

[CASE STUDY]

Products: Ascom teleCARE & DECT

Customer: Änggårdssbacken

Segment: Elderly care



MODERN COMMUNICATION AT HISTORIC ELDERLY CARE HOME

Änggårdssbacken is an elderly care home that was renovated to its current state in 2002. Parts of the home date back to 1902, and the grand main building has been a working nursing home ever since its inauguration 100 years ago. Änggårdssbacken's blend of historic features, modern technology and innovative working methods creates a unique home with a pleasant and safe atmosphere.

Änggårdssbacken is owned by Stiftelsen Göteborgs Sjukhem (Gothenburg Nursing Home Foundation), which is part of Tre Stiftelser (a union of three separate foundations). The aim is to give the residents the opportunity to live as normal life as possible, with the values and requirements that were previously important in life.

Johan Rindeborg, Administration Manager at Änggårdssbacken, Tre Stiftelser, contacted Ascom just over a year ago when he wanted to improve the quality of the call system for Änggårdssbacken residents. Staff and residents had been requesting voice functionality for some time. Johan also wanted easy-to-handle alarm statistics, while establishing independent administration and equipment handling in order to avoid reliance on a service organisation. The aim was for care staff to be able to handle equipment and administer the call system themselves.

"We also looked at other suppliers to see how Ascom compared with the competition. Ascom compared so favourably that it was not necessary to take quotations from other suppliers. Ascom has been our supplier of personal alarms for many years, and we have great confidence in the company and its products and services. We also have a telephone switchboard that was supplied by Ascom. Should the current system fail we can go back to the original one; this acts as a back-up system today, as we depend on our communications always functioning," Johan says.



Ulrika Wänman is Unit Manager at Änggårdssbacken House A:

"In House A we have 50 residents divided between three floors. We have four mobile telephones connected to each floor, one for each nurse. Each floor has two designated alarm attendants. The alarm attendants handle changes of batteries, reserve clocks, bedside terminals and handsets. If a handset is faulty they can easily switch the SIM card to a new unit," Ulrika explains.

The fact that staff can handle this themselves is a clear advantage. Staff can now collect equipment and get it working themselves. Previously they needed to report the fault to the caretaker, and it took time for the situation to be resolved. The alarm attendants also handle updates to the system when new residents move in.

Technology should adapt to the situation – not vice versa

Residents at Änggårdssbacken have alarm transmitters that are available in two versions, as a bracelet or a pendant. When a resident sets off the alarm, their apartment number and name are displayed on the staff telephone, so it is clear who has triggered the call. Then staff can choose to answer and talk to the resident via the communication panel in their room, or to go to the apartment and reset the alarm at the wall display or the alarm transmitter. The telephones are also used as normal telephones for internal and external calls.

"The teleCARE solution from Ascom lets us connect faster with residents who make an alarm call. Our goal for the implementation of the new system was to design the functionality together with the staff to ensure it would provide effective support. It's important that the workplace should not have to adapt to fit the technology; rather the technology should adapt to the workplace," Johan points out.

"During the installation phase we had access to a dedicated technician at Ascom. The support worked well due to Ascom's high level of knowledge about us and our working conditions."

A better dialogue between residents and staff

Increasing the availability of staff for the residents is essential as Änggårdssbacken has relatively few staff present around the clock. A staff presence cannot always be guaranteed in communal areas, but with Ascom teleCARE, a dialogue between staff and residents can always be maintained. Staff can still attend to an alarm even if they are engaged in other activities. For example they can be in the laundry when they receive an alarm call, and still be able to talk to the resident via the communication panel. Voice functionality significantly improves communication and accessibility between staff and residents – an important component in Änggårdssbacken's operational goal.

