



## Beech House Care Home

### *“RITA has been a great asset to the home”*

Question	Feedback
Is RITA being used with individuals, in group sessions or both?	We are currently using both RITA systems for group and individual sessions. We have used the main RITA system in the lounge and bedroom areas for exercise, music, games and reminiscence. Our ladies and gents absolutely love the whack-a-mole game and the reminiscence pictures/videos.
Has RITA improved your resident's mood and wellbeing?	RITA has worked brilliantly with a few of our residents with advanced Dementia, the activities, music and other apps have enabled them to be more involved in activities and we have seen a decrease in agitation and RITA is very useful in situations that may need de-escalating.
Has RITA helped to reduce falls?	Yes – RITA has reduced falls with some of our residents, RITA enables them to have a focus on an alternative to wandering with purpose. Stimulation is more effective and our ladies and gents are more inclined to use the RITA system before times of agitation.
Has RITA helped reduce resident on resident incidents?	Yes – we rarely have resident incidents but with two ladies in question, these have reduced slightly due to more time being spent during activity sessions or one to one sessions with RITA.
Has there been a reduction in 1-1 needs?	One to one support has decreased as our residents are able to use the easy-to-use system with minimal input from staff, there are residents that need full support but on the whole this has decreased.
Has 1-1 support become more meaningful and improved	RITA has enabled more meaningful activities to be deployed across the home with our residents, they are able to choose what activities they wish to do or look at and this creates conversation points where staff are learning more detail about resident's lives. RITA has been very useful for several end-of-life care residents we have had recently, the soothing music and being able to select preferred music has been a great asset and our relatives have also enjoyed this.
Does RITA help to calm agitated or distressed residents?	RITA has worked to keep one of our ladies in a calmer mood on several occasions, when staff note a change in behaviour (particularly early evening) the RITA system is already in place and is being used by the resident. This is also used at times where she may be tearful or anxious, her usual go-to apps are the old television programmes which have an amazing effect on her mental wellbeing at the time.
Has there been a reduction in sundowning?	There has been a reduction in sundowning, mainly because the RITA systems are being used more or less every day, residents are spending time on these and this is enabling them to focus on the activity rather than looking for loved ones or worrying about getting home.
Are there any associated cost savings through the use of RITA?	We have continued with our current staffing numbers in place, I would say it has enabled staff to be more productive as the system encourages residents to be more involved in activities.
Were there any occasions where RITA made a notable difference to a challenging situation?	<p>We have one lady that can get very anxious within a short space of time, this anxiousness can usually result in an act of aggression, verbal aggression or wandering with purpose to an excessive manner.</p> <p>RITA has 'are you being served' and this is one thing that can encourage her to become calm and less anxious, usually it was just myself that she would respond to but now she is more open to other staff if they have the RITA system with them. The RITA system can aid the lady to calm down in a matter of minutes, usually if she sees the system this can change her mindset almost immediately and she has been known to say “she likes the tv thing &amp; we are going to have some fun now)</p>

*“Overall, RITA has been a great asset to the home and has proved invaluable with some ladies and gents, this in regard to behaviour, mood and has stimulated conversation from residents that are usually quite reserved.”*

**Alan Hickson – Registered Manager**