

New Bradley Hall in Dudley showcase how RITA has been an integral part of life during the COVID-19 Pandemic



New Bradley Hall is a purpose built, dementia friendly home, offering the highest quality of residential care in a stylish and homely environment.

The home provides 66 en-suite rooms across three floors, all furnished to the highest standard. There are a range of lounges and quiet rooms, so that individuals are able to enjoy a varied lifestyle. Within the home there is also a purpose-built cinema room, on-site hairdressing facilities and a café area. Our aim is to provide the right care, tailored to meet residents' individual needs and preferences. We want to support residents to maximise their independence.

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

This Case Study reflects how RITA has been an integral part of life during the COVID-19 Pandemic.

New Bradley Hall operates a RITA system on each floor of the building. RITA has become a part of the furniture, now more than ever, during the challenging COVID-19 pandemic.

Isolation RITA is very well used in the communal areas and everyone gains from the positive social interaction it provides. Unfortunately, there was one lady who was required to self-isolate in her bedroom, removing her away from the group. This caused the resident great sadness as she is one of the really social people within the group and she thrives on the people around her. Luckily, Baby RITA was able to come to her aid to provide stimulation and keep her occupied. Had it not been for Baby RITA, the bigger emotional isolation that this resident would have endured would have been shattering to her mental health.

Night Walkers There have been instances where residents become awake in the night and walk with purpose. RITA is introduced to quickly ease agitation and settle the residents. This is a great tool at these times of the night as you want to swiftly reduce any noise or potential risks of escalation to prevent other residents from waking up and disrupting other service users sleep/awake cycle.

“RITA has improved so many people’s lives that are connected to New Bradley Hall”

Staff Feedback:

As much as RITA benefits our service users, we also see improvements with our staff competency levels and they thank RITA for that boost.

- The activities co-ordinator doesn't always feel the most confident when delivering some of her activities. One gentleman had met the Queen during his life and the co-ordinator wanted to arrange an activity around the Royal Family to acknowledge this for him. The gentleman who met the Queen was encouraged to also get involved and assist in leading the task. The co-ordinator, with the help of RITA, searched for Royal content and they found the Queens first ever speech that was broadcast on TV. They used RITA to search for images of the Queen that they could print off and hang-up around the home. The gentleman's family also got involved and put a slide show together containing the gentleman's encounter with the Queen that they uploaded via RITA. The co-ordinator, staff and the residents were all able to enjoy this day that was thoughtfully put together with the gentleman resident leading the event.

Had it not been for RITA, then the co-ordinator wouldn't have had the confidence or knowledge to put together such a person-centred activity for her resident. And the best part to come out of the day was that the resident felt like **King for the day**.

- Another member of staff was also lacking in confidence and felt that they couldn't offer much in the way of thinking up ideas for new activities. They felt that if they don't know much about history, then they can't relate to their residents. However, by utilising RITA and searching through old TV clips and local history, they found that these would trigger conversations and memories for their residents. From these conversations, the staff were then able to easily think of activities and themed events around their residents' interests. They created their own quiz on RITA and everyone joined-in with the person-centred activity.

Staff morale is then on a high as they've unlocked their capabilities that they previously thought they didn't have the potential to achieve. Which in turn makes them feel like they're delivering a better care service to their residents.

Q What impact has RITA had during the COVID pandemic?

A *"We wouldn't have survived as well as we have without having a RITA system on all floors."*

Q What overall difference has RITA made?

A *"It's been Phenomenal! We use the RITA system so much and we learn so much from using it that it aids us to be able to deliver the best possible care to our residents."*

