



## Howdon Care Centre

Is part of the Four Seasons Health Care. We are based in Wallsend where staff put the health and happiness of residents at the heart of everything they do. All residents' needs matter and staff go the extra mile to ensure they are met.



We were delighted to have recently been considered for two RITA systems which are deployed across the two floors here at Howden Care to support our 87 residents within the 4 units. We have not had these very long at all, but in that short time ***we have used this for an amazing 535 hours!! It has been such a joy to have this additional support that provides us with a platform to deliver person-centred care to all our residents.***

The staff and residents absolutely love the system, they are constantly using both the large units and the Baby RITA's. The men love watching the sport and in particular the 1966 World Cup Final, which, as you might imagine sparks great conversation!

We recently had a 'coffee morning' for 'Pudsey Bear' and one of the activities staff was in the lounge with a large group of residents, which under normal circumstances would have been a real challenge for us. However, she put the Christmas music on within RITA and all the residents were singing and content. These situations are sometime difficult to contain as there is usually quite a lot of wandering, which would have been difficult to manage on her own. However, everyone remained calm and supported and the session was really successful.

Scenario	Action	Outcome
This resident falls every day, so over 30 per month.	RITA introduced as a means of settling him	He has had 1 fall in total this month. He listens to music all the time. He is constantly stimulated and has managed his falls amazingly plus he is less bored.
Resident walks a lot. High risk of falls. Average 5 falls per month.	Introduced TV clips as we discovered he loves Morecambe & Wise, Dads Army.	Since the introduction of RITA, he is much more settled and his reported falls since the introduction has been 1

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Agitated and Unsettled resident – constantly requesting to go out for a cigarette. It is a continual request.	We brought RITA to her and introduced some movies. She liked musicals, so played 2 musicals – back to back on RITA.	She is normally shouting and creates a stressful environment for everyone else. The staff have reported that they have never seen her so calm for so long. It was a great result.
This particular resident is constantly placing himself on the floor, by sliding out of the chair, because he gets bored and is seeking attention.	There have been occasions where they have had to leave him in the floor as he will just repeat this behaviour as soon as staff lift him back up into the chair. We used Baby RITA with him.	Since the introduction of this meaningful occupation and the activities, movies and music, there have been no further reported incidents. He used Baby RITA himself and loves all the content. He is quite a different person.
Particular resident has most extreme distressed reactions	TV clips, relaxation music and music generally introduced	All had the effect of calming this very distressed resident.
Two separate residents that ask to go home around 3pm to cook the family meals and look after their children.	They become extremely agitated, so we have introduced hymns and movies as a means of distracting them.	It has been a joy to be able to settle them in such a nice and comforting way. They are settled and calm. The distraction has been very effective.
Agitated Resident constantly shouting	We use Baby RITA with this resident	Visible less agitation, contented and calm
Extremely distressed resident – Reaction reports normally 1-3 per day	RITA introduced various activities considered	Nil reports since the implementation of RITA. The resident is happy and contented.

We feel that RITA has allowed us to achieve so much more and has been perfect for staff morale and job satisfaction.

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