



Parkhaven Trust
• Kindness • Caring • Excellence
Established 1888

NEW TECHNOLOGY – CHANGING THE WAY WE WORK

A GUIDE FOR SERVICE USERS & THEIR FAMILIES

THE BEECHES



Kindness, Caring, Excellence

OVERVIEW

At Parkhaven Trust we are proud to be leading the care sector in our use of new digital technologies to support the care we provide to our service users.

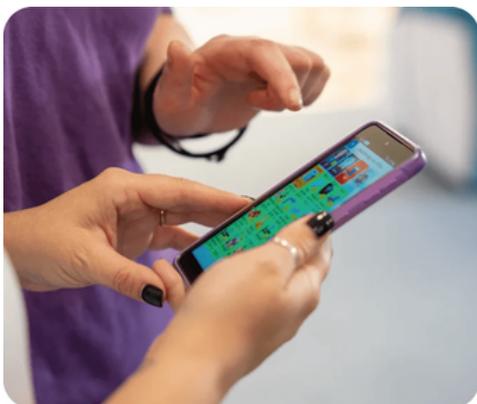
Our investment in the newest technologies works alongside our excellence in care. We invest in our staff in order to get the most from the newest technology, allowing for a better care experience for your loved one.

This brochure will give you information on the digital products we have invested in, how they support the care we provide and the positive difference they are making to the lives of those we care for.

ELECTRONIC CARE PLANNING - PERSON CENTERED SOFTWARE (PCS) DEVICES

The PCS devices provide a robust digital care planning system. As the sector moves away from a paper-based system, we are already well established in our use of this online system. Instead of staff spending time at the end of their shift writing up all the paperwork, they use handheld technology that records service user care immediately throughout the day.

The PCS device lets care staff record care notes that automatically update charts, reports, care plans and many other features in real-time throughout the digital care management system. The PCS devices resemble a mobile phone, they are lightweight, fast, and icon-driven with little need for typing; staff can quickly record care notes at the point of care, allowing for the recording of care notes quickly and accurately, leading to more care notes recorded and more time with your loved ones doing the things they enjoy.

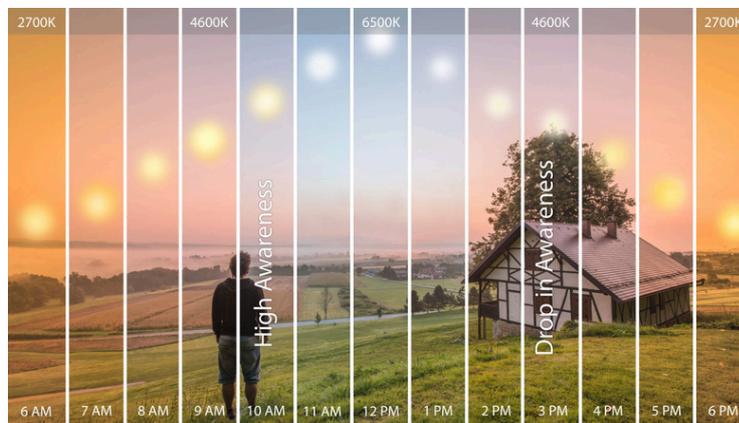


The PCS system ensures a more personalised approach to care. Just one example of this is the monitoring of fluids and nutrition. The PCS device gives real-time information at the touch of a button and allows for staff to act quickly should any service users' regular patterns of fluid intake or nutritional needs change.

CIRCADIAN LIGHTING

Our circadian lighting system is designed to control the colour and intensity of the light at particular times.

The system mimics natural daylight in the day and creates '*biological darkness*' at night by changing the colour and spectrum automatically throughout a 24-hour period.



During the daytime, the system will provide the maximum levels of (circadian blue rich) cool white light that has been optimised to stimulate receptors in your eyes, this gives a strong signal to your body that it is daytime. This can help not only boost alertness, but also keep your body in a solid circadian (day/night sleep/wake) cycle.

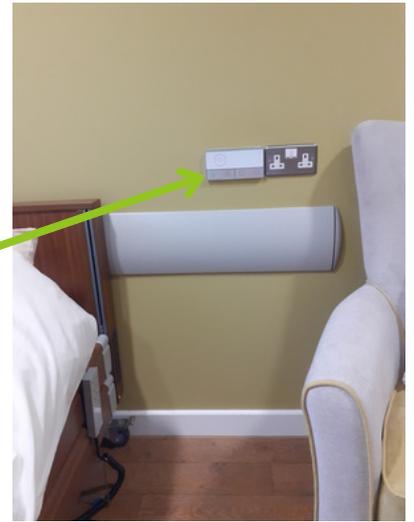
At night time in the circadian mode, the system will automatically reduce the light levels and change to a very warm glow that has been optimised spectrally to avoid over stimulation. This allows for restfulness and a better sleep.