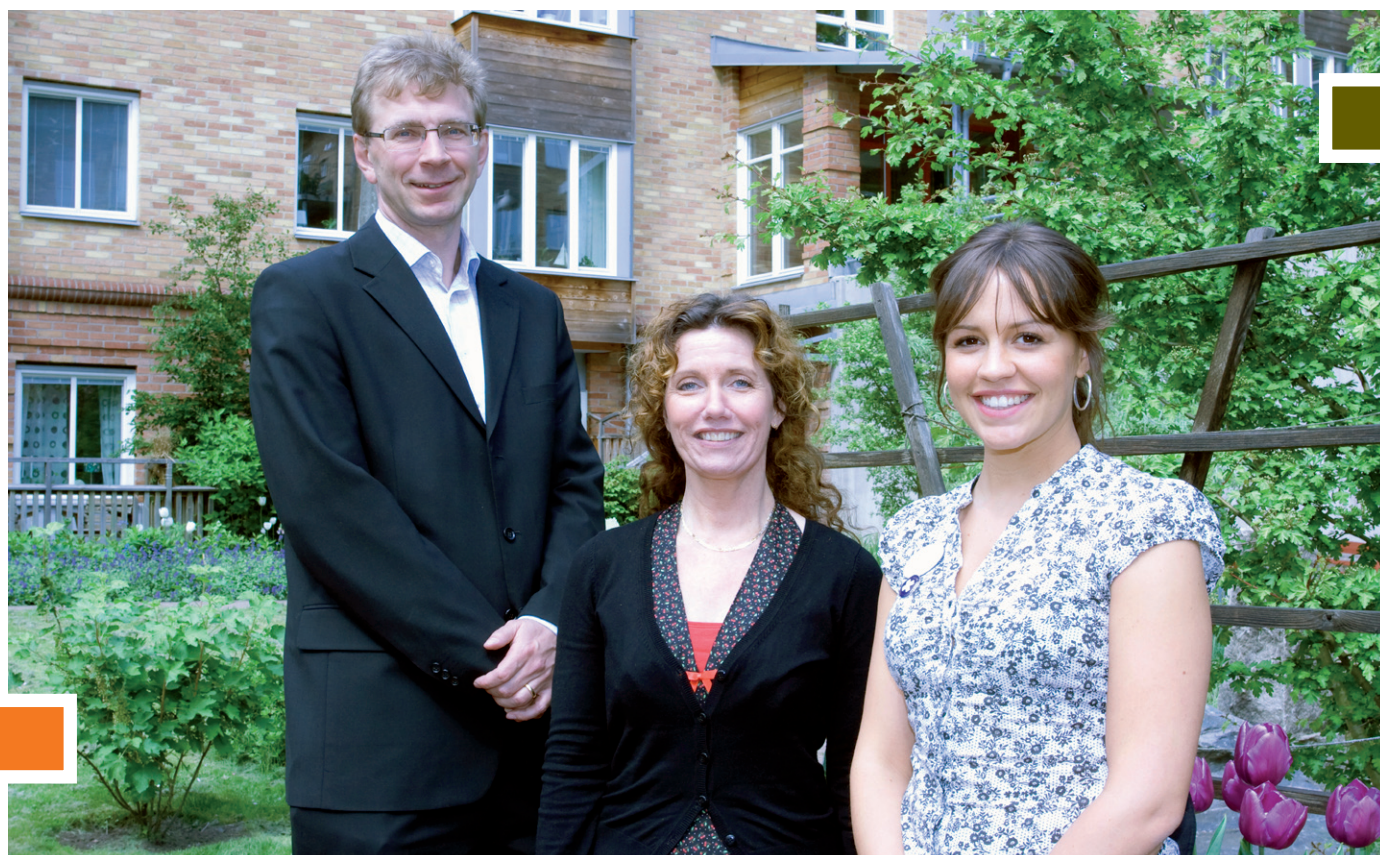
The alarm statistics from Ascom teleCARE have an important function in reflecting the staff's experience of the alarm. The statistics show whether the alarm is triggered more at particular times or on particular floors, which gives many new insights and perspectives.

"Thanks to the statistics tool we can now give direct feedback to the operation. If, for example, we see that a floor with 16 residents has twice as many alarms as another floor with the same number of residents, this provides a good basis for discussion in workplace meetings when looking at issues such as staffing levels between floors," Johan says.

"Alarm statistics also aid response at the individual level. If we see that a resident makes a lot of alarm calls at certain times of the day, we can take a discussion with them and find out what the cause is. Taking the necessary measures quickly results in fewer alarms."

For the residents of Änggårdssbacken, the main advantage is that they do not feel they are bothering staff in the same way as with the previous, more traditional alarm system. Now they dare to press the button more often, as it no longer means that staff will automatically come running.

CASE STUDY: ASCOM teleCARE & DECT



Easier administration thanks to alarm attendants

For staff at Änggårsbacken it is an advantage to get a direct picture of the timeframe in which a resident expects help, and the type of help they need. For example in a situation where the resident needs to be moved, more staff will be required and there is no point in going alone.

Quick confirmation gives increased security

Ulrika is extremely happy with the new call system.

"The voice functionality increases security for the residents and has considerably reduced stress levels among staff. Previously, some residents could feel that they called and called but staff didn't come. I never hear that anymore, as they get a quick confirmation. With voice functionality staff can respond directly to an alarm call and get an indication of how to prioritise it, which ensures that someone in urgent need of help will not be kept waiting."

Because staff can see the resident's name displayed on their mobile telephone when an alarm call comes in, even relief staff can address the person by name. The response becomes much more personal.

Felicia Melgar Mathews is an assistant nurse and alarm attendant - and also a relative as her grandfather lives in one of the houses at Änggårsbacken. She thinks that communication has improved a great deal with the new call system.

"I've had very positive responses from both residents and staff. Ascom's call system increases security for everyone," Felicia says.

"We get a lot of calls; sometimes it's for small things like not being able to reach their pen or wanting a glass of water, but sometimes it's because someone has fallen. The new system makes it easier to prioritise our work."

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A further 300 residents will be connected to the new system

Residents at Änggårdsbacken often go out during the warmer part of the year to enjoy the wonderful garden with its splendid fruit trees, carefully cultivated vegetable patches and dazzling flowers in all the colours of the rainbow. The call system works perfectly in the garden too. If someone is sitting out there they can call if they want to come in, and staff can also register that they have responded to the call while outside.

Anna-Greta Jönsson has lived at Änggårdsbacken since 2005. She visits the garden often to drink coffee, pick flowers or feed the cockerel and hens that live in the hen house.

"The new alarm system is very good. I can ask whatever I want – I just have to press the button," she says, holding up the alarm transmitter she wears around her neck.

Because Änggårdsbacken is so satisfied with the Ascom call system, Tre Stiftelser now plans to install it at two more of its elderly care homes: Vegahusen and Otium. A total of 400 residents will be able to benefit from the new system.

"Continuing our partnership with Ascom feels like a natural way forward," Johan Rindeborg says.