

Lifespace Communities are leading the way in technology for resident well being and care quality.

CASE STUDY

CLB Acoustic Monitoring - Abbey Delray

Lifespace Communities is a non-profit forward thinking senior living organization. They pride themselves on staying ahead of market trends and are recognized for having the ability and attitude to pilot new innovations. Where others follow Lifespace leads the way.

Challenge

Lifespace installed CLB's Acoustic Monitoring system, with the aim to hit the following KPI's:

- 1) Reduce falls over 40%
- 2) Reduce response times to under 5 minutes.
- 3) Reduce unnecessary nighttime interactions by 50%

Other performance indicators were also under consideration around reduction in sleep medication and challenging behaviors.

Solution

CLB are the experts in Acoustic Monitoring, we invented/created the solution some 30+ years ago in Europe. Our award-winning innovation gives your residents the gift of sleep while proactively monitoring at night-time. It provides a safety net to pick up on concerning sounds which alert care givers immediately. Care givers can provide care when and where it is needed, rather than rounding on residents.



Our vision is to help transform your night-time care in order to improve your residents' sleep, so they are well rested, which has been proven to have significant benefits to senior living residents, to include fall reductions.

Benefits



Prevent falls

Direct fall prevention by acting swiftly when the system picks up people getting out of bed and indirect (during the day) because better nights provide better days.



Faster response

Instead of intermittent checks with blind spots of one or two hours, staff can now immediately respond to residents in need.



Improved care

'Blind spot' time windows are eliminated as staff are immediately alerted to need for assistance making them less or not dependent on periodic checks.



Improved service users' wellbeing

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



Improved practicality

Residents can just call out for assistance instead of pushing a nursecall button or pendant. Not reliant on residents always having the pendant on them or not knowing how to activate them.



Organizational transparency

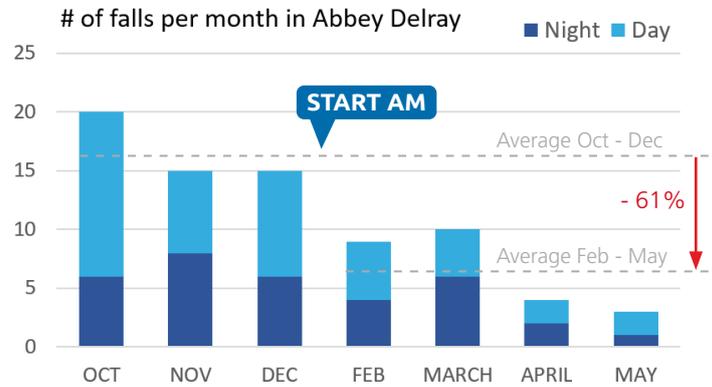
Generally new customers already know that their night care is not very transparent but only realize after the system has been installed how bad the situation sometimes can be.

The numbers

The 3 KPI's that were set have been achieved and many other benefits have been recorded, see the quotes section below for more information.

Conclusions

- **Falls dropped with 61%** after introduction of AM
- **10.2 falls saved** per month
- Only **3 falls** in the month of **May**
- Reduced **unnecessary** night-time **interactions** by well **over 80%**
- During the 4 month pilot, **41 falls less** than without AM
- Average **response times** are well **under 5 minutes** since the system has been installed
- Since the system was installed **only 1 fall** occurred that has caused a **fracture** (average before was 6 in the same time period)



Quotes

"We (Lifespace) decided to pilot CLB's acoustic monitoring system in our Assisted Living and Memory Care units. We have worked alongside CLB to establish mutual targets that we wanted to achieve for the benefit of our residents. We learned from the installations of CLB Technology in Europe and the UK they have seen a significant reduction in falls. Abbey Delray which was the 1st community in the USA to have the system installed, has managed to reduce falls in 4 months by over 60%. But it's not just falls, we have been able to observe other benefits that we didn't even consider. It helped our night staff, giving them the ability to respond to care needs as they happen. It has also reduced the amount of time rounding so allowing our residents to get a good night's sleep. And as we know, getting a good night's rest has a positive impact on the well-being of our residents."

[Rick Oros](#) - Vice President of Healthcare Operations

"I am so impressed, as this is a significant reduction in falls. I would like to discuss implementation in more of our communities in Florida."

[Angela](#) - Regional Health Services Director – Florida

"Saved a Life."

"The other night one of our residents in AL (assisted living) had a serious fall, the gentleman didn't have his pendant on him and the CLB system picked up on his cries for help straight away, we managed to get to him very quickly and get him into an ambulance. He is now back with us and in SN (skilled nursing) where he is rehabilitating and getting better each day. Although ideally we'd like to prevent falls, in AL where they are more independent this is more challenging, however I am 100% sure the situation would have been much worse. Had we found him on our rounds, it could have been a few hours which in this case would have had a very different outcome. We are just pleased we managed to get to him quickly and get him back on the road to recovery, and more importantly so were his family."

[Hammad](#) - Administrator Abbey Delray

Please ask us for many other beautiful quotes we have been able to collect during these 5 months.

