

**QPS BENCHMARKING
 INNOVATIVE DELIVERY**

The extremely high calibre of this category saw the judges award joint winners: **Rosedale Village, Auckland for their entry 'Technology innovation – a resident's best friend'.**



Rosedale Village, with the help of Netsoft, use mobile technology to send daily care tasks and duties to mobile devices like smartphones, which then allow the caregiver to record results in real time, and management to monitor and alter care activities if required. This innovation achieves two key objectives: to ensure caregivers are delivering the care that each resident requires in a timely fashion, and to provide extensive data for the clinical management team to review the care of residents and the workloads of caregivers.

The use of Res-Call Mobile by Rosedale Village has seen many benefits for all involved. Residents can be comforted that all tasks are completed and recorded. The mobile device allows caregiving staff to quickly and accurately record the care that has or has not taken place, allowing them more time to spend with residents than on paperwork. Clinical managers have a wealth of information at their fingertips to ensure the care of the residents is always monitored and 'surprises' in relation to health are reduced. Families can be assured their family member is receiving the highest standard of care and know when they are receiving the care and who is delivering it.

Whare Aroha Home and Hospital, Rotorua for their entry 'CARE computer-based technology to make front-line care staff more effective'.

CARE (Continuous Assist Resident Escort) provides a means to continuously monitor the safety of every resident, and to vary the intensity of the monitoring to match the risks threatening individual residents.

From the outset, CARE had three aims: to provide an alternative to accommodation in a secure unit for dementia sufferers; to prevent falls, and to summon immediate assistance as soon as a resident suffered a fall; and to allow care staff to discretely call for assistance in an emergency, and to continue to deal with the emergency without having to leave to get help.

CARE allows selected residents with dementia to be housed outside secure units, with freedom to move about freely within their own programmed territory. Their assisted carers do not have to keep checking on their location, because they are alerted when they move outside their territory. Initially sceptical staff have been convinced by the results achieved, and have become enthusiastic as a result of the peace of mind the new system gives.

JACKSON ENTERPRISES LTD BUILT AND GROWN ENVIRONMENT CATEGORY

Rangiura Trust Board, Putaruru for their entry 'Fern Haven House – memory support home'.



This design-and-build project came about due to wider community desire to have a supported environment for people with dementia living locally. Previously, residents requiring level 3 dementia care had no option but to leave the district. Given the increasing demand for this specialised level of care and the strong level of community feedback and support, the Rangiura

Trust Board made the decision to construct a purpose-built 16-room dementia-specific home, based on the Eden Alternative 'Greenhouse Model'. The aim was to create a design which resembled the look and feel of one's own home and where residents could take an active part in the daily running of the home. The project started in November 2007, with construction beginning in May 2010 and the home being opened on 4 December, 2010. The hearth includes a two-way gas fireplace, placed centrally in an open-plan design to create two smaller areas, little angled walls leading into the rooms, an extensive glazed courtyard, and outdoor raised areas. All areas and rooms have direct sight of the outdoors, and rooms are individually themed.

The most obvious outcome is not having to transfer residents out of the district. Additionally, almost immediately there has been a change in residents' behaviour; they have become self-motivated with their own care, and they have become involved in household activities. The open-plan design has been great for families, promoting a strong level of interaction. Also, the staff particularly enjoy working and living in this environment.

**INSITE OVERALL EXCELLENCE
 IN CARE AWARD**

Whare Aroha Home and Hospital.



NZACA would like to congratulate these winners and all entrants for the time and effort they put into their entries.

Thank you to the judges, Jessica Buddendijk, Bronwen Wilkins and Martin Taylor, for the tough role of selecting finalists and winners amongst many deserving entries. ■



We would also like to send a special thank you to all the sponsors for their continued support of the awards and our association.