

Tees Esk & Wear Valleys NHS Foundation Trust

The Challenge

Springwood is a complex needs unit which provide 14 beds and one being a high dependency suite for 24 hour care. Typically we accommodate people over age of 65yrs who come to us with complex needs. The challenges we face are difficulty in communication, lack of stimulation/meaningful activity, increased wandering, poor sleep hygiene, lack of understanding, difficulty with social interaction. Increased aggression and difficulty in social interaction.

The Solution

We introduced the units onto the ward and the results were immediate.

“In the Wards for older people’s service, specifically on Springwood and Rowan Lea, they were using specialist computer programmes provided by My Improvement Network to enable staff to interact with people with memory problems in a positive way.”

CQC Report 2015 under heading of Good Practice

The Solution

We have been able to build a rapport with our patients and learn about patients and their needs. This has been especially useful when Agency Staff are on shift as they have been able to use the individual’s collage to learn more about them and tailor their care with a person-centred platform. It has allowed the engagement of personal care relevant to that person’s life and interests. To reminisce with them and understand what is important in their life. The information can follow them after discharge ensuring a smooth transition into other environments.

It has been immensely powerful in reducing agitation, boredom and facilitating meaningful activity. Linked to the OT intervention plans.

It was initially thought that it may be difficult to explain how to use a ‘touch screen’ tablet to someone with severe dementia who has been brought up in a generation where technology was not familiar. However, it was very simple and straightforward and the patients loved it.

It is a very easy access tool to use, it allows staff to quickly use this resource to immediately engage with patients when often, there may be limited staff resource to start activities. It has been powerful in engaging with the patients, reducing agitation and anxiety which has been particular useful when trying to deliver their personal care.

OUTCOME

The overall success we have had at Springwood has led to other wards within the Trust purchasing these units.