

# Improving responsiveness to residents' needs with Ascom

at Majesticare's Cavendish Park

Effective and efficient response to calls is not only crucial for the residents' well-being but also for maintaining their families' trust. Recognising this, Majesticare's Cavendish Park care home took a strategic step to invest in the Ascom Response Management solution to improve call response times and overall operational efficiency.



## Background

Majesticare is a leading care home operator in the UK, known for its commitment to providing high-quality care and creating a home-like environment for its residents. With a network of **16 care homes**, Majesticare serves over **600 residents**, ensuring each individual receives personalized care tailored to their needs.

Over the past year, Cavendish Park has generated a total of **53,032 calls**, averaging **145 calls per day**. The number of calls per day has remained variable but stable, indicating consistent demand without any discernible upward or downward trend. The breakdown of calls reveals that **97%** were classified as 'non-emergency', with the remaining **3%** defined as 'emergency' calls from residents requiring urgent help.<sup>1</sup>

## Customer challenge

Majesticare had no meaningful way to measure or demonstrate responsiveness to resident needs and calls for assistance.

## Improving responsiveness to residents' needs

- The Majesticare leadership team proactively focused efforts on reducing response time to residents' calls
- Developing a technology infrastructure that supports the Cavendish Park team with response time
- Improving resident safety with Ascom

*"Since the Ascom solution has been implemented here at Cavendish Park, we have seen a difference in our teams' response time to our residents' needs and requests. Resident calls come through to the teams' handheld devices in real time, allowing the team to prioritize tasks. This has made a positive impact on our residents' lives and our team's workload, as the solution alleviates the need to go in and out of residents' rooms asking what support they require.*

*Ascom is at the forefront of its field and has been instrumental in evolving innovation and technology within our home."*

**Mel Hoskins,**

General Manager at Cavendish Park

### Expected performance



Emergency calls should be answered in **less than 2 minutes.**



Non-emergency calls should be answered in **less than 5 minutes.**



Performance measurement **should be visual based on data collected.**

## Achieved results



Response times to non-emergency calls have **improved by 10% from 62% to 72% inside 5 minutes.**<sup>1</sup>



Response times to emergency calls have **improved by 16% from 71% to 87% inside 2 minutes.**<sup>1</sup>



With the Ascom solution implemented, Cavendish Park is now responding to **75% of non-emergency calls 3 minutes 49 seconds faster.**<sup>1</sup>

# Ascom's response management solution

## Infrastructure

Cavendish Park is currently using a nurse call system provided by an alternative provider. However, Ascom's agnostic solutions allow for cross-vendor infrastructures.

Ascom's response management solution provides an enhancement of the current system, rather than a complete replacement. To activate the nurse call, residents simply push one of the nurse call buttons situated around the care home or in their rooms. The alarm is surfaced to the carer's Myco 4 smartphone and to the central station in the care team's office.

All calls are monitored and prioritized should an emergency call also be triggered. Directing alerts directly to carers' smartphones reduces the response time to residents.

