



AIDA Assist

The evolution of wireless
nurse call technology



Who are we?

Arquella is a technology solutions company with extensive experience in the care industry. We are committed to continually improving the dignity and quality of care for people who need support.

The journey to AIDA Assist began with the ambition to create an advanced nurse call system. The more we listened to care industry leaders to develop our idea, the more it became apparent that to make a real difference, we needed to think bigger. We needed to evolve the role of nurse call technology.

In 2020 the potential of Arquella's AIDA Assist solution was recognised by Mercia Equity Finance. Part of the Northern Powerhouse Investment Fund, Mercia's investment is supporting further development and marketing for the Arquella platform.



“With the care industry facing unprecedented levels of demand, finding ways to support carers and allow them to spend more time with residents is essential. Arquella is shaking up the industry by offering organisations of all sizes the technology that enables them to do that.”

Will Schaffer, Investment Manager, Mercia Equity Finance

Why evolve nurse call technology?

The digital era has seen every type of technology evolve, from home appliances to cars. And yet, the care industry still relies largely on limited, analogue technology.

Simple bells-on-walls nurse call systems have been sufficient for the past couple of decades, but with the constantly changing expectations of care regulators and the increasing demands on front line care teams, nurse call technology needs to do more.

The potential has always been there for the technology to reduce the burden on carers and deliver data that can help care leaders improve safeguarding and efficiency, but to realise that potential the sector needs to move towards evolving, digital cloud-based solutions like AIDA Assist.



Advanced Reporting

Data has never been so important in the care sector. Having access to unequivocal facts and figures showing exactly how your care service is performing enables you to shape care delivery, adjust staffing levels, improve safeguarding and reduce costs.

CQC's recent move to off-site inspections and monitoring of care services has only served to increase the need for in-depth data and information that can be easily analysed and shared.

AIDA Assist provides a level of real-time reporting that has not been seen before in the care sector, all of which is easily accessed via the cloud. Drill down into carer and resident-specific reports, monitor night staff activity, measure performance against set KPIs and more.



Automated call & care evidencing

By liberating carers from the burden of administration they face on a daily basis, we enable them to focus all of their attention on the care moment.

AIDA Assist uses clever Bluetooth technology to automate the recording of care moments, both call-triggered and otherwise. We do not track carer movements. Our solution only records the carer's activity once they enter a resident's room and the recording stops when the carer indicates that the care moment is complete.

Automating this process allows for the capture of detailed, consistently-accurate evidence that uploads to the cloud in real-time and is available to easily download for analysis and sharing.

