

The Coach House Care Home in Wolverhampton digitally enhances quality of life and wellbeing with RITA



The Coach House is a 66 bedded mental health nursing home providing care and assessment of needs for adults with mental health disorders and dementia. The facility also offers a step-down placement for people that no longer need hospital care but are not yet ready to return home.

Care staff are a dedicated group and actively involve themselves in the daily living skills and social aspects of the service users lives. Trained staff work closely with individuals to develop plans of care, by working hand in hand with service users enables future focused care and opportunities for people to maintain existing interests and hobbies and develop new ones.

The Coach House offers unique support packages tailored to individual needs and aspirations by working closely with the service user, their family and friends.

Following a generous investment by Wolverhampton City Council and Wolverhampton CCG, the Coach house were one of over 68 care homes in Wolverhampton to receive RITA technology.

This case study has been produced just one month in to using RITA and the outcomes and feedback clearly demonstrates how much of a difference RITA has made at the home.

RITA has already contributed to a reduction in falls, safeguarding incidents, increases in nutrition and hydration rates and improved overall quality of life and wellbeing of residents and staff.



“We have a resident who is at risk of falls, and it has been very useful for them, and has helped us manage our overall falls risks, and we believe it has reduced our falls already.”

“RITA stops incidents from escalating.”

“It promotes conversation and meaningful activity.”

“It helps with hydration and nutritional rates as it makes times for refreshments during interactions.”

“RITA has supplemented activities that we would normally have to pay for.”

“RITA has improved our resident’s mood and mental state which has improved the 1-1 support we have been able to provide.”

“We have seen a reduction in incidents of sundowning with our residents as they are calmer with the content we use on RITA.”

Carers Feedback

Scenario	Action	Outcome
We were keen to see residents with limited communication capability participate in activities	Reminiscence and Reality Orientation	<p>We were able to establish what residents like</p> <p>We observed laughter and lots of smiles</p> <p>Helped residents to engage with activities</p> <p>Helped to stimulate all of the residents</p>
We have a unit for residents with challenging behaviour	Bubble burst and whack a mole	<p>It allowed myself and other staff to find out their likes and dislikes</p> <p>Residents appeared to relax and engage in the game. Even residents who have a short attention span.</p> <p>It has helped residents to engage more and socialise.</p> <p>It helped to reduce agitation and it was good to see a difference in their behaviour.</p>
Resident appeared agitated and was pacing around the unit	The aquarium	<p>The resident sat calmly on the RITA tablet and began to create their own aquarium.</p> <p>It reduced their agitation and positively stimulated the resident.</p> <p>Overall, it calmed the resident and reduced the tension.</p>
Resident had not engaged in any other activity offered to them that day	Old football matches in reminiscence and the penalty kick game	<p>They spoke about their favourite football team and when they used to play football when they were younger.</p> <p>They positively engaged with the content and began to discuss football with the staff and other residents.</p> <p>The resident was less socially isolated, and RITA helped to trigger conversation about memories and hobbies.</p> <p>Content in RITA positively stimulated the resident.</p>
Resident was anxious and repeatedly asking the same question and became agitated when they did not understand the answers	Reminiscence photos and videos and quiz time	<p>The resident talked about their childhood, his wife and how they met. He also talked about his long-time job before he retired.</p> <p>He immediately appeared less anxious and started to talk about the content he saw on the screen.</p> <p>RITA successfully triggered conversation about his past reducing anxiety and agitation.</p>
Resident was unsettled	Music - Elvis	<p>We learnt about their love for music.</p> <p>The resident started dancing.</p> <p>The resident was calm and relaxed.</p>
Resident was feeling a little anxious and shouting at fellow residents	Music, football and whack a mole	<p>We learnt about the resident's music taste, their past and likes and dislikes.</p> <p>The resident appeared calm, settled and positive whilst concentrating on the varied content.</p>

Managers Feedback

Question	Answer
Is RITA being used with individuals, in group sessions or both?	RITA is very useful for group sessions and 1-1 especially when residents are unsettled. Residents individually utilise RITA and we use in groups to promote social interaction between the residents.
Has RITA improved your resident's mood and wellbeing?	It has improved resident's mood. They are enjoying it and it is easy for them to use. Residents are distracted and their mood is elevated when involved in stimulating activities.
Has RITA helped to reduce falls?	We have residents who are at risk of falls and it is very useful for them.
Has RITA helped reduce resident on resident incidents?	It has prevented incidents because it does distract. It stops incidents from escalating.
Has there been a reduction in 1-1 needs?	Yes, we utilise RITA as a 1-1 session to reduce incidents/triggers.
Has 1-1 support become more meaningful and improved	Yes, it has improved their mood and mental state. It promotes conversation and meaningful activity.
Does RITA help to calm agitated or distressed residents?	Due to them enjoying RITA it has helped them to calm down. Yes, we had a confused resident becoming agitated and it distracted him.
Has there been a reduction in sundowning?	Yes, less incidents have occurred.
Has there been an improvement in nutrition and hydration?	RITA has helped to stabilise and improve the mental state of residents and they are eating and drinking more. It makes time for refreshments to be provided during interaction with RITA.
Are there any associated cost savings through the use of RITA?	It supplements activities which we have to pay for.
Were there any occasions where RITA made a notable difference to a challenging situation?	A patient was dry crying (which is the norm) in the evening. We took her to play with RITA and the residents mood changed almost immediately.
Has RITA helped you reduce your 3-1, 2-1 & 1-1 Care?	It reduces behaviours meaning 1-1 care is not required.

