

CASE STUDY

Aged Care — Dementia Residents Safety

The Customer

Arcare's Noosa Aged Care provides a high-quality nursing care facility in a bustling location near Noosaville Queensland. The 90 suite residence provides services to some residents with dementia, who are prone to wandering and potentially leaving the facility.

The Challenge

Arcare's Noosa Aged Care facility is in a bustling location near Noosaville Queensland. The residence has 90 suites. Some of the residents have dementia and prone to wandering and potentially leaving the residence. To help ensure the safety of these dementia residents, Arcare were seeking a solution which would alert staff if the patients were seen approaching entry/ exit doors but would still allow these patients the freedom to move around the residence. The solution also needed to allow these patients to have the freedom to move around the residence.

The Solution

Vix Vizion was pleased to have been selected to provide a turnkey solution based in its Imagus Facial Recognition system. The solution provides real time alerts to the facility staff if nominated dementia residents are seen at either of 2 entry/exit points. When this occurs, Imagus sends alerts to the Advanced Care Nurse Call system, which notifies staff a patient is attempting to leave the facility and must be dealt with. To further assist in preventing this situation occurring, Imagus also interfaces with the access control system to lock these doors for a short period while the staff move to address the situation.

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The Benefit

The Vix Vizion solution assists to keep dementia residents safe and reduces the possibility that a patient can go missing from Arcare's Aged Care Residence and end up hurting themselves and causing much concern for family and friends. Vix Vizion was able to provide the integration with the existing Nurse Call system and Access Control system. To ensure the Dementia Resident Safety Solution operations on a 24 x 7 basis, Vix Vizion provides its Remote Monitoring Service which automatically monitors the cameras and Imagus Server to ensure they are functioning correctly and providing real time alerts to staff. This solution is a positive example of the power of Facial Recognition.

How Is Privacy Addressed?

Family members of the dementia residents allow them to 'Opt in' to be registered into the safety solution. The Imagus software does not keep images of people seen on the cameras at the Aged Care Residence. Arcare restricts access to the Imagus server and operates the solution in accordance with the Australian privacy principles.

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