

FINAL

Transcript of

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Innovators in Healthcare

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Introduction

My name's Leanne Scrogham and I live in Ulverston in sunny Cumbria. I have had a passion for health and social care from a very young age from supporting my sister.

On leaving school, I went straight into care for looking after people with learning disabilities and mental health, which was with the NHS and eventually transitioned to creative support. I then decided to go into Domiciliary Care and spent eight years as a registered manager there, working between three different locations.

About four years ago, I became the registered manager. I thought I'd try my hand at a care home. So I came into the not-for-profit sector and joined Abbeyfield Lakeland Extra Care, which is Hartland House.

We're a 30-bed residential care home offering personalised care for residents. We are set in a village in Milnthorpe. We are about 20 minutes from Lake Windermere.

Introduction to Nobi

It's an AgeTech company founded in 2018 in Belgium. They believe that everyone deserves to grow old in a dignified, safe and happy manner. The star of the show is its AI-powered smart lamp, which works for the safety of older adults. At its core is fault detection and fault prevention. Nobi Lamps is currently present in 21 countries, with six offices in five countries, distributors and resellers in nine countries. At the end of 2024 there were more than 50 employees. Excitingly, at the end of the back end of 2024, they signed up with Frontier Senior Living. It's one of the largest and most renowned senior care providers in the United States. Following impressive results, they decided to roll out Nobi's Smart Lamps across 56 of its locations. So I think this year is going to be very, very exciting.

Early trials with Nobi

We started using Nobi in May 2023.

We were asked to take part in a four-month pilot, funded by the NHS Lancashire and South Cumbria Integrated Care Board.

A total of eight lights were funded as part of the programme. The most difficult choice was deciding where those eight lights were supposed to go!

How we manage falls in the health and social care sector

A lot of our residents go into residential care when they start to lose confidence and mobility.

We get a lot of people who have only had one fall, and they lose confidence straight away, so they think that going into a care home is going to solve it.

But unfortunately, it doesn't.

We've all looked and tried different systems that work, and for us, the main ones that we tried were acoustic monitoring, mobility aids, and physical checks, which we do through the night and during the daytime. We also use nurse call, pendants and pressure mats.

For us, Nobi came at a time when we were frustrated because we had all these things, particularly the pressure care mats but we were still getting high levels of falls.

We were at our wits' end.

So when we were offered this pilot, we jumped at the opportunity.

Current solutions fail

So the nurse call systems that we've got in place, academic research indicates that in instances where the oldest elderly fall and cannot get up independently, only 20 % manage to use the nurse call system for assistance.

Tragically, the remaining 80 % must wait until they are discovered to receive help. At Hartland House, the statistics align precisely with academic findings. 82 % of the elderly residents were unable to use the nurse call when needed, which implied that the current technology we had in place was not adequate and did not give us swift assistance where it was most crucial.

As a result, average response times for falls can be extended up to an hour. Clearly, for us, there was an urgent need for an immediate and reliable solution that actually did what we needed it to do.

How Nobi's AI works

Every second, Nobi scans the room with optical sensors. Nobi's AI recognises objects and people in the room and analyses their position - in and out of the bathroom, on the floor, and so on.

So the key areas for fall prevention: automatic lighting, night light, fall risk alerts and falls analysis.

Fall detection: it never misses a fall, and alerts caregivers immediately when a resident falls. This allows caregivers to provide assistance very quickly. All my office staff have access to the desktop where they log into the system and can see what is going on, so when the alerts come through, they can jump straight onto an email. But we also have handsets, mobile phones linked to Nobi. So Nobi will ring that phone and if a person has had a fall, it would tell you the room number for the person who has had a fall, so you're able to locate it.

And then two-way communication opens up so you can speak to the resident to reassure them that you're on the way to get to them.

From a reporting aspect, I can come in the following day, see all the logs and see exactly what's happened.

100 % accurate, we see every fall, smart care, live checking.

Privacy concerns

One of the big things for us was discussing with the Care Quality Commission what they felt about having something like Nobi in place.

Nobi gives you three different levels:

On a completely private setting, it's not switched on. The next setting is where your picture is a stick image. Alternatively, you can see everything as a full image.

That's down to the residents.

All of our residents took to it very, very well.

We did have a couple who didn't want to do it. They felt that they were being spied on by the government. One of them actually said so. So we kept her privacy settings completely off.

But on the live check, using the stick image, you can still see what's happening, so we've been able to reduce the nighttime checks because we can do that remotely.

And when I spoke to CQC about this technology, they were astounded, because a night check is really depriving somebody of liberty. So it's excellent if you can reduce those unwanted disturbances. We've done that with a lot of our residents now.

Reporting, revealing hidden falls

Night reports are amazing: we can see what everybody's getting up to through the night. It helps to sort out medication and other issues, too.

We had an initial rollout phase of one and a half months when Nobi was in learning mode at Hartland House, awaiting integration with the handheld devices and the nurse station infrastructure.