Circadian lights in bedrooms



ACOUSTIC MONITORING

Traditionally Parkhaven Trust would do hourly checks on service users during the night. By opening the door and light coming in, individuals could be disturbed. Now staff use sound detecting technology, called acoustic monitoring, which non-obtrusively observes sleeping service users and triggers an alert for staff to respond as required.



Acoustic monitoring

The Benefits

Less disturbance at night means better sleep quality which delivers tangible well being benefits – such as:

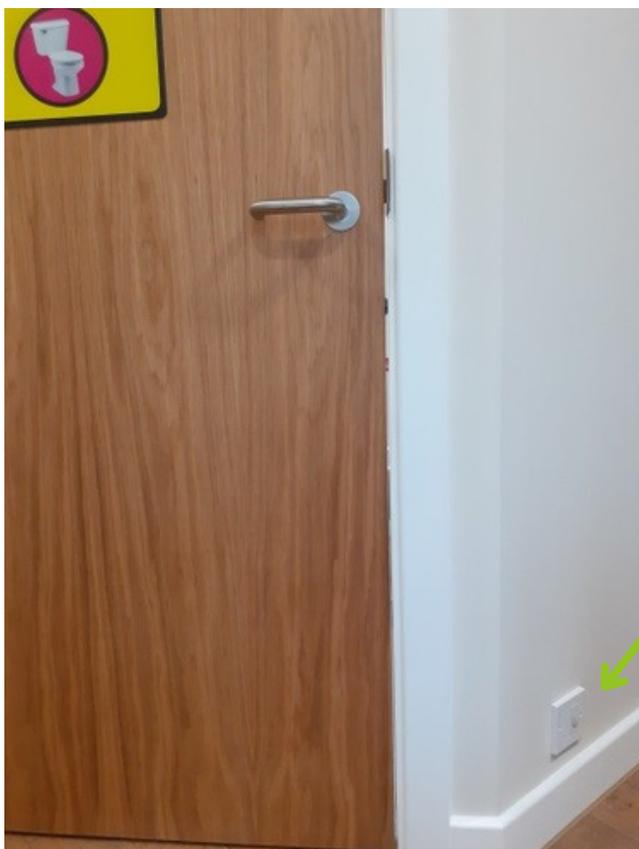
- ♥ Less susceptible to falls.
- ♥ More active in the daytime.
- ♥ Less stress and anxiety.
- ♥ Less reliance on medications.
- ♥ By being better rested service users are more likely to be able to eat so weight loss issues can be addressed.
- ♥ Privacy protected and dignity improved by less in-room; interventions – this especially helps new service users that are adjusting to a new environment.
- ♥ The system also delivers preventative care. As staff are alerted as soon as a service user is about to get out of bed they can proactively provide assistance which significantly reduces the number of fall incidents.



PASSIVE INFRARED (PIR) SENSORS

The PIR Sensor is activated when a service user gets out of bed at night. The sensor will turn the light in the bathroom partially on, helping 'light the way' to the toilet. When the bathroom door is opened the bathroom light will come on fully. Once the service user has finished using the bathroom and the door is shut behind them, the light will go off.

The PIR sensor system works hand-in-hand with our acoustic monitoring system, staff will be alerted to the service user getting out of bed via the acoustic monitoring and can then go to assist, if help is required.

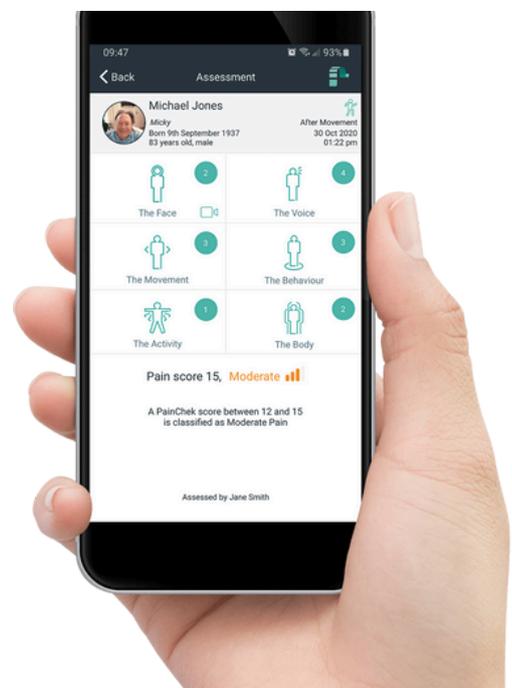


PIR sensor

PAINCHEK

We use PainChek to assist all our service users to live pain free. Expressing pain can be challenging to communicate for our service users, many of whom no longer have the language to communicate this. This product improves pain management practices and is digitally linked to our other systems.

Using AI technology to support a modern pain assessment framework, PainChek identifies the presence of pain even when it's not obvious. The smart phone camera looks at the person's face then analyses the images using AI driven facial recognition. It automatically recognises and records facial muscle movements indicative of pain. Our staff then uses PainChek's guided framework to observe and record pain related behaviours such as movement and how pain is vocalised by the person. Finally, PainChek calculates an overall pain score and stores the result. This outcome forms the evidence base supporting the implementation of pain management interventions, and for the ongoing monitoring of their effectiveness over time.



