

# Floordam residential care centre



## Customer

Floordam residential care centre, Belgium

## Industry

Healthcare

## Challenges

Create a more resident-friendly atmosphere by:

- Giving residents as much freedom to roam as possible but without compromising their safety
- Reducing the stress levels of nurses
- Providing an easy-to-use, highly reliable and mobile alarm device for residents

## Solution

- DECT medallions and handsets

## Results

- Improved security for all residents
- Significantly reduced stress for nursing staff

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**“Our care concept aims to give residents as much freedom as possible without compromising on safety and security.”**

**Betty Herbots**

**Manager, Floordam Residential Care Centre**

## Challenges

Floordam residential care centre has reinvented the nursing home model. No longer are residents locked up at night for their own safety, and no longer are they assigned to individual cubicles. Instead, the residents live in family-like groups of up to fourteen people who share kitchen, dining and living room facilities. And, with the help of the care centre’s staff, all the residents are encouraged to take part in everyday life.

“This is a completely different way of working and living for our employees and residents,” says director Luc Kuylen. “And it’s only been possible with some rather innovative supporting communications technology.”

The challenge was to give residents as much freedom as possible to move around during day and night, while also limiting that freedom for some “at risk” residents. “Our care concept aims to give residents as much freedom as possible without compromising on safety and security,” says Betty Herbots, manager of the centre.

## Solution

An advanced “roaming detection system” offered the solution. In the past, attendants used to have to keep an eye on residents at night. Today, bed mats now detect when a person leaves his or her bed. An alarm goes off on the nurse’s phone, who can then investigate the situation. “Before the new system, our nurses always had an unsettling feeling of apprehension because they cannot be everywhere at once,” says Luc Kuylen. “This new system greatly reduces their stress at night.”

Because Floordam understands that all residents are different individuals with different care needs, each has his or her own 'movement profile'. This means that some residents cannot leave their rooms at certain times, for example, and others can only enter certain parts of the living area at certain times. Sensors check whether movements are allowed, based on the DECT medallion that each resident wears. Doors open for some and remain locked for others. "Many nursing homes have no alternative but to keep doors locked, but thanks to the NEC system that's no longer necessary at Floordam," says Herbots. "We are confident about security but also our residents have a plenty of freedom to roam."

To combine that feeling of freedom with extra safety, each resident's DECT medallion has an 'emergency' button. If they need help, they simply press the button once. A staff member then gets a call via his or her DECT phone, and they can either check-up on the resident or call the phone in their room. To help less-mobile people, a sound detection system was also installed. Residents are confident that they will always be heard.

RealDolmen was the Belgian NEC partner chosen by Floordam to propose and install the total concept. They identified RealDolmen as the only supplier that can give the care centre the total solution they needed.

"Being able to work with one supplier is a big advantage," says director Kuylen. "Colleagues that purchased applications from multiple suppliers have trouble getting everything to work together. In addition, a multi-vendor strategy has a greater cost. Also, if something goes wrong, suppliers often point fingers at each other."

## Results

Technology is critical for Floordam's operation. "That's why RealDolmen had to use proven technology," says Kuylen. "What's more it has to be technology that can evolve along with our needs. We wanted a supplier could not only provide that technology but also understand the nature and importance of our activities. With RealDolmen I believe we found our ideal partner and we are particularly pleased with the clear and open communication."

Floordam's employees are extremely happy with their new technology, and the wireless phones are always on their belts and are always in good working order. "It's clear that if something doesn't work this gives our people stress," says Betty Herbots. "It was important that RealDolmen understood that an environment like ours requires quick reactions. Thanks to the NEC technology we have fewer worries and that results in extra energy that we can give to our residents. They really appreciate that."

## About

Floordam residential care centre in Melsbroek, Belgium is pioneering the concept of residents living in small units. It is part of its vision that makes residents a priority not the institution. Floordam's residents live together in separate group residences for 14 elderly people. Each residence has its own lounge with kitchen surrounded by the residents' apartments. Floordam wants to offer its residents a homely environment that involves them in everyday life.

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