

Llys Cadfan Care Home digitally enhances quality of life and wellbeing with RITA



Llys Cadfan is a care home owned by Gwynedd Council in North Wales. It caters for older people, in particular people living with dementia. They accommodate 28 residents who may require long stay, short stay, respite or day care.

Gwynedd Council purchased two RITA packages in late 2019 and an additional nine packages in early 2020. Soon after training took place COVID struck and the care homes were put in to lock down. RITA has played an instrumental role in supporting the most vulnerable during lock down.

This case study provides an insight into how RITA was used to enhance the lives and well-being of residents at Llys Cadfan.



In 2018 a major investment was made by Gwynedd Council in four new specialist dementia units located in communities across Gwynedd. One of these was Llys Cadfan.

Cllr Gareth Roberts, Gwynedd Council's Cabinet member responsible for adults' social services, said at the time:

"We believe that this investment in Tywyn will be good news for the wider community, as the new facility will reduce waiting lists for hospital beds, easing the pressure on local health services. It will mean that older people will have access to the services they need much closer to home."

Helen Jones, manager at Llys Cadfan, said: *"This is certainly good news for south Meirionnydd."*



Scenario	Action	Outcome
Mrs A was upset sat in the lounge and resident J was sat near looking up and very bored	Used Jigsaw, Snakes and Ladders and music	<p>The residents responded really well and were very engaged</p> <p>Mrs A calmed in mood and Resident J started to chat about other things</p> <p>RITA helped to meet the needs of the residents as it triggered conversation and was a good distraction</p> <p>Resident A's son has recorded a message and picture of him for his Mum to see whenever she needs, and this has had a really positive effect</p>
Staff member K was showing resident T what RITA can do as it was new to her and him	Football penalty game, horseracing and pig racing	<p>Resident T said it was very good and we will arrange a men's evening for all of the residents</p> <p>It was positive stimulation for Resident T as he was laughing and taking part himself – he was choosing</p> <p>RITA helped meet the needs of the resident as Resident T told me about a man he knew who gambled every day but only the money he won and he never made a profit. Had a really good conversation that wouldn't have happened without RITA intervention.</p>
Staff member K was showing Resident G how it works and what he could do on RITA	Football penalty game and horseracing	<p>Resident G told me about someone he knew who was a jockey for jump racing – Resident G knew him since he was 6 years old</p> <p>He used the penalty shoot-out game G was very positive and was able to use the activity himself</p> <p>G laughed and continued to play with RITA on his own</p> <p>G doesn't normally get involved in activities but has enjoyed this and spent a lot of time playing the penalty shoot out</p>
8 residents in the green lounge did the QUIZ	Quiz	<p>The residents reflected on what, who and how many questions between them they knew.</p> <p>The quiz was used for about an hour and a half</p> <p>They were engaged with the activity</p> <p>The session visibly helped to reduce agitation and stimulated the residents</p>
Resident R was feeling agitated so staff suggested I show him what games could be played	Whack a mole and Penalty shoot out	<p>While resident J was playing whack a mole his eye contact seemed to show that he sees via tunnel vision perhaps which hadn't been noticed before</p> <p>He really enjoyed the spot kick game, started to show great interest and new knowledge of how it worked</p> <p>Resident J became less anxious and easily encouraged to be more active and later read his books</p> <p>Resident J was visibly less anxious and more settled in the lounge</p>