## Architecture

### Awareness and prioritization

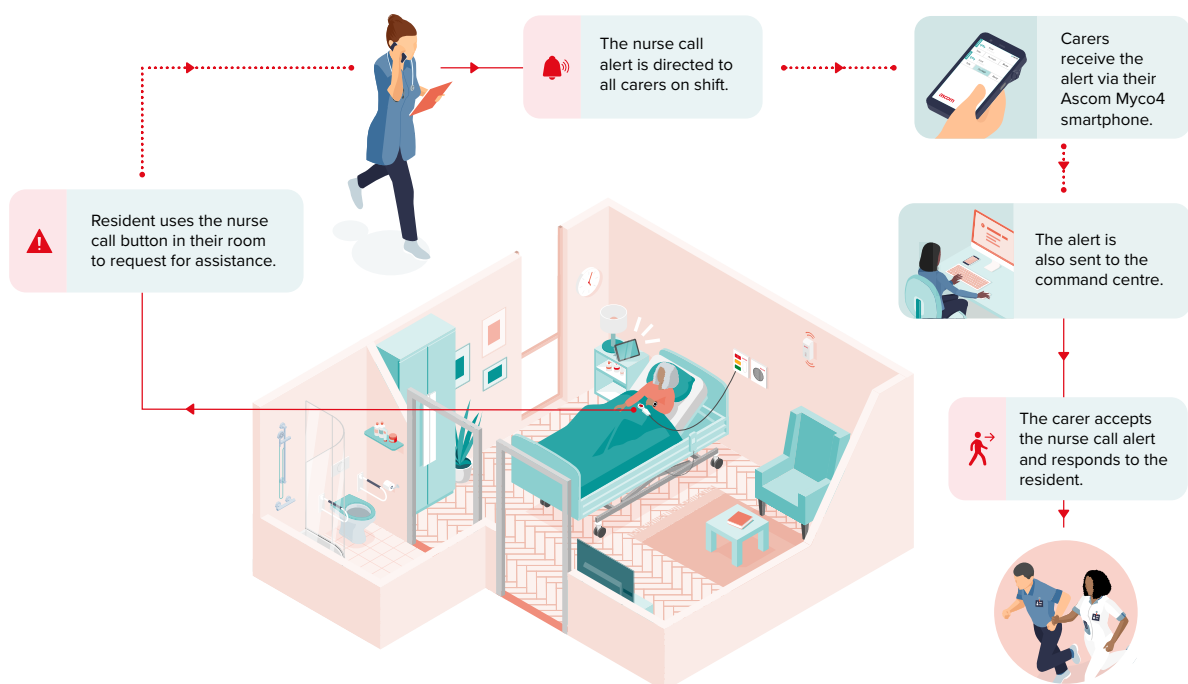
### Operational efficiency, data-driven decisions

Whatever the size and type of your facility, we will work with you to achieve a solution that's best for residents, employees and care objectives. That includes everything from initial clinical consulting right through to customized services and support.

*"With the solutions Ascom has brought to Cavendish Park, we have been able to explore beyond the conventional methods of people requesting assistance and reduce response times to resident requests. Since the implementation of the Ascom solution, there has been a proven reduction in call bells, as requests are directed to the right people in the right department, which in turn means they are actioned more quickly."*

**Sarah Jennings,**

Quality and Development Lead, Majesticare



## For entire care facilities

- Easily scalable for larger facilities and multi-site care groups
- Capture and analyze clinical and operational data for continuous improvements
- Digital logging and auditing for families' peace of mind
- Connects carers' phones to EMRs, devices, monitoring system, residents and colleagues
- Enhance staff prestige with advanced, state-of-the-art equipment

## For individual care facilities

There is no such thing as a standard long-term care facility. This is why we work with you to craft a system that matches your layout, resident profile and infrastructure. So, no matter who or where you are, we can ensure:

- Your residents' calls and messages go directly to carers' phones
- You gain truly mobile communication and collaboration tools
- Filter alerts for a quieter, homelier and more relaxed atmosphere
- Carers can prioritize calls while on the go, and co-ordinate responses with colleagues
- Reassure residents and their families that help is always at hand

### References:

The performance metrics in this document are calculated by the Ascom Evidence Generation team, all raw data and analysis is held on file. The period of analysis is 12 months (13 May 2023 to 13 May 2024), covering 53,032 resident calls.

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### About Ascom

*Our vision is a world where the right information moves people forward. Our mission is to put the right information in the right hands at the right time so that people can make the best possible decisions.*

*We are a global provider of communication and collaboration solutions for the acute care, long-term care and enterprise sectors. Our solutions are based on intelligent integrations with software and hardware that are open source and compatible with third party solutions. Every single second, our systems generate large amounts of data, which we then turn into useful and actionable information. This helps us to bring data to life for people in the toughest operational environments, ensuring smooth, complete, and efficient workflows.*

*Ascom is headquartered in Baar (Switzerland), has operating businesses in 19 countries and employs around 1,400 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.*