



HammondCare Case Study

 HammondCare
An independent Christian charity



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HAMMONDCARE WAHROONGA ALIGNING TECHNOLOGY WITH PERSON CENTERED CARING

Background

HammondCare is a not for profit, independent Christian charity and leading provider of Dementia care in Australia. The organisation has been a pioneer in aged care since the early 1950s, when it established Hammondville Homes for Senior Citizens, one of Australia's first integrated facilities for elderly people.

Today HammondCare has aged care residences across Australia, including a new development in Wahroonga in New South Wales. Built specifically for dementia care residents using internationally recognised principles, HammondCare Wahroonga is a four-level, dementia care specific home, comprising six private apartments, each accommodating between 9 and 12 residents. All apartments are designed around a unique model of personal, individualised care, and are staffed by specialist dementia carers and advisers.

All components of the Wahroonga site are designed to promote choice, minimise confusion and maximise independence, including the nurse call and patient monitoring system supplied by Hills Health Solutions.

Which Solution?

HammondCare aims to make their residents feel at home in an environment that promotes a sense of belonging and independence, with each apartment designed to operate like a private home. A traditional nurse call and monitoring system, offering a 'one size fits all' approach didn't align with HammondCare's focus on person centred care. Standard nurse call systems tend to be both restrictive and intrusive for patients, as well as being difficult for staff to manage.

HillsCare Dementia offers an alternative approach. It is resident centric and puts the ability to change monitoring conditions and actions in the hands of the care staff in an easy to use way, with a clean interface that can be accessed on any smartphone, tablet or laptop.

There are no annunciators, flashing lights or intercom messages – staff are notified of events by a discreet vibrating pager. An intuitive interface makes it easy for staff to add clients and create personal 'mobility' profiles to monitor a resident's activity and wellbeing. Sensors indicate behavior outside of expected parameters, like a resident out of bed for an extended period during the night. And being resident centric, each resident's profile displays only those key behavioral parameters specific to that resident – so staff fully understand workflow requirements without having to sift through unrelated lists or behavior descriptions.

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TRUSTED TECHNOLOGY

HILLSTM health solutions

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Results

HillsCare Dementia facilitates flexible, just-in-time assistance, tailored to the needs of the resident. Most residents don't even realise there is a monitoring system in place – but are impressed that staff always arrive just when they are needed. They can maintain their independence and the routines that make them feel 'at home' in their HammondCare home.

HillsCare Dementia gives staff the time to support an individual if and when they need it, and they appreciate the reliability and user-friendly interface. Most importantly, Hills Care Dementia aligns with the values that HammondCare promotes – to provide a home that is just like home and support residents to maintain their independence and live with dignity and feelings of comfort, safety and security.

Reference

Mr Stuart Thorne - Head of Quality, Safety and Risk
Jessica Johnson - Nursecall Administrator, HammondCare

