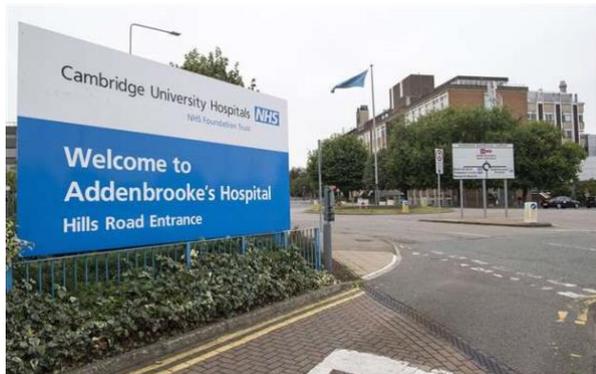


## Addenbrooke's Hospital - Falls Prevention Project - Ward G6



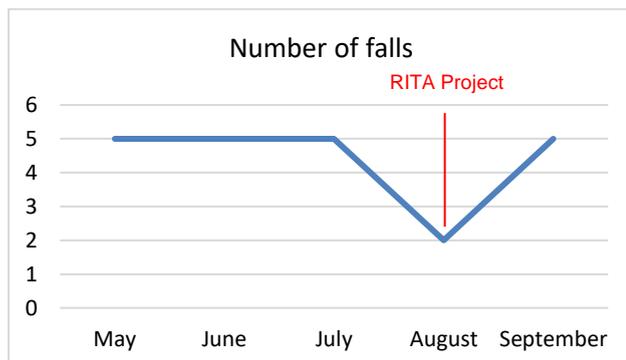
Ward G6 at Addenbrooke's Hospital cares for people with a wide variety of medical conditions who require admission to an acute hospital. The ward environment has been specially developed to cater better for people with delirium and dementia.

The recent acquisition of three RITA Reminiscence Interactive Therapy/Activity systems has enabled the ward to reduce falls and reduce 1-1 support. One particular patient benefitted from the person-centred content, as she no longer puts herself on the floor, which had been a regular occurrence.

The ward used RITA for an average of 12 hours per day.

### Falls Reduction of 60%

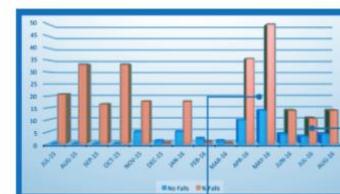
In August 2020 Ward G6 at Addenbrooke's Hospital initiated a falls prevention project in which RITA was applied as a tool to support the initiative. On average ward G6 had been experiencing 5 falls a month in the months leading up to August which was the month in which RITA was deployed on the ward. The result of applying RITA in this setting saw a 60% reduction in falls in the month of August. Whilst this is very powerful evidence on its own, what is far more compelling is the result of RITA being removed from the ward in the month of September. As you can see from graph below, falls went straight back up.



Ward G6 Falls stats May – September 2020

This result on its own could be viewed as an anomaly. However, this is not the first time we have seen this happen. A few years ago, a similar project was undertaken with the Albert Ward at Imperial College Healthcare NHS Trust.

The result of that project is set out to the right:



System not available — Falls reduced by 49% when unit back in service

Albert Ward	24 Patient Capacity	%	Comments
Jul 2015	5 Falls	20.8	
Aug 2015	8 Falls	33.3	
Sept 2015	4 Falls	16.6	
Oct 2015	8 Falls	33.3	
Nov 2015	5 Falls	17.8	Technology Introduced
Dec 2015	1 Falls	0.35	
Jan 2016	5 Falls	17.8	
Feb 2016	2 Falls	0.71	
Mar 2016	1 Falls	0.35	
Apr 2016	10 Falls	35.7	Technology not available for 3 weeks
May 2016	14 Falls	50.0	Technology not available
Jun 2016	4 Falls	14.0	Technology re-introduced
Jul 2016	3 Falls	10.7	
Aug 2016	4 Falls	14.0	

  
Imperial College Healthcare  
NHS Trust

## Patient and staff experience:

*"We have used RITA to play Bingo with a group of four patients in C bay. They really loved being together round a table and to have something to concentrate on. They also enjoyed chatting together. We used biscuits from the Ward drinks trolley as prizes. Great fun had by all!"* **Melanie - RN**

*"RITA has been of benefit to most of the patients. On one occasion, 4 patients (one of which is on 1-1 special observation and the others cohorted) were sitting at the table and watching an action film. Most of them were engrossed and enjoying the film. We observed afterwards that they were wandering less.*

*Additionally, it also has been a good companion for patients who do not sleep well at night. We would play soft blues or relaxation music and it made them doze a little bit and feel less anxious of the fact that they have not had a good night sleep.*

*Lastly, there have been occasions where we have played relaxation music continuously for end of life patients. Family have since expressed their gratitude because it lessened the feeling of grief and the anxiety that their parent's life was coming to an end."* **Pamela – Deputy Sister**

