

Collective Summary from Management & Staff

- During the last 6 months we have been able to retain 5 named residents on a standard rate of care resulting in a saving of £165K per annum. This in turn has been significant in reducing delayed transfer of care.
- We have been able to integrate and settle residents with complex challenging behaviours and reduce costs with the support of RITA which would have been £20K plus.
- We have been able to support Care Homes in inappropriate and avoidable admissions into hospital.
- We have been able to reduce Falls significantly and, in the settings, highlighted above by 66% and 53% respectively.
- Less Hospital admission have been reported.
- Less Safeguarding Issues to Police – Less Multi Agency Involvement.
- RITA has been built into Care Plans of 'At Risk' patients so it has an impact as part of a wider strategy.
- Introducing RITA at meal times has created more interest and helped with better eating habits, improving nutrition and hydration.
- Improved quality 1-1's and Less 1-1 care required as environments are calmer.
- Feedback is extremely positive from Managers and Staff as RITA offers equal opportunities as it can be used by everyone irrespective of cognitive ability.
- It helps staff get to know the person better and tailor their care and activities.
- Helps with hand/eye co-ordination. Used with patients with brain injury, spinal injuries, ABI. The OTs use RITA in their sessions regularly as part of their therapy.
- Reduces episodes of isolation as people come together and reminisce. It is a trigger for conversation.
- It supports the whole environment. People are calmer. Mood and Wellbeing is improved.
- RITA changes how people respond to their environment in a positive way.

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



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**Dudley Metropolitan Borough Council nominated
and shortlisted for the LGC 2020 Awards in
2 Categories for work with 'Project RITA'
Best Service Delivery Model • Digital Impact**

A celebrated example of an NHS Hospital and their local council working together.

Significant issues facing NHS Hospitals are delayed discharge and avoidable readmission of the elderly. Many delays occur where a patient has complex needs and this, in turn, can create discharge issues. By working with the local council, it became obvious that the RITA product could afford opportunities to support these patients with complex needs. It has proven to reduce agitation and calm. This has allowed patients to be discharged quicker and often allow them to be accepted on standard terms into the Care Home setting.

Another issue is to try and reduce avoidable admission and re-admission into hospital involving multi agency involvement. Resident on resident incidences are reportable and also, there is the need for them to be checked out at the hospital. Creating a stimulating and calmer environment through the introduction of the RITA system in the care home setting has been able to reduce those reportable incidences and therefore reduce the flow of readmission into hospital.

The impact of Project RITA has been shared with management teams, the falls steering groups, the integrated commissioning executive and the dementia steering group. They have received feedback from a range of professionals and other residential and care homes wanting to have the opportunity to extend the use of RITA across the system. We have now launched into phase 2 by purchasing additional RITA systems to further this valued work.



Several individual case studies are available for further appraisal of this project.

For this particular council, RITA technology was installed across 11 Residential/Nursing Homes and 2 Dementia Gateways. The effectiveness of the 'Project RITA' was carefully managed and monitored.