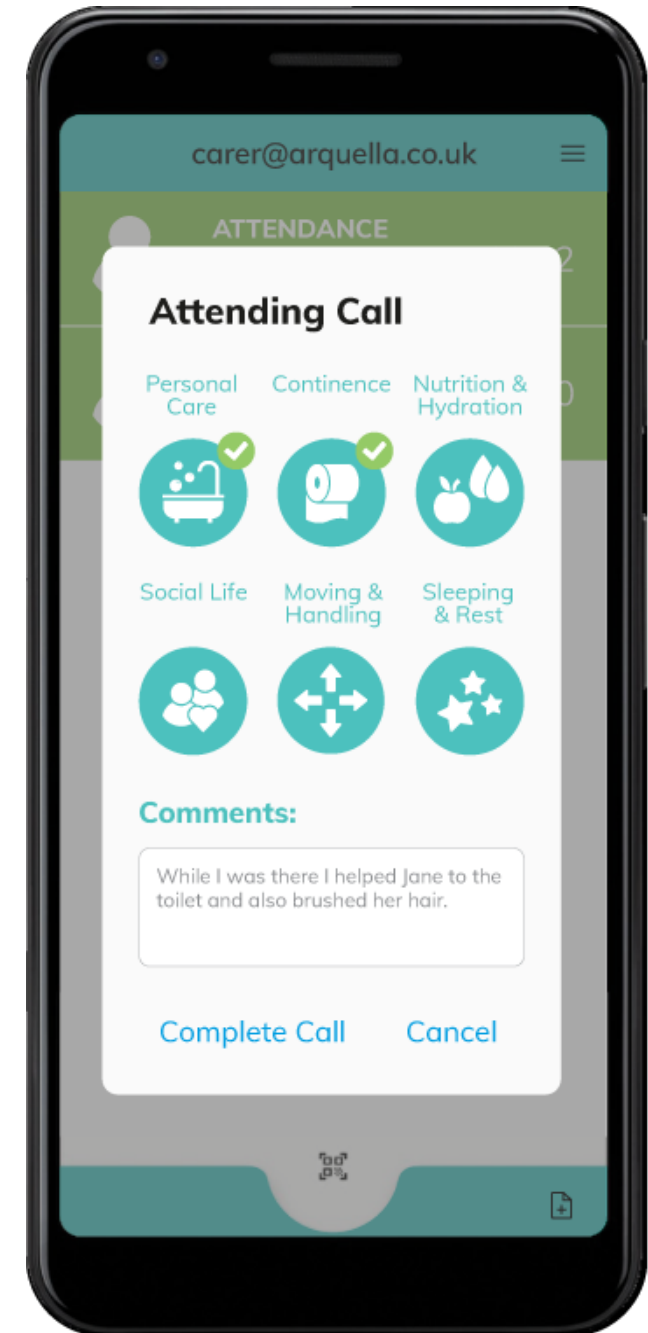


Care Clicks

Our Care Clicks feature is unique to AIDA Assist and is the beginning of the journey to fully integrate call and care data.

When your carer attends a call, their handset delivers a prompt to specify the type of care delivered, using our simple icon-based interface. An open text field allows the carer to add any notes they feel are relevant in addition.

This information is recorded alongside time of call, duration, carer ID and room number and device in your reporting dashboard, to give a complete picture of every care moment.

