

CASE STUDY

Nurse Call & Acoustic Monitoring at Treloar Campus

Many of the students at Treloar's have extremely complex needs. This means they are not always able to summon assistance via a standard nurse call system which can leave them vulnerable especially at night. The diverse types and complexities of student needs means problems can occur at any time, but during the night the smaller number of night-shift staff were carrying out scheduled in-room checks typically every 30 – 60 minutes which left windows of unattended time when life-threatening issues, such as seizures, choking etc. could arise. For vulnerable students, the school and college previously used a variety of domestic style baby/video monitors. However, as the complexity of students increased, the number of students requiring these devices increased and it became clear that a more effective and streamlined form of monitoring was needed to provide more rapid and efficient assistance.

"With radio frequencies of domestic style baby monitors being challenging to maintain, and the number of students requiring remote visual monitoring increasing, support workers felt they had to conduct additional ad-hoc in room checks on students throughout the day and night. This disturbed students' sleep and put extra strain on residential

staff. It was clear a more sophisticated solution for the wellbeing of both our students and for those caring for them at Treloar's needed to be found"

Implementing CLB's bespoke acoustic monitoring and nurse call system has improved the situation on every level, seeing a positive impact on both staff productivity and student wellbeing. Students have seen faster responses, a better level of care and improved quality of life due to more accurate notifications and alerts for staff via the system. Students now benefit from a better quality of sleep due to support workers being able to conduct checks remotely without having to open bedroom doors and disturb them. CLB's acoustic monitoring system now enables students to be continuously and unobtrusively monitored.

"A student who boards at the college used to choose to have her door open at night as she was aware that staff needed to check her hourly and it woke her up if staff had to open her door. Once Treloar's introduced the CLB Acoustic Monitoring system she was over the moon as she could now sleep with her door shut, safe in the knowledge that staff could check her via the CLB Acoustic Monitoring system."



How the system works

The audio system is set to detect onset of seizure or other activity by recognising specific levels, types and patterns of sound. Additionally, students who feel in distress can simply call out for assistance instead of having to find and push a nurse-call button. The same goes for attending staff who need immediate back-up while their hands are full. In each case, an alert goes out to other on-duty staff that assistance is required.

To complement the incident alert function, staff can listen in on rooms turn-by-turn at any time to check normality of regular sounds such as breathing. This is done from a central point, where feeds from in-room IP cameras can also be viewed if considered necessary. This provides a very high level of monitoring support which can be appropriately adjusted to differing levels of student needs. More independent students can thereby enjoy a greater amount of privacy while those with high-dependence get the continual attention they need, without the intrusiveness of a constant human presence in the room.

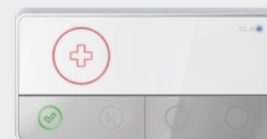
In short

Challenge

With a large campus and an out-dated nurse call system, and the number of students requiring radio domestic style baby monitors increasing, it was clear a more sophisticated solution for the wellbeing of both the students and those caring for them at Treloar's needed to be found. A small team were tasked with finding a replacement system.

Solution

CLB's nurse call & acoustic monitoring system, complemented with IP cameras, is now used across the whole campus to facilitate continual, effective and appropriate monitoring of students. The acoustic monitoring system alerts staff immediately if there is cause for concern.



Improved care

'Blind spot' time windows are eliminated as staff are immediately alerted to need for assistance between periodic checks. Students who need higher levels of monitoring can be accommodated through live audio and video streaming.



Improved practicality

Ability to call out for assistance instead of pushing nurse-call button means that students not physically able to use a nurse-call button can still request assistance when needed.



Improved productivity

Staff can respond promptly when their assistance is needed, while being free to carry out other tasks, such as updating care plans, during idle times.



Improved wellbeing

Continual monitoring means staff only need to enter bedrooms when assistance is actually required. This gives the students more privacy and is more conducive to an undisturbed night's sleep.