

RGS Care Use Cases



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RGS Care have been working with a leading provider of independent living villages to assist care teams in delivering an evidence based person-centric level of care. The below use cases highlight a number of scenarios when the solution has proven particularly useful.

The work has centred around residents living with dementia, but we have also worked with residents living with a number of different mental and physical health issues.

UTI Detection

Concerned about a resident's nutritional intake and hydration, RGS Care was installed to see if it could shed light on the weight loss of a patient.

The results showed that the resident was using the kitchen to prepare food, but inconsistently, and care calls were set up around lunchtime to reinforce the importance of nutrition and hydration.

However, roughly a week into the solution being used, the number of bathroom visits increased significantly, both during the day and night. The care team suspected a UTI and a subsequent test proved positive, meaning the UTI was caught at an early stage before it worsened, preventing a hospital visit.

Behavioural Responses to Temperature

During care calls the care team regularly found a resident in some discomfort and either naked or wearing all her clothes at once. They initially took this to mean that her dementia symptoms were worsening and were manifesting themselves in the addition or removal of clothes.

However, after using RGS Care for a couple of days it was clear that the temperature in the apartment was extremely inconsistent and was fluctuating from 15-30°C on a regular basis. It turned out that the resident only understood how to turn the heating off entirely, or on to full blast. This also fitted in with her beliefs around conserving energy and unplugging appliances when they were not in use.

Every time she left the house or went to bed, she would also turn the heating off entirely. The result was an apartment that was either very hot or very cold, and manifested in the resident being very uncomfortable and reacting in the only way she knew how - adding or removing clothing. The resident was unable to explain that her appearance was a result of the constantly varying temperature - the apparently 'odd' behaviour was in fact just a simple reaction to thermal discomfort.

The care team were able to teach the resident how to make the most of the heating system to ensure that temperatures stayed constant, and with a few reminders, the resident was able to maintain a much more comfortable temperature in the apartment. With this, the addition and removal of clothing abruptly stopped.

Inverted Sleep Pattern

A resident had declared an interest in taking part in village activities such as arts and crafts classes. However when the time came and the carer went to collect the resident to take them to the class, they complained of not wanting to go anymore because they were very tired. It was initially confusing to staff that the resident should declare an interest and then consistently refuse to attend classes when the time came.

After installing RGS Care, we were able to see after just a couple of days that the resident had an inverted sleep pattern. There would be very minimal movement in the apartment until approximately 8pm, at which time movement, sound, light and motion levels would increase and stay consistently high throughout the night, only lowering at 10am, about the same time the carer was attempting to take the resident to classes.

The resident's lack of motivation to partake in classes was understandable given their inverted sleep pattern, and the mental health and wellbeing enabler was able to liaise with the care team to make alterations to medication and care call times, ensuring they were more optimally suited to the resident. The resident had been unable to vocalise their reason for not wanting to attend classes, and instead could only react by expressing their immediate desire (i.e. not wanting to attend).

Thermal Comfort Alerts

During the use of RGS Care with a resident in the summer, care teams observed a very regular dip in temperature around evening times.

It turned out that the resident's southward facing apartment would warm up considerably in the day, forcing them to open the window. By evening they would often forget that the windows were open, resulting in the temperature dropping below a comfortable and healthy level.

By setting up an automatic temperature alert that went out to the care team, they were able to react quickly when the indoor temperature dropped below 19°C in order to solve the issue - preventing the discomfort of the resident and ensuring they stayed healthy.

Nutrition

After becoming concerned about a resident's eating habits and nutritional intake, the carer installed RGS Care into a resident's apartment.

The resident claimed to be regularly making breakfast and lunch, but the solution often showed no movement, light or sound in the kitchen at all on some mornings. The carer felt that the resident may have been confusing today with previous days or occasions when they had prepared food, and was not intentionally misleading care staff.

