

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.

<b>What was the reason for using RITA?</b>
To help entertain the patient and keep them calm on the long journey to hospital
<b>What content did you use in RITA?</b>
I used music, genres and regional Welsh music. Quizzes and games
<b>How did RITA help in this situation?</b>
The Patient stopped fighting and trying to get off the stretcher. Patient let us do a set of observations, would not let us get near her before.
<b>Other comments</b>
I have found the tablet a great tool to use, not just with dementia patients but especially with children too. It is a long way to the hospital, and they get distracted with the tablet. Allowing us to do observations and keep them safe on the stretcher.

<b>What was the reason for using RITA?</b>
An 87yr old gentleman in the later stages of vascular dementia who had been in the ambulance service care for over 10 hours whilst waiting outside hospital due to handover delays and whose care had been passed between different crews. His language was limited and when we took over his care he was extremely restless and constantly trying to mobilise even though he had limited mobility. We used the RITA tablet to skip through the different genres of music and we found that the sound of music soundtrack helped him relax a little bit. He sat back down on the stretcher and seemed comforted. When he family arrived and we were discussing what movies or music their father enjoyed they said that he enjoyed musicals including the soundtrack we had played.
<b>What content did you use in RITA?</b>
Music
<b>How did RITA help in this situation?</b>
Stopped being restless and stopped repetitive behaviour

*"I have found the tablet a great tool to use, not just with dementia patients but especially with children too. It is a long way to the hospital, and they get distracted with the tablet. Allowing us to do observations and keep them safe on the stretcher."*

<b>What was the reason for using RITA?</b>
As distraction and to enable interaction with a scared child with a serious medical condition. He was difficult to assess due to being very flat and non-verbal. His mother told me her son was very into his football, so I brought up the football game and challenged him to a goal scoring competition. He immediately brightened up, enabling me to gain his trust and meant we were able to carry out a far more detailed assessment. It also distracted him through the journey, including from the vehicle sirens and lights. As a result, we were able to provide a far more accurate assessment and background to the receiving hospital, improving his outlook and care from immediate arrival. And he said he will always remember beating me at football!
<b>What content did you use in RITA?</b>
Games
<b>How did RITA help in this situation?</b>
Interaction, trust and distraction.

<b>What was the reason for using RITA?</b>
To lessen the distress for patients with dementia waiting long hours waiting to get into the Emergency Department.
<b>What content did you use in RITA?</b>
Music & sensory
<b>How did RITA help in this situation?</b>
Patients become more responsive, brings back memories, makes them smile, and also calms them down.

<b>What was the reason for using RITA?</b>
Patient living with Dementia waiting for admission to hospital in the back of an ambulance
<b>What content did you use in RITA?</b>
Classical music and music from musicals
<b>How did RITA help in this situation?</b>
The music reduced the patient's anxiety, they were able to sing and hum along to the music. It reduced the amount of repetitive questioning about where the patient was going. The result was that the patient was calm when eventually admitted to hospital.
<b>Other comments</b>
An excellent resource for use with patients facing long waits outside hospital to help pass the time and also help reduce anxiety and agitation

*"An excellent resource for use with patients facing long waits outside hospital to help pass the time and also help reduce anxiety and agitation."*