



Acoustic Monitoring WCS leading the way in technology for Care Quality

WCS is a not-for-profit care organisation and pursue a policy of innovation and excellence and is currently installing an acoustic monitoring nurse call system at Drovers House which is new to the UK care home market with a view to roll out across our other new and older care homes. The new system should be operational in March 2016.

At Drovers the WCS night team will work in the home at night, with the help of the acoustic listening system. The teams will take it in turns to keep an eye on the alarm for a maximum of 1 ½ hours at a time, whilst keeping in touch with the other team members who are active throughout the care home.

Acoustic Monitoring non-intrusively listens to sleeping residents and triggers an alert when the sound level in a room exceeds individually set thresholds. This enables staff to swiftly respond to residents in need of care. Continuous monitoring replaces routine in-room checks, so peacefully sleeping residents are not disturbed every hour by someone knocking on their door and checking them. Staff are then free to focus on those whose distress has triggered an alert.

Respecting residents' privacy is of utmost importance to WCS, for this reason, appropriate usage procedures and permissions will be established and adhered to. When explained correctly to them, clients and their peers welcome the use of this system as the residents are no longer needlessly disturbed. Alert calls are made to mobile handsets, or can be viewed on WCS monitoring screens.

Staff are able to listen in and talk into the relevant room via the mobile handsets and the monitor screens. If required, the system is also used during the day to provide more intensive monitoring of residents' with special needs.



CLB Acoustic Monitoring and Nursecall unit



CLB Acoustic Monitoring Unit

Proven technology

Ed Russell – Operations Director - WCS

"Acoustic monitoring has been used in the Netherlands for about 25 years and seeing it in action last summer was impressive. Staff there said they wouldn't be without it and could not believe it wasn't standard practice in the UK".

Ed Russell (operations director) Christine Asbury (Chief Executive) and Kay Ward (Deputy Operations director) visited De Hogeweyk in the Netherlands to observe the acoustic monitoring system in a care setting.

"Carers whom we met in De Hogeweyk in Amsterdam have used the system say they feel they are in a better position to gauge a situation than in a traditionally run care home, where the night shift walk round. The home agreed that the households will only be worked in during the night if there is a clear reason for doing so. No jobs will be done that will disturb service users sleep".

"We observed a resident who couldn't use the traditional nurse call buttons call out in the night for help. The system picked this up instantly, logged the call, and a carer attended almost instantaneously. Typically this sort of situation could get missed if someone was not standing outside the room".

"We saw that the resident's information was automatically displayed on a screen when the cry for help came through. The 16 second audio recording was replayed by the member of staff monitoring the screen and a permanent electronic log was automatically kept of the event".

"The team of night carers no longer had to unnecessarily patrol the building knocking on doors every hour and residents in need of attention were reached much faster".



About CLB

CLB specialises in the development, production, installation and service of innovative integrated communication and alert systems to hospitals and care homes. CLB's unique solutions help support staff to improve care quality, provide greater privacy for residents while at the same time reducing operational costs.

Established in 1981 and based in the Netherlands, CLB's reputation is built on its extensive experience within the health and social care sector, as well as other industries, government and public sectors.

CLB's innovative acoustic monitoring solutions monitor tens of thousands of residents in the Netherlands and have completely transformed the learning disabilities care market.