

## Summary findings shared with Management Team, Falls Steering Group, Dementia Steering Group and Integrated Commissioning Executive.

- During the last six months, we have been able to retain five named residents on a standard rate of care, resulting in a saving of £165K per annum. This has been significant in reducing delayed transfer of care.
- We have been able to integrate and settle residents with complex and challenging behaviours, reducing costs of £20K plus.
- We have been able to support care homes with avoidable re-admissions to hospital.
- We have been able to reduce falls significantly in all settings, with two particular homes reducing their falls by 53% and 66%.
- Less hospital admissions have been reported.
- Less safeguarding issues to police, meaning less multi-agency involvement.
- RITA has been built into care plans of 'at risk' patients, so it has an impact as part of the wider strategic plan.
- Introducing RITA at meal times has created more interest and helped with better eating habits; improving nutrition and hydration.
- Improved quality 1-1s and less 1-1 care required as environments are calmer.
- Feedback is extremely positive from managers and staff as RITA offers equal opportunities. 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 and 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 and mood and well-being 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](http://www.myimprovementnetwork.com)**



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

### Collaborative work with local council and NHS hospitals

Significant issues facing NHS Hospitals are delayed discharge and avoidable re-admission of the elderly from the care home setting.

*Supporting the care homes with RITA has;*

- **Reduced hospital admissions.**
- **Helped to support residents with complex needs on high-care packages and reduce down to standard rates.**
- **Created a calmer environment, plus improved quality of life and well-being.**
- **Reduced resident-on-resident incidents involving multi-agencies.**
- **Reduced falls.**
- **Reduced enhanced-care needs.**

**Next Steps – Extend Project RITA across the wider community.**



**Marie Spittal**  
Head of Service - Access and Prevention - Adult Social Care



**Matt Bowsher**  
Director Adult Social Care  
Dudley MBC



#### 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

T: 0800 103 2900 • E: [sales@myimprovementnetwork.com](mailto:sales@myimprovementnetwork.com) • W: [myimprovementnetwork.com](http://myimprovementnetwork.com)



**RITA technology was installed in 11 residential/nursing homes and two dementia gateway centres where the effectiveness of '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 eight sessions per week as part of their cognitive therapy.

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

**Management have described RITA as a 'godsend'!**

**Scenario:** Two very challenging residents were admitted. Historically, the behaviours of both residents would have meant notice would be given 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 would have meant an additional cost of £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 five 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



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 rate of 66% in falls and a reduction in hospital admissions.

**RITA helped us do this!**

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

**Action:** When he was anxious and agitated his carer introduced the RITA system. He was played music and encouraged to sing along.

**Outcome:** He became much calmer and more settled because he had the support of RITA straight away. Not only did this help the gentleman, it also encouraged other patients to join in too. The gentleman is at a 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.

## New Bradley Hall



New Bradley Hall is a brand new 66 bed residential care facility located in Kingswinford.

An elderly female was recently moved out of Borough and away from her family to a specialist residential care facility, following her discharge from hospital. The costs of the specialist facility were considerable and were not regarded as a suitable solution by either the individual herself or the family. The resident's daughter pioneered with her local authority to find an alternative placement with supported care in the form of RITA, a therapeutic digital reminiscence unit at New Bradley Hall.

**As well as aiding and supporting the move, the financial merits have been significant.**

**Scenario:** Five residents with complex needs. **Action:** We were able to accept these residents at the standard rate, where previously they would have been on a significantly higher rate, due to these needs and additional care requirements. This was a result of the support of RITA.

**Outcome:** Resultant savings: £165,000!

**Safeguarding issues:** Reported to police.

**Action:** Introduction of RITA as a means of calming, distracting & supporting residents.

**Outcome:** Drastically reduced incidents reported to police as safeguarding issues.

**Scenario:** Patient who was isolated, bored and agitated.

**Action:** Introduced the football part of the RITA system as he's a keen Aston Villa fan.

**Outcome:** It reduced his isolation and made him more sociable. It was a trigger for conversation with other residents.

**General:** Staff settle in faster and more effectively plus a massive improvement on mood and wellbeing of all residents.

## Woodview House



Woodview House is a specialist care home that is suitable for a wide range of personal care and rehabilitation needs.

Staff at Woodview House often found that residents were isolated due to their behaviours, and often needed something to stimulate and calm them, whilst providing meaningful activities.

The feedback from the manager and staff at Woodview has been extremely positive and has afforded huge staff engagement with RITA, overall proving to be very effective.

**We have been able to reduce medication (sleeping pills) as we have used RITA as a tool to calm and reduce agitation, which helps aid restful sleep. We have also reduced hospital admissions.**

**Scenario:** Isolated resident felt lonely and missed her husband

**Action:** We used the Life Story part of RITA, allowing her to look at videos and photographs of her husband.

**Outcome:** This comforted, calmed and supported her when her husband was not there.

**Scenario:** Bored residents reluctant to engage in activities, becoming insular.

**Action:** RITA introduced and used for daily 'sing-a-long' sessions.

**Outcome:** Brought people out of their shells, allowing them to engage in social sessions and become part of group activities.

**General:** RITA was introduced for many scenarios that can tailor meaningful interactions and enable staff to support people more appropriately.

**Outcome:** Positive in resolving escalations, managing behaviours and improving well-being and quality of life. Has allowed some residents to be taken out of the home and into town. **RITA promotes teamwork!**

**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