

The results speak for themselves!

Name of Home	Capacity (max)	Home Type	Hours Used	Reduced Falls?	Reduced 1-on-1?	Improved hydration and nutrition
N West Locality						
Ashfield Court	46	Residential	364	Yes	Yes	Don't know
Heatherfield	74	Nursing	369/247	Don't know	Don't know	Yes
West Farm Residential Care	50	Residential	83	Yes	Yes	Yes
The Evergreens	46	Nursing	87	Yes	Yes	Don't know
Park View Care Home	65	Residential	431 & 100	Yes	Yes	Don't know
N Shields						
Appleby Nursing Home	55	Nursing	592	Yes	Yes	Yes
Collingwood Court	63	Residential	441 & 439	Yes	Yes	Yes
Holmlea Res Care Home	25	Residential	86	Yes	Yes	Don't Know
Prince's Court	75	Nursing	139/158	Don't know	Yes	Yes
Coble House	52	Nursing	388	Yes	Yes	Yes
Willow Court Care Home	48	Nursing	318	Don't know	Don't know	Don't know
Willow Lodge	48	Nursing	50	Don't know	No	No
Old Vicarage	36	Residential	353	Yes	Yes	Yes
Wallsend						
Charlton Court	55	Nursing	421	Yes	Yes	Yes
Croft Dene	42	Nursing	364	Yes	Yes	Yes
Hadrian House	50	Nursing	345	Yes	Yes	Yes
Eothen Wallsend	52	Residential	254/232	Don't know	Yes	Don't know
Windsor Court	45	Nursing	n/a	Yes	Yes	Don't know
Howdon Care Centre	90	Nursing	355/195	Yes	Yes	Yes
St. Peter's Court Care Home	40	Residential	50?	Don't know	Yes	Yes
Whitley Bay						
Earsdon Grange	48	Residential	n/a	Yes	Yes	Yes
Eastbourne House	72	Residential	182/164	Don't know	Yes	Yes
Eothen Whitley Bay	31	Residential	230	Don't know	Don't know	Don't know
Kendal House	23	Residential	100	Yes	Yes	Yes
Redesdale Court	51	Residential	n/a	Don't know	Yes	Don't know
Risedale Residential Home	17	Residential	347	Don't know	Yes	Yes
Rosemount Care Home	60	Nursing	238	Yes	Yes	Don't know
Seaview	20	Nursing	112	Yes	Yes	No
St Annes Res Care Home	40	Residential	915	Yes	Yes	Yes
The Lawns Res Care Home	28	Residential	n/a	Don't know	Don't know	Don't know

For further information on RITA and how it can help your organisation call: 0800 103 2900 or visit www.myimprovementnetwork.com



North Tyneside Clinical Commissioning Group

A collaborative approach to improving the quality of life for residents, relatives and staff associated with North Tyneside Care Homes and North Tyneside CCG.

Key drivers for North Tyneside CCG's purchase of RITA include:

- Improvements of Quality of Life
- Management of challenging behaviours
- Reductions in falls
- Less 1:1's and Specials
- Reductions in hospital admissions
- Less resident on resident incidents
- Improvements of end of life support

A significant problem facing hospitals generally can be the delayed transfer of care into care homes, and particularly where they are unable to support a patient with more complex needs. Another area is avoidable re-admission of residents from the care home setting back to hospital. Embracing digital technology, North Tyneside have funded My Improvement Network's RITA system into 31 of their Care Homes.



"In the very short time that these RITA units have been in place, significant improvement has been seen in care in all locations which accommodate no less than 1460 residents in North Tyneside"

Ruth Marshall • Clinical Quality Lead Nurse • North Tyneside CCG



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LGO Awards 2020 'Project RITA' - nominated and shortlisted in 2 Categories *Best Service Delivery Model • Digital Impact*

Appleby Care Home



Located in North Shields we were both surprised and excited to receive the RITA system. It has made an enormous difference to the support we aspire to offer our residents. We received this towards the end of October 2019 and in this very short time it has been used for 592 hours supporting our 55 residents across the two floors. We also have an EMI (Elderly Mentally Infirm) unit too.