*"Dora is an 85-year-old lady with a diagnosis of Alzheimer's Dementia. On admission, she was very confused and agitated; walking constantly, she had intentionally sat herself on the floor on several occasions and there were multiple episodes of physical aggression.*

*Initially Dora required 1:1 support due to her aggressive behaviour, falls risk and risk of absconding. Dora had no next of kin and had been living at home prior to admission; therefore, the staff were unable to gain any information as to what was important to Dora and would help to calm her when agitated.*

*The staff started to use RITA with Dora; it was trial and error at first, not knowing what Dora liked or disliked, but staff soon realised that DORA liked to look at the fish in the aquarium while listening to soft relaxing music.*

***Within a few days of using RITA, Dora became calmer: there were no more aggressive episodes or episodes of her intentionally putting herself on the floor. Within a week of starting to use RITA Dora was taken off 1:1 nursing.***

*The staff on the ward feel that the use of RITA for patients with cognitive impairment has a positive impact on their behaviour and will help to reduce the number of falls and the need for 1:1. The staff on the ward would highly recommend the use of RITA on all wards.* **Sudha – Ward manager**

*"Using RITA for some patients can be effective. Most patients who are confused can become more settled if RITA is used appropriately to suit the patient's likes.*

*For instance, we put on a movie and played music for a lady who kept getting upset in the afternoons. I was unable to console her at first. Finding out what type of music she liked helped, it also gave me more information about her, we talked about what she did when she was younger for a job and that she had seen the musician we were listening to live. I was then able to transfer this information onto the 'What is Important to Me' poster for other colleagues to use, which may help them at another time to settle her. This lady told me she was missing her sister, they used to sing together."*

*"Admission to Hospital results in a significant change of environment and routine for a person with cognitive impairment and this can lead to negative behaviours as the attempt to gain control over these changes. Falls in hospital among patients who have cognitive impairment are generally linked to these negative behaviours: agitation, aggression, poor sleep patterns, poor oral intake etc. Providing some level of comfort and familiarity through the use of RITA can not only introduce some level of normality but also give back a level of control: they can choose the music they like, the films or TV programmes they remember or play games that are familiar. By allowing patients to feel more settled and in control in the hospital environment then negative behaviour is reduced and this in turn leads to a reduction in falls."*

**Debra Quartermaine - Falls Prevention Coordinator**

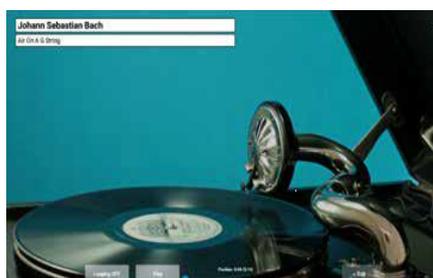


Shouting patient suddenly became agitated, shouting about going home	Accessed the Puzzles	Patient stopped shouting and enjoyed doing all the puzzles
Patient on EOL care was agitated	Played relaxation music with a visual	Patient became calmer and more settled
Other EOL patients	Listened to relaxation music with the turtle and with kittens on screen	Patients became settled and fell asleep
Patients on 'Red Special' getting out of bed and wandering, at risk of falling	Played music and films	Patients became more relaxed and calmer, or fell asleep listening to the music.
A patient receiving personal care was getting angry, getting out of bed	Played relaxation music	Patient stayed in bed and became less aggressive
Patient was confused, asking to go to the cinema	Played a film	Patient much happier and more settled
Patients on Red and Amber who were generally anxious, agitated, restless, sometimes in and out of bed constantly	Played relaxation music, films or other music	Patients became more settled, and talked about the music, or slept. Patients also started singing together.
Patient was pulling out cannula	Played relaxation music	Patient became settled

Scenario	Action	Outcome
Bay was getting animate as people were bored and restless	Classical music was played	This calmed the environment
Patient wanting to go home to see his dad, wandering in and out of the toilet	Played a film	Patient had a cup of tea and was talking to another patient
Patient could not sleep, kept getting out of bed	Played relaxation music	Patient became calm, stopped wandering, fell asleep, stayed asleep all night
Unsettled patient refusing food and medication	Played relaxation music	Patient became settled, had a drink of juice, medication and fell asleep.

*“People living with dementia may struggle to process what is happening to them whilst in hospital, in a strange environment, especially during Covid-19. Seeing photographs, movies and hearing music that is familiar to them will promote positive feelings and memories. These help patients engage in tasks and be cognitively stimulated as well as diffusing situations and providing a calming place. RITA can enhance care delivered by Healthcare Professionals and improve well-being for all. The staff on G6 have demonstrated the variety of activities RITA offers and how this easy to use tool, can reduce falls, improve 1:1 interaction and sleep cycle and dignity for patients in end of life care.”*

**Jacqueline Young - Dementia Specialist Nurse**



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