

## Chapel Lodge Nursing Home



Chapel Lodge is a purpose-built property in the heart of Chapeltown that provides high quality and compassionate care.

As a team we are suitably trained to support the unique needs of our residents and are committed to delivering person-centred care via a tailored plan.

### Qualitative anecdotal feedback

Resident A	
What was the main reason for using RITA?	We have a service user who can become fixated. She resists sitting down for meals and will battle staff who try to assist with personal hygiene.
Have you learnt anything new about your resident?	Yes! She was previously an English teacher, so she has a strong interest in the English language and poems. She enjoys learning about nature and animals. This resident also likes listening to music.
What content did you use within RITA?	Music & photographs
How did the resident respond?	Positively. She really took an interest to the content within RITA. The music, especially, made her blissfully reminisce about her days when she used to dance.
Did the activity reduce agitation or positively stimulate the residents?	Reduced agitation & anxiety. The resident will start to sing-along to the music when RITA is playing.
How has RITA helped to meet the resident's needs?	RITA permits her to be less fixated and agitated. This then allows the staff to be able to assist with personal care without it being a destructive experience.  The resident is then in high spirits which means she can go on outings/days out with her family in a much more upbeat frame of mind and enjoy her day.

## Managers Feedback

Is RITA used with individuals in group sessions, 1-1's or both?	RITA is mainly used for individual 1-1 support.
Has RITA improved your residents and family's mood and wellbeing?	Using RITA has enabled us to: <ul style="list-style-type: none"> <li>• Positively distract residents.</li> <li>• Involve service users in more socially constructive activities.</li> <li>• Entertain the residents and create a happy, fun space.</li> </ul>
Has RITA helped resident on resident incidents?	RITA has helped de-escalate potential, negative scenarios between residents.
Has there been a reduction on 1-1 needs?	Yes
Has 1-1 support become more meaningful and improved?	Yes
Does RITA help to calm agitated or distressed residents?	RITA allows the residents to focus on something constructive and direct their minds on meaningful activities.
Has there been a reduction in Sundowning?	Yes
Has there been an improvement in nutrition and hydration?	Yes, one particular resident is now eating her meals with other residents. Introducing RITA before meal times places the residents frame of mind in a happier and more relaxed state. Therefore, she is now more willing to socialise with others during meals which not only promotes improved nutrition; it also develops the social and mental emotional state.
Are there any associated cost savings when using RITA?	We have some residents who can become challenging with their mood and tempers. Before now, we have brought in extra staff during these times when we know there will be escalated periods where a resident can become unsettled. With the introduction of RITA, we have discovered alternative ways of calming the residents in order to sooth those trigger points. Therefore, we don't need to cover the additional cost of bring in extra staff to help.
Were there any occasions where RITA made a notable difference to a challenging situation?	We have one resident who became fixated and having visions of someone, who wasn't in the room. This led to anxious thoughts which then lead to the resident becoming incontinent. We struggled to shower the resident due to her confused state of mind. We made use of RITA in our sensory room to constructively engage the resident and direct her attention away from her visions.  RITA helped switch the resident's mindset and we were able to shower her without it being an upsetting experience.
Has RITA helped you reduce your 3-1/2-1/1-1 care?	We no longer have to bring in extra staff members for residents who become challenging and fixated.