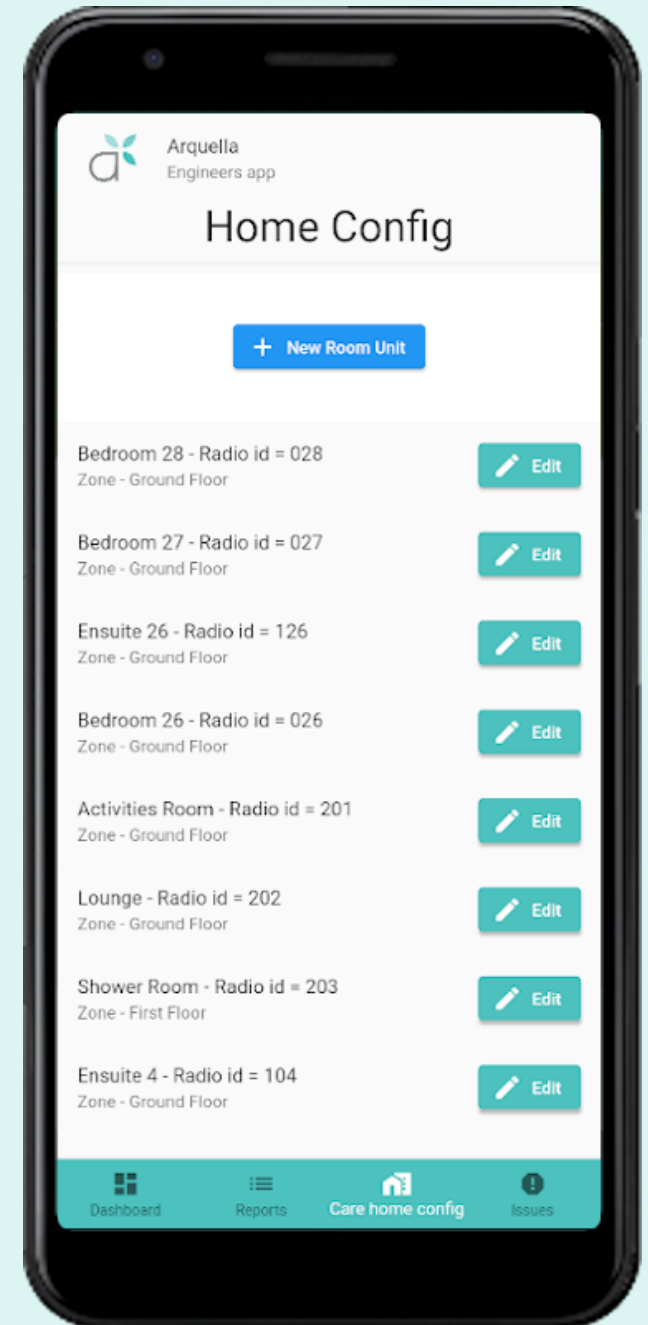


Configuration App

When apps can be used to remotely control your heating system, answer your door bell and monitor your vital signs, creating one to configure your nurse call system seemed like a logical step. Once again, the power and flexibility of digital technology has allowed us to push nurse call technology forward.

Our configuration app puts control of your nurse call system in your hands and cuts callouts by up to 90%, saving you potentially thousands of pounds per year.

Add new accessories, change resident names, control panel volumes and remotely raise support tickets.



Customer Service

Let's not pull any punches, the care technology sector is not known for its impeccable customer service and relationship building. That's something we're looking to change!

We don't just want you to tell your colleagues and peers how good our technology is, we want you to tell them how good our team is, before installation and after.

You will be assigned a dedicated Partner Success Manager who will be available to speak to via email, phone and Whatsapp, to troubleshoot, reassure and answer any questions you may have. If your Partner Success Manager is unavailable you can speak directly to one of our Engineers free of charge.



Maintenance & Servicing

AIDA Assist comes with a 3 year warranty as standard to give you complete peace of mind. Our hardware has been built to withstand the toughest environments but should anything break, we'll replace it like-for-like as quickly as possible.

Once installed the performance of your system will be monitored continually by a team of service engineers. Should you experience any issues, like accidentally broken equipment, the problem will be flagged to our team so we can get up to speed resolving the issue, often before you've noticed. The vast majority of issues can be resolved remotely without the need for a visit. For optimum performance, we recommend that you service your AIDA system once a year.



Pricing

A new nurse call system is a big investment so it makes sense to invest in solution that will not only future proof your care service, but will continue to evolve through its lifetime, to meet the changing needs of your service, the industry and the care regulators.

Despite our advanced functionality, our solution often comes in cheaper than equivalent analogue systems.

We'd love the opportunity to provide you with a quote. If that sounds like something you're interested in, please use the contact details provided or alternatively use the live chat function on our website www.arquilla.co.uk

**To request a quote,
please Email:
Hello@arquella.co.uk
Or call: 0333 242 7505**

Integration

AIDA Assist can be integrated with your existing technology in two different ways:

Care Apps

These days most care services have a digital care app, accessed via a mobile device. AIDA Assist can integrate with many of these care apps, pushing our nurse call data and care clicks into platforms via open APIs. This ensures your carers only ever have to carry one device and there's no need to cross reference data from two separate platforms.

Existing nurse call systems

Arquella can upgrade your existing nurse call system with elements of our digital hardware, to deliver advanced reporting and Call-to-mobile capabilities.



We Promise You'll Love Us Too

“A huge frustration for me as a care provider was the inability for Nurse Call systems to inform care planning. Most systems can provide a list report of time and frequency of calls and the response time from staff. From my perspective, this is a very limited data set that is missing the most obvious opportunity for the carer to log the ‘reason for call’. Working with Arquella we are developing a carer input screen that will code all alarms and enable us to identify trends and inform care plans. This will be followed by a Task scheduling functionality for prompting medication, pressure areas care, night checks and fluids. Using API exports we hope to streamline the point of care records-keeping that is recorded in our Electronic Care Planning system”.

Harvey Hillary

Owner of Nyton House, Chichester

Join us on the journey

  **in** **f** @arquellauk

www.arquilla.co.uk E: hello@arquella.co.uk T: 0333 242 7505