As Nobi has developed, it's become 'ours' because we were the very first home in the UK to have these lights. This observation period provided an invaluable snapshot of the situation before Nobi's prevention capabilities were integrated into the community's operational flow.

Typically, learning model results indicate an unreported fall rate between 70 and 80%. However, Hartland House's data paints a slightly more optimistic picture. When we extrapolate data to a standard metric of over 100 rooms a year, there were 226 reported falls. And yet, the real number is probably closer to 625 falls across all rooms during that time frame.

This suggests that care staff might be unaware of 60 to 65 % of falls. With Nobi, what was once hidden is now illuminated. And particularly in the beginning, we had a massive influx of falls, and it did cause a lot more work. But what we realised - it was quite scary: we'd been missing them all.

While the results were noteworthy, they were consistent with outcomes from other Nobi pilot tests. The Nobi prevention programme led to an 84 % decrease in falls.

Response times 28 times faster

Thanks to Nobi, caregivers can be with the resident up to 28 times faster.

So Hartland House took an extra step in their evaluation by estimating potential intervention times in scenarios where Nobi was not active.

They accomplished this by noting when the next likely room check would have occurred for each fall incident. Without Nobi, their analysis concluded that the average intervention time would have been approximately 57 minutes per incident. However, with Nobi in place, Hartland House recorded an astonishingly low average intervention time of under two minutes.

It's remarkable even by Nobi's own standards; the average across the entire installed base stands at 3.7 minutes, still impressively below the five-minute mark.

But we have been described as a Husain Bolt of caregivers!

Sobering incident sparks shift into full implementation

Initially, we decided that we were going to probably spend a minimum of a year, review where we were and decide whether to get any further lighting within the home.

And then one morning I came into work and one of our lovely ladies, who wasn't at risk of falling, didn't have a Nobi light in her room, had fallen in the night.

She'd wrapped herself up in a duvet, fallen out of bed and had a serious head injury, and when we found it it looked like she'd had a two-hour long-lie because that was the last time that she had been checked.

As a manager, that's a bitter pill to swallow, particularly when you know that you've got something in place in other rooms that could have saved that long lie.

Fortunately for us, she did get better, but we decided that we weren't taking that chance and that we were going to put Nobi lights in through the remaining rooms. And we did that within six months of making that decision.

Costs

This was in 2022, so none of these figures will be correct, but the total cost per room was about £2,282. That was for all the fitting, the support, ongoing management and training, etc for the home. That works out at 89p per day.

For that, you get a Nobi Smart Lamp and you get the Nobita. So the Nobita is the 'baby' that goes in the bathroom, also covered with your Bluetooth switch, your lifetime license (which is classed as seven years), delivery, installation and setup.

Negatives

So we did have some negatives.

I would rather be honest and let people know what the negatives are before they even think about going into something like this.

Wifi was our biggest bugbear. We thought we had good wifi. However, we didn't. And when the lights got fitted, the lights weren't working in certain areas because of black spots, and then that resulted in data not getting transferred on time. So there was a big need for us to improve our Wi-Fi. I had to get IT guys out, and it cost us a bit of money, and we had to get all new access points throughout the home.

Once we got that, it was working absolutely fine. But to be mindful, you might think you have good wifi, but, when it comes down to it, you might not.

Frequent power cuts, because we live in sunny Cumbria, we do get quite a lot of those. One thing we were prepared for from the start was to make sure we had backup lights for emergencies. So we have battery-operated push lights that we can use in an emergency.

Residents, as I touched on before, thought the government was spying on them, had suspicious thoughts, and didn't want anybody seeing any aspect of their lives. Interestingly, the main resident who didn't want that actually has it now. She suffered from frequent falls and then changed her mind and decided that she wanted to get the light switched on.

Influx of falls at the beginning.

Cost can obviously be negative. It's a big outlay and really it's huge. You can't just be spending money like that without knowing that it's going to work. But it is the best thing that we've ever done at Hartland.

Reporting functions need to be improved: I want to be able to see that you can pull them off in an Excel spreadsheet. And that apparently is coming.

False-positives - Staff putting creams on, stuffed toys, and dressing gowns, they can sometimes be picked up by Nobi as if they were a person. So you can get a false report from that.

Feedback and stats

Some of the feedback that we've had about peace of mind provided to both our staff and families of residents suggests that it's been invaluable.

One family member went as far as to say that Nobi has truly made a difference in enhancing the safety of my mum's life, as well as everyone else there taking care of residents at Hartland House.

Finally, some stats from the pilot in 2023.

45 % of reported falls in care homes resulted in an ambulance callout.

With reported falls per year in care homes at 600,000 and the cost of an ambulance call-out at £252, it meant the NHS was spending hundreds of thousands of pounds on call-outs.

If Nobi lamps were rolled out across the 600,000 care home beds of the UK, they could have prevented 1,381 falls per day and saved the NHS £156,500 every single day. That was a couple of years ago. So people would be saving big money.

And from the success at Hartland, it was amazing to learn that NHS Lancashire and South Cumberland Integrated Care Board have committed to furnishing another 500 homes with Nobi's Lights.

Thank you!