

Improving responsiveness to residents' needs with Ascom

at Majesticare's Cavendish Park

Effective and efficient response to calls is not only crucial for the residents' well-being but also for maintaining their families' trust. Recognising this, Majesticare's Cavendish Park care home took a strategic step to invest in the Ascom Response Management solution to improve call response times and overall operational efficiency.



Improving responsiveness to residents' needs

- The Majesticare leadership team proactively focused efforts on reducing response time to residents' calls.
- Developing a technology infrastructure that supports the Cavendish Park team with response time.
- Improving resident safety with Ascom.

" Since the Ascom solution has been implemented here at Cavendish Park, we have seen a difference in our teams' response time to our residents' needs and requests. Resident calls come through to the teams' handheld devices in real-time, allowing the team to prioritise tasks. This has made a positive impact on our residents' lives and our team's workload, as the solution alleviates the need to go in and out of residents' rooms asking what support they require.

Ascom are at the forefront of their field and have been instrumental in evolving innovation and technology within our home.

Mel Hoskins, General Manager at Cavendish Park.



Response times to emergency calls have **improved by 16% from 71% to 87% inside 2 minutes.**¹

Response times to non-emergency calls have **improved by 10% from 62% to 72% inside 5 minutes.**¹

With the Ascom solution implemented Cavendish Park are now responding now responding to **75% of 'non-emergency' calls 3 minutes 49 seconds faster.**¹

Problem

Majesticare had no meaningful way to measure or demonstrate responsiveness to resident needs and calls for assistance.

Expected Performance

<2
minutes

Emergency calls should be answered in **less than 2 minutes.**

<5
minutes

Non emergency calls should be answered in **less than 5 minutes.**



Performance measurement **should be visual based on data collected.**

Ascom's response management solution

Infrastructure

Cavendish Park are not currently using the Ascom nurse call system. The nurse call system installed at Cavendish Park has been developed and installed by an alternative provider. However, Ascom's agnostic solutions allow for cross-vendor infrastructures.

Ascom's response management solution allows an enhancement of the current system, rather than a complete replacement. To activate the nurse call, residents simply push one of the nurse call buttons situated around the care home or in their rooms. The alarm is surfaced to the carer's Myco4 smartphone and to the central station in the care teams office.

All calls are monitored and prioritised should an emergency call also be triggered. Directing alerts directly to carer's smartphones reduce the response time to residents.

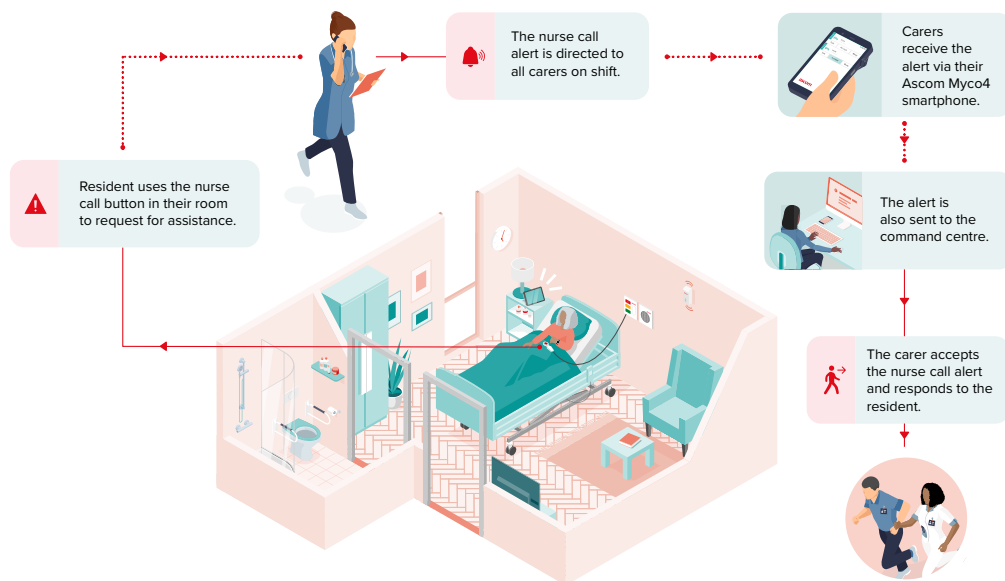
Architecture

Awareness & Prioritisation Operational Efficiency Data-driven decisions

Whatever the size and type of your facility, we will work with you to achieve a solution that's best for residents, employees and care objectives. That includes everything from initial clinical consulting right through to customised services and support.

" With the solutions Ascom have brought to Cavendish Park, we have been able to explore beyond the conventional methods of people requesting assistance and reduce response times to resident requests. Since the implementation of the Ascom solution, there has been a proven reduction in call bells, as requests are directed to the right people in the right department, which in turn means they are actioned more quickly.

Sarah Jennings, Quality and Development Lead, Magesticare.



For entire care facilities

✓ Easily scalable for larger facilities and multi-site care groups

✓ Connects carer's phones to EMRs, devices, monitoring system, residents and colleagues

✓ Capture and analyse clinical and operational data for continuous improvements

✓ Enhance staff prestige with advanced, state-of-the-art equipment

✓ Digital logging and auditing for familie's peace of mind

For individual care facilities

There is no such thing as a standard long-term care facility. Which is why we work with you to craft a system that matches your layout, resident profile and infrastructure. So no matter who or where you are, we can ensure:

✓ Your resident's calls and messages go directly to carer's phones

✓ Carers can prioritise calls while on the go, and co-ordinate responses with colleagues

✓ You gain truly mobile communication and collaboration tools

✓ Reassure residents and their families that help is always at hand

✓ Filter alerts for a quieter, homelier and more relaxed atmosphere

Background

Over the past year, Cavendish Park has generated a total of **53,032 calls**, averaging **145 calls per day**. The number of calls per day has remained variable but stable, indicating consistent demand without any discernible upward or downward trend. The breakdown of calls reveals that **97%** were classified as 'non-emergency', with the remaining **3%** defined as 'emergency' calls from residents requiring urgent help.¹

Majesticare is a leading care home operator in the UK, known for its commitment to providing high-quality care and creating a home-like environment for its residents. With a network of **16 care homes**, Majesticare serves **over 600 residents**, ensuring each individual receives personalised care tailored to their needs.

References:

1. The performance metrics in this document are calculated by the Ascom Evidence Generation Team, all raw data and analysis is held on file. The period of analysis is 12 months (13th May 2023 to 13th May 2024), covering 53,032 resident calls.

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