We believe living pain free is a basic human right. To enable all our service users to achieve this we have invested in this cutting-edge digital product. Living pain free has major implications on the quality of people's lives. We know to live pain free opens the door to many more activities and wellbeing outcomes. When pain free, our service users benefit in every other part of their lives including nutrition, sleep, mental health and general physical health.

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ATLAS - ELECTRONIC MEDICINES MANAGEMENT SYSTEM

ATLAS is the market-leading Electronic Medicines Management System (eMAR). This system is being rolled out across Parkhaven Trust. The ATLAS eMAR system is easy-to-use and is proven to increase service user safety and improve care home compliance and efficiency.

The Benefits



Reduces risk of medication errors.



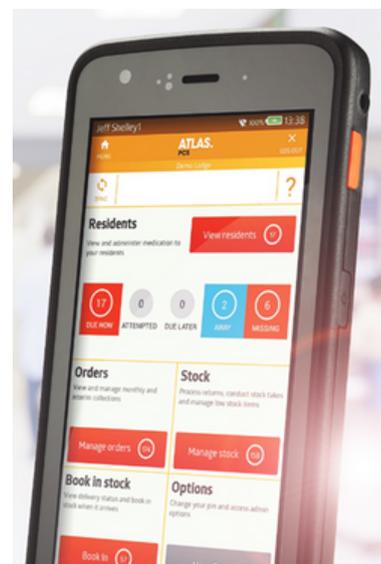
Continual monitoring of service users well being.



Allows complete oversight of all medication transactions through a centralised dashboard.



Time saving, allowing staff more time to be spent with service users doing activities they enjoy.



ATLAS eMAR provides many benefits; it works to reduce medication errors, streamline medication management processes, improve service user health and safety and provides more detailed data and reports for the evidencing of care.

ATLAS eMAR provides real-time updates to information on areas that have significant impact on the well being of our service users, such as medication orders, dosage, administration schedules and more.



INTERACTIVE TABLES & VIRTUAL REALITY

Interactive Tables

These large-scale gaming tables, provide the option for hundreds of games, all excellent for cognition, brain function and fine motor skills as well as being good fun!

The interactive table offers a rewarding and purposeful approach to exercise and movement. We know it can help improve a service users' physical ability, participation and range of movement, not to mention the benefits this product has on well-being, enhancing mood and increasing a sense of belonging.



Virtual Reality Headsets (VR)

Our use of the VR headsets with some of our service users has helped with the recall of old memories, it has also shown to reduced aggression and improved service users interactions and behaviour with their peers.

The VR experience allows service users to experience activities that they may no longer have access to in daily life.

PRIVACY

We take our data protection responsibilities very seriously; implementing appropriate technical security and making every effort to comply with relevant legislation including GDPR. Our Privacy Notice can be found on our website at www.parhaven.org.uk It tells you what you can expect when we collect personal information from service users, their representatives / families, our partners and the public.

CCTV for safety and security

Closed circuit television (CCTV) is installed at The Beeches for the purposes of staff, service user and premises security, safety and good management. All cameras are located in prominent positions within public and staff view and do not infringe on clinical or treatment areas.

All CCTV surveillance is automatically recorded, and any breach of the Information Commissioner's Codes of Practice will be detected via controlled access to the system and auditing of the system.

Signs are displayed in The Beeches to ensure staff and visitors are aware they are entering an area that is covered by CCTV surveillance equipment. The date and time stamp on images will be checked on a regular basis to ensure they are accurate. There will be no voice recordings taken by the CCTV system. The system will be maintained to ensure the images obtained from it are of high quality.

For more information see: *Closed Circuit Television Policy and Procedure: IG03*

AWARD WINNING

Our work leading the field in digital technology has been recognised with a number of Awards and accolades:

- 2024 Finalist in **Social Care Leadership Awards**, Beccy Incedon-Blevin for Digital Leader Award.
- 2022 Winner of Care Innovator Award at **Great British Care Awards**.
- 2021 Winner of Best Use of Digital Technology Award from **Radar Health Care Awards**.
- 2021 Finalist for Innovation and Technology Award with **Liverpool Echo Regional Business Awards**.
- Participating in the **NHS/NCF Digital Hubble project**. A series of webinars for care providers across the UK, detailing our success with digital technologies.
- Participation in 'I'm a **Technophobe get me out of here**' best practice webinar for care providers across the UK.
- Participation in Birmingham Care Managers show for **NHS Digital**, Nominated Individuals; a national event for skills for care.

We are regularly asked to speak to other care providers across the UK on our successful implementation of digital technologies and the difference this is making to the quality of life for the people we care for.

MORE INFORMATION

If you'd like more information on any of our digital products, please speak to Diane Percy, Registered Manager, Parkhaven Trust



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Find us online at www.parkhaven.org.uk