During the month of November, we had no safeguarding issues, reduced our falls and also negated the need for any enhanced 1 – 1 care. This is most definitely due to the support of the additional resource of 'RITA'.

Scenario: A male resident would not stop pacing up and down the corridors, getting agitated and annoyed. He is very vocal as he walks.

Action: We put the football on for him and he sat and watched this for a good 10 minutes - unheard of for this gentleman!

Outcome: He was settled and calm for quite some time. On another occasion, he watched RITA in his room. When the Manager passed by, he waved and smiled at her. This was another first. His actions displayed his contentment and was settled.

Group Sessions: RITA is used every day with as many residents as we can. If we could have more units, we would be even better in managing the challenging behaviours in contained groups.

Outcome: Residents engage, chat and laugh together, it removes social isolation and creates a calm and settled atmosphere. Group sessions represent financial savings too as it frees up resource.

Coble House Care Home



The RITA system has kindly been provided to help support the wellbeing of our residents and to benefit those with cognitive impairment.

Coble House cares for those with complex needs and offer end of life care. We can accommodate 52 residents and were delighted to receive RITA. After just over a little more than one month, we have already used this for 388 hours! We have found that the overall emotional wellbeing of our residents has improved and therefore, as a consequence, oral intake has improved.

We have seen a reduction in our falls and have been able to use the relaxation part of the programme around end of life care very successfully.

Scenario: A new Cantonese resident. Non-English speaking so communication can be difficult.

Action: We decided to use the translation tool included in the system. It allowed family members to record key phrases and add photographs to aid communication and help to settle them and the resident in.

Outcome: This was a great opportunity where we were able to personalise the care for this resident. Without RITA we would not have been able to do this and leave photos on the photo board etc.

Scenario: Resident with advanced dementia and also had a stroke with loss of use on one side. It has proved very difficult to de-escalate her behaviour.

Action: RITA is a great therapy to stop these escalation episodes.

Outcome: RITA has allowed us to be much more proactive around her care, so we are preventing episodes before they start. She loves sing-a-long and engages with the person who is singing along with her.

Collingwood Court Care Home



We provide personalised residential and respite care for up to 63 older people, including those who are living with dementia.

Our team also offers day care for older people living in the local area. Both day guests and residents socialise and join in activities and outings together. We have been fortunate to have been considered for 2 RITA Activity Units that are further supporting our residents with day to day activities and also helping

In the short time that we have had the units we have measured 880 hours of use across the two floors. It is amazing, it is having a massive impact on the residents and the staff.

Scenario: A married couple living at the home are both deaf. They are able to lip read and sign between themselves but never get involved in any group activities.

Action: Following the introduction of RITA, the gentleman became engrossed in the quiz. He was even reading questions to Maggie, the Manager and making jokes.

Outcome: This was an extremely positive outcome as he has always been reluctant to become involved in any group activity. One of the carers commented that it was the most she has ever seen him chatting in all the years he has lived at the home. A real success story!

Sundowning: Introducing music and movies.

Outcome: Residents are calmer and happier as they listen to the music. They are more interested around mealtimes supporting nutrition and hydration. They are also less sleepy because they are occupied with meaningful activity.

Howdon Care Centre



We were delighted to have two RITA systems which are deployed to support our 87 residents. We have not had these very long at all, but in that short time we have used this for an amazing 535 hours!!

We recently had a 'coffee morning' 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 as there is usually quite a lot of wandering. However, she put the Christmas music on within RITA and all the residents were singing and content.

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.

Scenario: This resident falls every day, so over 30 per month.

Action: RITA was introduced as a means of settling him.

Outcome: 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.

Scenario: 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.

Action: RITA was used to occupy and stimulate him.

Outcome: Since it's introduction there have been no further reported incidents. He uses Baby RITA himself and loves all the the activities, movies and music incorporated in the system. He has become quite a different person.

RITA has allowed us to get to know our residents better. It has provided a platform that allows us to personalise their care.

Coble House Care Home

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

Howden Care Centre