

CASE STUDY

Dementia Patient Safety and Security

The Customer

Noosa Care's Carramar residence provides boutique Aged Care Accommodation for 175 residents. These state-of-the-art facilities also include 33 Dementia Care rooms with a strong focus on lifestyle and social wellbeing.

The Challenge

As with any Dementia care wing, managing access to resident rooms can be challenging where unlocked doors can result in residents going to the wrong room. This can result in unnecessary incidents ranging from minor disagreements to those of a more serious nature.

Noosa Care sought a solution which allowed rooms to be locked, to enhance resident safety and security, without requiring the dementia resident to carry additional tag devices that the dementia resident would need to carry with them to provide access to their own room.

The Solution

Vix Vizion was able to provide a solution based on its Imagus Facial Recognition system. Using small form fit cameras which are suited to mounting at the doors and did not in essence look like a camera, so as not to unduly concern a dementia resident, Vix Vizion integrated with the existing facility's access control system to allow resident access to their rooms using their own face. Residents simply approach their door and turn the handle. The face match would allow the resident to enter and other residents could not enter as the door is normally locked. This facial recognition access control allowed the resident's rooms to be locked and avoid the situation of other residents entering the wrong room. Staff have access via door lock readers or master keys as needed.

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“Noosa Care aspires to be a community where residents can live with dignity and choice in safety. One of these choices is on request to electronically lock their room doors gaining free access at any time via wearable pendants. However, residents with dementia have great difficulty understanding and using this pendant technology. Due to restrictive practices Aged Care facilities are required to provide all residents free access in and out of their rooms so typically all residents rooms in dementia facilities are unlocked to provide unrestricted access to dementia residents. Unfortunately, the nature of dementia is that some residents wander through other resident’s rooms occasionally causing altercations and stress to residents and families involved. The Vix Vizion face recognition access control solution allows our dementia residents seamless access to their rooms while also securing their room from wandering residents. Staff have reported a noticeable decrease in altercations and stress with residents, resident families and staff due to the introduction of this solution.”

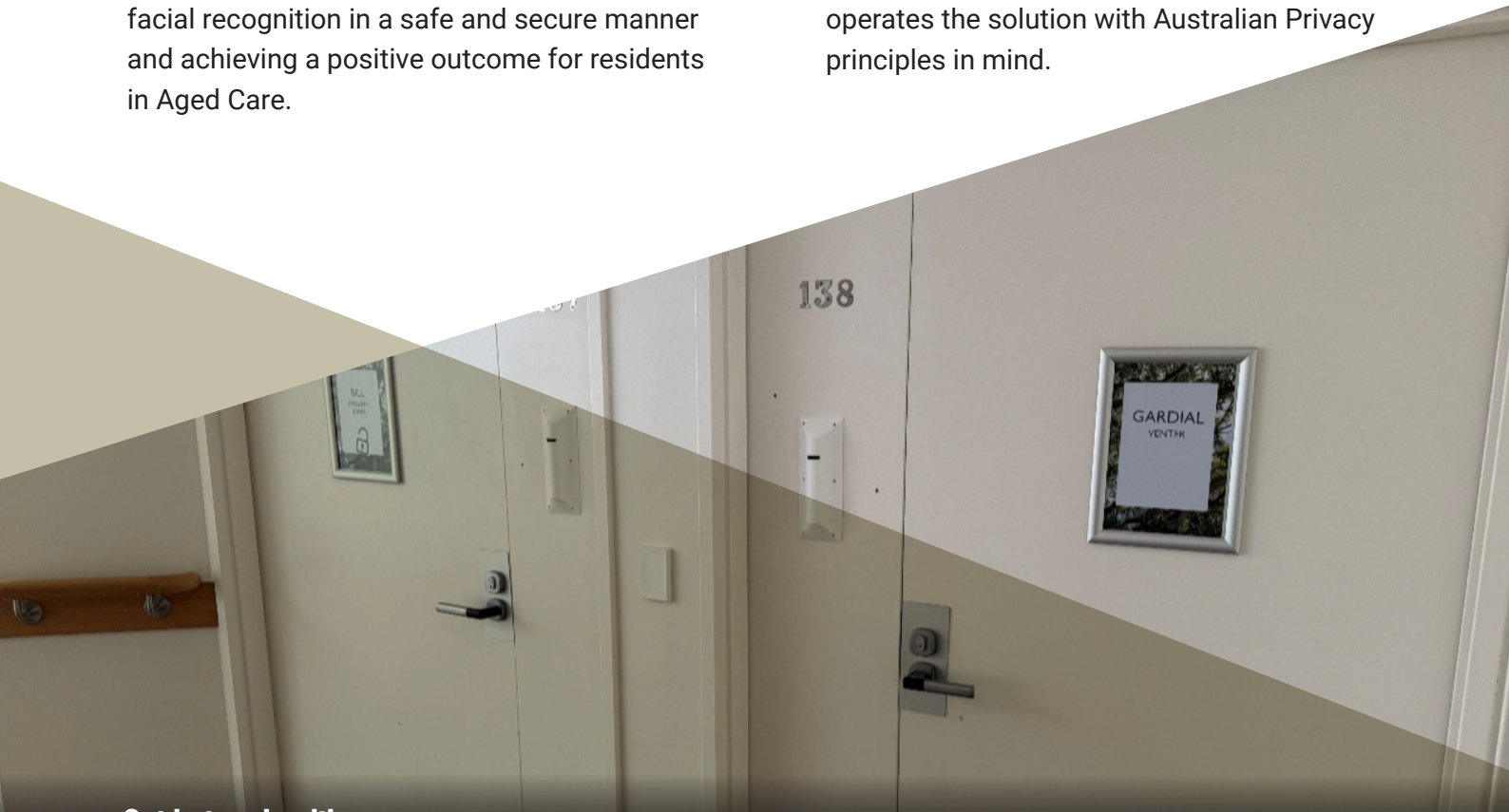
Mark Arundel CIO Noosa Care

The Benefit

The Vix Vizion solution helps meet the goals of Noosa Care in providing exceptional lifestyle and wellbeing for their residents. The reduction in incidents is noticeable and the feedback from both staff and families is very positive. Noosa Care is an excellent example of using facial recognition in a safe and secure manner and achieving a positive outcome for residents in Aged Care.

How Is Privacy Addressed?

Noosa Care Carramar residents and their families ‘opt in’ to use the system. The Vix Vizion Imagus solution does not store images of other people seen on the cameras at the Aged Care Residence. Noosa Care restricts access to the Imagus server and operates the solution with Australian Privacy principles in mind.



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