want anything to do with RITA he listened to the music and this did have a calming influence on him which was nice to see.
Used the tablet with a patient who hadn't been diagnosed with dementia but was experiencing memory problems. Sat with patient for over 5 hours on the ambulance and he thoroughly enjoyed playing the games and listening to the music which brought back good memories and allowed him to sing along as he remembered most of the words. During these long handover delays we are encountering at A&E it really helped the patient and made the time pass quicker.
We were caring for a lady who had Alzheimer's today, 91 years of age who was waiting outside hospital. She loved the tablet, listening to the music and humming along, she also enjoyed the movie clips. She was becoming restless whilst waiting but once we started using the tablet her mood settled.
Used it with a patient and looked at clips and music from yesterday year.... Whether this reduced anxiety or not, it is hard to tell – but one thing for sure it sure was nicer than sitting with no entertainment in the back of the ambulance with a long delay.

The RITA Integrated Care Pathway:

Digital Person Centred Continuity of care



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