



New Bradley Hall Care Home introduces person-centred Skype Station with RITA



2020 was a very tough year for the care home sector and their residents. However, when presented with this challenge New Bradley Hall decided to take an innovative and person-centred approach to video calling.

Many care homes have been using smaller ipads and tablets for video calls but New Bradley staff identified early on that smaller devices weren't always appropriate for a lot of their residents. They wanted to make communication between residents and their family more of an occasion and easier for them. The large RITA devices were transformed into large Skype Stations. The results speak for themselves!

"We have been using the Skype station for calls because it is much easier for the residents to keep in contact with families on the bigger screen. We also maximised its use when an outside company were undertaking satisfaction surveys with all of our residents. Our Rita systems are being used on a daily basis on all three floors." **Michaela Wilson - Registered Manager**

Naomi Adams - Senior Care Assistant explains how much of a difference this has made for residents during COVID:

"Joe moved into New Bradley during the pandemic, his wife Joy was also in a care home and Joe hadn't been able to see her for a while, Joe spoke to his wife on the phone on a daily basis but as you can imagine for a couple who have spent nearly every day together since their teens, this just wasn't enough. When my manager came down and explained to Joe that he would soon be able to call his wife and see her at the same time using a skype screen big enough for him to see her perfectly, he began crying tears of Joy. He was so thankful and appreciative. The first time Joe got to see his wife on the screen was quite emotional, he was overwhelmed and so was she. They spoke for nearly an hour and were so grateful. Joe had said to me 'there is a difference in hearing someone is ok and actually seeing they are ok and for that I thank you'. Since then, this has been a regular thing and Joe and his wife speak often on skype. His mood has improved and he is much more positive on a day-to-day basis, He very much looks forward to these calls."

"Joan has two daughters, one of Joan's daughters lives locally and the other lives in London, Joan was able to see her daughter who lives local in our visiting room but Annie who lives in London was unable to travel, this impacted Joan and she was getting quite upset and worried, Annie would call Joan on the phone but Joan remained worried. The first time Joan was able to skype call her daughter she was so relieved, she was so happy to be able to see her, she was completely overwhelmed. She now calls every Sunday at 11.00. Joan is now able to see Annie perfectly on the screen as its bigger than the ipads, it is also in an area that is quite private and quiet. Joan is now in a routine and looks forward to these calls. Annie is also very grateful that she gets to see her mum; without skype she didn't have a way to do this."

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