

Avon & Wiltshire Mental Health Partnership NHS Trust

Victoria Centre Hodson and Liddington Wards

The Challenge

To provide purposeful activity as a means of de-stressing both patients and staff.

The Solution

A new digital software package that is changing life on the wards for service users and staff alike!

If you visit our wards now, you will see something very different. ...A regular thrum of conversation, a chorus of sing-alongs and lots of smiles. It's all down to the new My Improvement Network technology that contains a huge range of music, video clips, photographs, old news reels, radio and TV shows.

Patients seem to enjoy this package, especially the bingo, sing-a-long and quizzes. It really boosts their memory. It also seems to de-stress the patient as their face lights up with smiles when using the system, but also improves the staff morale as they find new ways of initiating responses and conversation with the person. The technology is a medium to elicit discussion which was often difficult previously.

The technology is used to spark recognition of the patient which then stimulates conversation between the service user and the staff. Both wards are now using the software regularly for reminiscence time to build up an electronic 'This is me' for each patient, as well as for creative art, games and group sing-a-longs!



The Solution

All this is accessed via a touch screen TV on a mobile desk. It is perfect for the elderly who are quite often visually impaired, so it removes any barriers around accessibility for them. Because of its portability, it can be taken anywhere and wherever it is needed. It is a great way of interacting with patients who normally would not want to interact and also helps us reflect on their lives and provide real person-centred care. A typical example was where one service user used the technology to watch various old football matches dating back to 1975. The Service User also suffered with memory issues and cognitive impairment. However, when watching the football matches, he was able to recall various player's names, positions and what trophies they won and the titles of the trophies. He was also able to recall where they won certain titles and trophies. He went on to tell us when the football matches were first aired live on TV. Reliving his memories clearly gave him immense pleasure and helped us get to know him as a person. It really is a very valuable tool that is rewarding all round.

