

RITA contributes to Abbey Lodge Residential Care Home coming out of special measures



“The team at Abbey Lodge have had a difficult 6 months; I became manager 8 months ago and shortly after that the home was placed into special measures following an inspection before my appointment. I am pleased to say that from this week we are no longer in special measures and I want to shout it from the roof tops! RITA has played a key part by increasing the activity for the residents and allowing us to deal with difficult situations more effectively. Thank you for your support!”

Mark Casey - Manager

Scenario	Action	Outcome
We use RITA for several reasons daily. Our residents have a diagnosis of Dementia, so we use RITA to assist us to manage their agitation and also as tool to complete activities. Our residents love to sing and play quizzes, they also get some relaxation out of listening to music	Quiz, reminiscence, music and films	<p>We have found out what music and films they are interested in and what they used to like to watch on TV. This content stimulated residents to talk about their past life.</p> <p>We witnessed residents relaxing, reducing agitation and anxiety.</p> <p>RITA improved the mood of the resident and stimulated engagement. It noticeably increased what was previously a low concentration span which is common for those living with Dementia and improved interaction with staff.</p> <p>Increased engagement and interaction with each other and staff and reduced isolation by motivating the residents to participate.</p>

Managers Feedback

Question	Answer
Is RITA being used with individuals, in group sessions or both?	My staff use RITA for both group and individual sessions. Group sessions: Quizzes/singalongs/reminiscences Individual: One to one reminiscence Watching films / authentic films (Punjab) Reduce anxiety
Has RITA improved your resident's mood and wellbeing?	It lifts the mood in our daily living at Abbey Lodge. Sing-a-longs (but not if the Manager is singing) they love and quizzes.
Has RITA helped to reduce falls?	Yes, we have only had 2 falls in the past few months.
Has RITA helped reduce resident on resident incidents?	We have had no resident-on-resident incidents at all.
Has there been a reduction in 1-1 needs?	We have had zero one-to-one needs.
Has 1-1 support become more meaningful and improved	We have no need for one-to-one at present.
Does RITA help to calm agitated or distressed residents?	We have several residents who suffer with anxiety. RITA allows us to manage this better with redirection tactics by using the residents likes such as putting films on that they like to watch and playing music they are interested in. This offers relaxation while staff are completing their tasks before activities of the day takes place in the lounge. We use films in Punjabi to reduce one lady shouting out. She loves to watch movies in Punjabi.
Has there been a reduction in sundowning?	We have definitely seen a reduction in sun downing incidents.
Has there been an improvement in nutrition and hydration?	Resident's diet and fluids are always a concern but they are pretty stable at the minute.
Were there any occasions where RITA made a notable difference to a challenging situation?	We have had occasions where we have used RITA to calm residents down when they have become agitated because other residents are having visits from family whilst they are not.
Has RITA helped you reduce your 3-1, 2-1 & 1-1 Care?	Yes, it has reduced incidents of falls, reduced the number of hours that staff are having to deal with anxious residents and we are presently not having any one-to-one incidents. There have been no altercations between residents and it has allowed us to increase the amount of activities we can do with the residents.

