

RITA in Sunderland

Throughout this case study you will read feedback from senior levels, across multiple sites in Sunderland.

They share their experience using RITA and how it benefits each of their care homes and service users in their own unique way.

Manager Feedback 1

"We support 6 individuals with autism where routine is extremely important to each of them. We are slowly introducing RITA into their routines. 3 of our service users have shown an interest in the RITA system and it is being used for puzzles, music, films and painting by numbers.

I believe RITA will become part of our daily routine with our customers and they will benefit greatly from it. We can already identify how it lifts the mood and atmosphere within customers.

RITA is fantastic for in house activities to support 1-1. We're able to easily create new activities and enhance skills."

Manager Feedback 2

"RITA has been utilised in group sessions where the quiz and music functionality are very popular.

The quiz has become a 'theme of the week' where each week the staff team and residents will partake. This is something really significant to us as we've had previous issues where service users don't like to get involved in group activities. Witnessing the change in behaviours is remarkable.

RITA has been beneficial for 1-1 sessions. One individual particularly enjoys the football game as well as the drawing and colouring functions. RITA offers more options for 1-1 sessions when individuals don't want to go outside; especially when they're concerned around COVID-19 and leaving the premises."

Manager Feedback 3

"RITA is primarily used during our 1-1 sessions. We're realising that everyone enjoys different activities so we're using it as a tool to get to know our service users and for each service user to get the most out of the system.

We've used it for situations when a service user has become agitated and prone to become antagonistic. RITA helps to calm the situation and relax the service user.

We find that both the customers and staff benefit from RITA. It helps to build and improve relationships between staff and service users.

RITA has been used as a preventative measure as it can help to calm agitated and distressed residents if they can be diverted early enough. Example – We had a customer screaming, shouting and swearing. We were unable to divert their escalated energy through verbal prompts. RITA was switched-on in the background and it caught the customers eye and reduced their behaviour immediately."