



Staff on Oak Ward describe how RITA is used to dramatically reduce agitation, confusion and distressed behaviours for their patients, ultimately resulting in a reduction in safeguarding incidents and the use of PRN medication.

The East Lothian Community Hospital (ELCH) is a three-story new build hospital based on the grounds of the former Roodlands hospital site in Haddington. Oak Tree Ward is a newly built older people's mental health ward.

Staff feedback

Staff have unanimously agreed that all the RITA equipment that we have used has helped us to reduce agitation, confusion and distressed behaviours for our patients, **the number of incidents and adverse events have dramatically dropped from an average of 14 a month to 7**, this obviously takes the pressure off staff as less time constantly firefighting issues and frees up time that can be spent with patients where the staff are able to highlight any issues arising but more importantly engage with that person in a more activity based, relaxed, natural and friendly way, which in turn gains trust, helps establish a caring and therapeutic relationship and adds to their quality of life, the patients journey and their experience whilst in hospital. **The patients feel safe in this environment and are more willing to engage and be part of their own treatment**; the RITA has also helped staff see past the person's diagnosis and has promoted an interaction that shows the person and their abilities and interests rather than the illness that is impacting on their lives.

Qualitative anecdotal feedback

Scenario	Action	Outcome
Mr A was admitted to the ward and became increasingly unsettled with the new environment, this presented as distressed behaviours.	Use RITA on a 1:1 basis, main system and tablet, the focus was sport related items.	Used RITA on a 1:1 basis, Mr A responded well to the sport related items, especially golf, he started to engage with staff and we discovered he was a previously a golf professional at a local club in East Lothian. This gave staff a way to discuss and distract from stressed behaviours before reaching the distressed level for this man, it helped to focus the man on a topic that he was passionate about, it also enabled staff to utilise RITA as an alternative to PRN medication for agitation. This is vital part of our aim to move from a historical medical model to a more psychological approach in changing the culture of Dementia care.

Quantitative feedback

Outcome	Yes/No	Figures
Reduction in 1-1, 2-1, 3-1 care	Yes	No 1:1 required within 12 months
Reduced Length of Stay	Yes	Helps with isolation and inactivity
Reduction in the use of Anti-Psychotics and sleeping meds	Yes	Used as first line before the use of medication
Improvement in nutrition and hydration	Yes	We have witnessed an increase in nutrition during movie and bingo nights.
Reduction in safeguarding incidents	Yes	Used as distraction technique for agitation and confusion.

Patient feedback

How did RITA improve your mood?

Mrs B stated that the RITA tablet was a “godsend”, she was able to spend time in her bedroom while she was unsure of what was actually going on with her mental health, RITA helped her focus and concentrate her mind and said “ the puzzles are fantastic, I wish I had one of these at home “

What was your favourite content, and would you like to use RITA again?

“I loved the record player, some great old songs on it, and the word searches keeps me focused “

