

# The Royal Liverpool and Broadgreen University Hospital NHS Foundation Trust

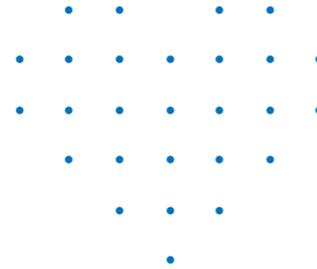
## The Challenge

Treating the elderly in hospital can be quite a frightening experience for them and one that can cause extreme agitation. When the person that is presenting, is one that has a potentially life threatening condition, it is even more difficult, as time is of the essence.

One such situation occurred when a lady was admitted to the Emergency Department with a potentially life threatening bleed. She would not co-operate and would not allow bloods to be taken, it was proving extremely difficult to communicate with her.

## The Solution

The power of the technology was positive in easing the lady's agitation. Promoting confidence and trust with the clinical staff, we were able to take the bloods in a timely manner causing minimal distress in a dignified manner.



## The Solution

As her mood continued to lift, we moved to the music area. Her face lit up when she saw the old gramophone graphic and with a Liverpool flavour, we selected a song from the Beatles. She immediately launched into a rendition of 'Let it Be' She went on to tell us how she had been on stage with The Beatles at The Empire Theatre.

The technology has also played its part on many of wards within the hospitals in different settings. The regular use of the system has been influential in promoting early discharge of patients from hospital, reducing their length of stay. It has also been very beneficial in stimulating the patients on the wards, freeing up clinical resource to deal with more urgent cases.

Our Vision is to deliver the highest quality of Healthcare driven by world class research for the health and wellbeing of the population.

## OUTCOME

We are contemplating the purchase of further units to continue in this this positive vein.