Equipped with the data of whether the resident had eaten or not, the care team was able to quickly resolve the issue by preparing the resident a meal on the mornings where no previous movement had been observed in the kitchen, reassuring the resident that they had not yet eaten that day. The second care call of the day then ensured the resident had eaten the food prepared for them.

Injury Recovery

A resident had recently returned to the village from the hospital after an injury. The doctors had advised that regular gentle movement such as short walks were vital to her recovery. RGS Care was installed to determine how active the resident was at home.

Early results showed very little activity, and observation from care teams showed the regular use of a mobility scooter over walking. By engaging the resident in more activities and using call times to take the resident on short walks around the village, care teams were able to monitor the recovery of the patient more accurately and ensure they were getting the movement they required, allowing her to recover more quickly.

Optimising Care Calls

A resident diagnosed with mild dementia was complaining of a lack of energy and general feelings of tiredness, unable to complete basic tasks around the house. The care team wanted to check on the general routine of the resident to understand where improvements could be made and the optimal time to make care calls.

The results showed that the resident was going to bed much later than they were stating, and was often waking in the night and moving around for more than 10 minutes - clearly indicative of disrupted sleep. The carer reacted to this by changing the time of care calls. A call was put in place not long before the resident's desired bedtime, allowing the resident to prepare properly for a good sleep. Additionally a morning call was added that would help her complete basic tasks such as washing and food preparation - allowing her to start her day positively.

A significant improvement was observed in sleeping patterns, with the resident going to bed and waking at more consistent times. The number of times they woke throughout the night also decreased.

Perceptions of Reality

The nature of dementia means that sometimes people living with the disease report their most recent memory of their immediate situation. Unfortunately, their most recent memory may no longer match up with their reality.

A resident was claiming to doctors that she was regularly active and involved in village activities. The care team had their reservations about these remarks, had not seen her much in the public areas and had noted weight loss in the resident, as well as a general slowing of her movements over the last few months.

RGS Care was quickly able to demonstrate that there was very little movement in the apartment at the times that the residents suggested she was up and active. The data was shared with the resident's family, along with doctors and care teams, and between them they came up with a plan to involve the resident in more regular exercise.

Fall Investigation

Care teams reported that a resident was regularly falling, and they were having to fill in 'fall reports' almost every time they visited the resident. RGS Care was installed to gain a more accurate picture of when the resident was falling and how long they were having to wait before care teams were able to reach them.

Alerts were established that would be triggered upon a spike in noise or if there was no movement at certain times of the day, as well as programming the button on the devices to send a text message to the care team if the resident pressed it.

RGS Care revealed no significant spikes or dips in movement and sound, nor did it give any other indication that the resident was in distress. Further investigation and interviews with the resident revealed that instead of falling, they were actively choosing to sit on the floor, as it was where they felt most comfortable.

The resident was unable to explain this when the care team came in and regularly found him on the floor, a sign which they were taking to mean that he had fallen, when in actual fact that was where he was most comfortable. This took significant workload off the care team, who had increased the number of calls they were making, as well as the paperwork they were having to fill out, which had also had an affect on the cost of care the resident was receiving.

In this scenario, by gaining a better understanding of the residents routine and background, the care team was able to personalise the care package which resulted in less-intensive care calls and a lower cost to the resident.

Noise Disturbances

RGS Care were tasked to investigate a resident who was complaining that people were ringing his doorbell in the middle of the night. However, when he got up to open the door, nobody was there.

This was obviously causing sleep disturbances, as well as making the resident feel uneasy and uncomfortable in their own home.

After a period of using devices in the hallway and bedroom, we learned that in actual fact there were no noises or movement in the hallway at night-time, and only minimum movement in the bedroom - indicative of a normal sleep pattern.

The care team were able to share this data with the resident and their family to put their minds at rest.

Contact

If you are interested in finding out how RGS Care can benefit you, please contact Dan Stepney via info@rgs-care.com or **07585 452 593**.