Scenario	Action	Outcome
Resident M was sitting alone so a 1-1 session was suggested	Coconut shy, Movies, Jigsaw and snakes and ladders	<p>After using RITA Resident M talked about going to the circus and doing the coconut shy, so we played a game of that</p> <p>Resident M really enjoyed using RITA, she did find the touchscreen difficult as she has arthritis in her fingers but she enjoyed the jigsaw with staff doing it for her, with her telling them where to move the pieces</p> <p>Resident M was laughing and reminiscing about the Queen and Margaret Thatcher, she was very positively stimulated and enjoyed it</p> <p>Resident M was feeling very left out as with everyone else talking to other people and this really helped her to be involved and felt valued</p>
Resident was upset and wanting to go home, and was beginning to cry	Cooking videos and games including the aquarium and garden	<p>By using RITA I learnt that she used to enjoy cooking in her flat</p> <p>She didn't respond so well to the games, but she did enjoy the videos of the cooking and that got her talking</p> <p>The resident wasn't crying afterwards, she still wanted to go home, but she was a little happier and was responding better to staff</p> <p>RITA brought about a conversation which was good, about cooking and her hometown. She did still want to go home though</p>
A group activity was initiated. Using music and relaxation	Music and relaxation music	<p>We already knew that Resident G likes George Formby so we were able to use that, but resident N also enjoyed the music</p> <p>Resident G started singing instantly to George Formby. Resident N said she liked music from before she was born. We used the search to find music from the 1920's and she was humming to songs that her mum used to sing. She remembered the tunes.</p> <p>The activities positively stimulated the residents. The atmosphere of the room was very calm, happy and relaxed</p>
An activities session after breakfast for a couple of residents	Whack a mole and snakes and ladders	<p>Resident M enjoyed whack a mole and snakes and ladders</p> <p>We used multiple games</p> <p>It visibly reduced agitation in both residents. They were both calmer and it started conversations between them</p> <p>A family member also left a video message for their relative</p>

Scenario	Action	Outcome
Resident N was beginning to feel agitated and anxious	Word search and jigsaw	<p>She was willing to take part in some activities</p> <p>She was content to take part</p> <p>We saw some anxious and unsettled behaviour reduce</p> <p>It calmed Resident N for the session and a while after but she later became anxious and agitated again</p>
Resident J was sitting alone and started to become very anxious. He was taken to sit opposite RITA to part in word search game	Word search and movies	<p>Resident J likes to be challenged due to his previous career</p> <p>We used films and games during the session</p> <p>Resident J was very positive and really enjoyed the whole session</p> <p>Resident J was much chattier after the RITA session and was engaged with staff. He has really enjoyed the session and was much happier</p> <p>The RITA session reduced his anxious state of mind</p>
Mostly bedbound resident enjoys music. Staff had previously asked her son what her favourite music was as the resident was unable to convey her preferences which we found out were 50s, 60s and Jazz	Music	<p>We have learnt a lot about her favourite music</p> <p>Used the 50s, 60s and jazz music for her</p> <p>She was visibly relaxed in bed</p> <p>Reduced her agitation</p> <p>Gave the resident a nice distraction and enabled her to listen to something she liked</p> <p>We involved the son by asking about music preferences for her</p>
3 residents were anxious and unsettled, do undertook a quiz session to relax them and get some interaction	Quiz	<p>The residents knew some of the answers and lots of discussions were held to talk about the questions and answers</p> <p>The residents all took a really active part in the session and really enjoyed it</p> <p>They wanted to carry on even though it was time for their teas!</p> <p>Reduced their anxiety and helped to stimulate them all and caused lots of conversation and discussion</p>
2 residents seemed anxious and bored	Word search and photographs	<p>During the session we learnt about their past histories. Husband of one resident was in the Navy and we used RITA to talk about that which was very relevant and enjoyable</p> <p>Both of the residents were taking it in turns to find the words with a little encouragement from staff, which they really enjoyed</p> <p>The activity significantly reduced the anxiety they had been feeling and relieved the boredom</p>

Scenario	Action	Outcome
2 residents were “feeling out of sorts” and bored	Sing a long and Music	Used RITA to remember what songs they used to like from their past histories We used SING-A-LONG and Songs They both really enjoyed singing and using the words with the songs They were more content and relaxed and reduced anxiety
3 residents carried on where they had left off on a previous session of the quiz!	Quiz	Again, some answers were known and some created a discussion and all were involved in the ‘chat’ The residents were again very chatty about the quiz All joined in and took an active part with good interaction was had by all Helped to reduce isolation and got them chatting
Resident was bored and picking at her fingers	Past Times photographs and QUIZ	Learned that she had wanted to travel when she was younger but couldn’t afford it because if Dad didn’t work then he didn’t get paid so couldn’t go on holiday The resident was very chatty, laughing and making jokes She joined in straight away, making conversation with other residents and they joined in with the quiz. The residents all carried on chatting afterwards. The session had enabled the residents to talk with each other and lifted the mood of everyone

