

CarePlus™ Flexibility Stretched to Meet New Business Requirements at Hocart Lodge Aged Care

Executive Summary

Hocart Lodge Aged Care

- Harvey Aged Care Facility
- 60 beds

Challenge

- Minimum disruption to staff and residents during renovations and CarePlus™ Senior Upgrade.
- Requires remote capabilities to perform maintenance/monitor future needs.

Solution

- CarePlus™ Senior.

Results

- Improved communication, response times, staff effectiveness.
- Accurate priority and location data utilising ARM processors and IP call points.
- Advanced solution for current and future needs including Mobile Staff Duress.

Hocart Aged Care Facility:

Hocart Lodge Aged Care is managed by Southern Cross Care (SSC), a leading provider for aged care and retirement villages across Western Australia. Hocart Lodge is an intimate aged care facility that provides a safe environment for independent living with required support for seniors. SSC offers accommodation to over 3,000 people in WA.

SSC is a not-for-profit organisation dedicated to improving aged care facilities through support for residents and families across dementia services, mental health facilities, disability, respite services and retirement villages. SSC values the respect and integrity of each resident and their loved ones, offering compassionate and caring services for the whole community, following their principles of the Catholic Church.

Challenge:

Hocart Lodge Aged Care is located in the Shire of Harvey, approximately 140 kilometres South of Perth in Western Australia. The lodge is co-located with another Southern Cross Care retirement village, only 1.3 kilometres from the town centre. Established in 1973, Hocart Lodge is currently under renovation by Perkins Builders and the last stage is set for completion in 2018. The new sixty (60) bed facility will offer thirty (30) pods, consisting of two 15-bed wings specifically built with spacious corridors, rooms, bathrooms and communal areas with the latest emergency call stations, movement sensors and lighting technology.

Stage one of expansions included demolitions of three dwellings, temporary car spaces, construction of the first 30 pods, a kitchen, laundry and workshops. The renovations were approved in July 2015 after the WA state government announced a \$3.6 million investment in the facility.

Residents remained in the old building before moving into the completed expansion.

To maintain standards of care with clinical-grade technology, Hocart Lodge was looking for a modern Nurse Call System. CarePlus™ Senior meets all current needs for residents and addresses future requirements within the lodge, such as Mobile Staff Duress.

Meeting challenges of specialisation:

- Hocart Lodge Aged Care required an up-to-date Nurse Call Solution for the new facility with a high level of care, service, safety and productivity.
- Hocart Lodge Aged Care and Southern Cross Care were looking for limited disruption during renovations to maintain comfort to residents, requiring CarePlus™ Senior to work during the second stage of construction.
- A scalable Nurse Call Solution for remote access.
- Planning for upcoming upgrades for future systems such as Mobile Staff Duress and Patient Tracking.

Challenges and technical considerations:

A number of technical challenges were presented to NiQ Health's distributor ELA in designing a CarePlus™ solution for renovations at Hocart Lodge Aged Care.

- A Nurse Call Solution required for all 30 bed pods and two 15-bed wings to replace the current server. Hocart Lodge requires connectivity to a universal CarePlus™ Senior platform to improve care and safety to both residents and staff.
- Installation within a busy construction site whilst avoiding major disruption to the residents and staff moving into the completed stage of the lodge.

CarePlus™ Solution is cost effective for both parties

Mr Todd Emery, General Manger at ELA said;

“CarePlus™ Senior’s architecture significantly reduced cost of cabling and commissioning, making this system much more cost effective for ELA and Hocart Lodge.”

Solution:

CarePlus™ Senior is a reliable and flexible Nurse Call Solution to replace all aging legacy equipment. Hocart Lodge chose CarePlus™ to deliver a system offering multifunctional aged care applications to improve resident and staff experiences, benefit workflow and efficiency, and provide excellent support and comfort for residents.

The first step was to upgrade and install CarePlus™ Senior in the completed stage. The new wing was created to leave the old wing standing whilst expansions were made to prevent major impact and distribution to residents. The successful installation has a universal platform for the new call points to be utilised and a dual technology interface to be easily used.

Technical Solution:

- Flexibly installed CarePlus™ Senior during building and upgraded expansion.
- The CarePlus™ Senior call points have antimicrobial protection built into the device to reduce risk and spread of infection, bacteria and superbugs. There are two types of antimicrobial protection of the CarePlus™ Senior call points.
- The contact point material contains built-in, organic antimicrobial protection against serious bacteria. The antimicrobial material achieves a 99% biocidal kill rate for a wide range of bacteria
- New Nurse Call Points are comprehensively logged to facilitate operational requirements and configuration maintenance/ changes.
- Call Points were required to have a backlight and positive reassurance light for active alarms.

Results:

- CarePlus™ Senior was installed at the completed first stage of renovations at Hocart Lodge Aged Care in Harvey, the leading aged care home in the South West of Western Australia.
- Provides a scalable and future-proof system to grow with technological changes whilst meeting Hocart Lodge communications and care strategies for years ahead, including facilitating future needs for Mobile Staff Duress.
- CarePlus™ Senior allows remote access to be enabled as a third party interface. ELA can maintain and service this regionally located aged care home without delay.
- CarePlus™ Senior has accurate priority and location data to offer greater staff and patient safety, utilising ARM processors and IP call points.
- Benefits:
 - Comprehensive call logging and call management processes.
 - Reduced response times.
 - Improved staff effectiveness.
 - Significantly improved communications.

