



TEC Test of Change Rashielee Review

October 2022



Situation

There was an opportunity to support staff at Rashielee Care Home, Erskine, through the Test of Change programme. Six iPads were provided to support wellbeing, with the addition of the Sleepio and Daylight apps to assist in managing sleep health and monitoring wellbeing.

Rashielee hosted a Sleepio and Daylight launch event with cake and balloons, with assistance on hand to support log-in, account set up, and baseline assessment. Colleagues from Big Health and Scottish Care attended, and overall the day was positively received with high engagement. Tech was provided to enable the use of the apps and improve wellbeing.

Staff uptake was positive at first, with some minor changes needing to be made to the set up: staff took to using their own mobiles as the device needed to be near them to monitor sleep. Aside from this there were some downloading issues due to tech literacy.

In the medium term, engagement dropped and many noted apathy towards the apps - the idea sounded good but staff needed a push to use it. Staff said they felt isolated throughout the pandemic, and that their wellbeing typically improved currently with shared conversations and collective energy - examples of this in practice include the Step Count Challenge that brought staff together earlier in the year.

We also heard that sleep health and tech use in close proximity might not be the most conducive combination. Having phones in bedrooms didn't work well and having the app on a work phone or tablet was problematic - typical challenges with this came: charging, locating, and prompting to use a second or additional device. Further assessment was required to understand how the provided tech could be used to benefit staff and residents.

Background

- Rashielee already had wellbeing activities in place, such as the step count challenge
- Culture of innovation present at Rashielee but digital literacy and confidence was varied across staff
- There was an opportunity to improve wellbeing

Assessment

With the use of iPads and the two apps failing to successfully marry up, there came a new opportunity for the iPads to be distributed to improve the wellbeing of staff. The Care Technologist was introduced to the project at this stage to assess how these could be best used.

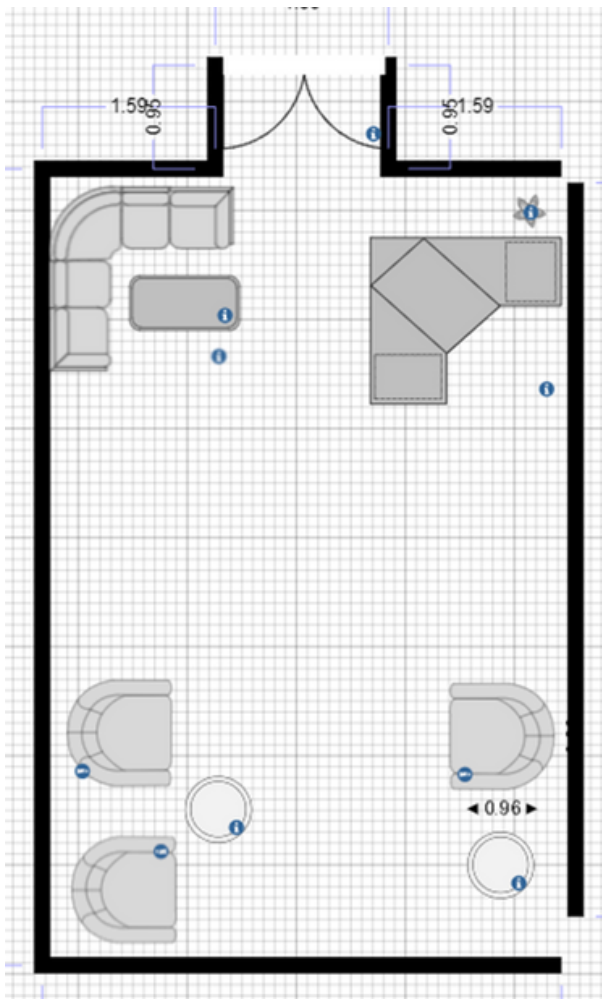
There are always challenges that come along with finding solutions, and while the iPads provided access to apps that could assist in managing wellbeing, there were challenges that came with this. The assessment aim was to identify and tackle challenges that came along with the original solution of technology assistance.

With this in mind, the Care Technologist reviewed the use of iPads across social spaces for staff and for residents. Taking learning from the recent Leuchie House work funded by the ToC programme, the devices were distributed to improve visits, engage residents and in turn streamline staff workload to improve wellbeing. The devices were also placed in staff social areas to engage with during breaks and downtime.

Results

The Care technologist provided a tailored technology plan to the social areas of Rashielee, including the entrance hall, resident spaces and staff room*. Alongside this, associated challenges to adapting the technology were discussed to ensure the success of the plan.

Rashielee entrance hall



iPad x3 (desk, waiting space, resident seating)

- - Sign in/out visitors
- - Weekly updates and news
- - USB charging points/docking stations/app accounts
- - Spotify
- - Prompt cards for questions to 'ask Alexa'
- - App list on cards for staff to show with residents
- - Placed on shelf residents can't access

Associated challenges

- Funding
- Training
- Connectivity

Overcoming challenges

- Bursaries
- Courses
- Broadband improvement fund

*The staff wellbeing area is currently in development and will be ready early 2023.