



11th July 2023

Dear Residents, Families and Staff,

**RE: Improved Sensor System for Better Care at Arthur Webb Court
Information Session Wednesday 19th July at 2:00PM**

At Whiddon, our main goal is to improve the quality of life and well-being of our residents and clients. Falls can cause problems for older people and may lead to hospitalization. We strive to find better ways to prevent falls and contribute to positive ageing.

You may know about the NurseCall system we have at Arthur Webb Court and other Whiddon Homes. It has buttons and simple sensors in resident rooms, and some residents wear a pendant with a NurseCall button. When someone needs help, they can press the button on the pendant or in their room. This lets our team know, and we can promptly help.

To improve falls prevention even more, we are working with a new technology partner. They will add new sensors in residents' rooms and common areas. Residents and staff will also have small sensors they can wear. These sensors are placed where falls are most likely to happen, like near the bed, in the corner of the room, or in the bathroom. It's important to know that these sensors are discreet and don't have cameras or record audio or video. They are designed to be small and nonobtrusive.

If someone falls, the sensors will detect it and let our staff know where the person is by using their pendant. The sensors also keep track of daily activities and send alerts to staff if there is a risk. This helps us give care when it's needed. We will use this technology to make our care services better and personalized.

We will start by installing this new system at Arthur Webb Court, and later in other Whiddon Homes. It's an upgraded version of the NurseCall system. Before we install it across all rooms, we will conduct a short initial trial in a few rooms at Arthur Webb Court. We will let each resident know when technicians might need to enter their room to install the new technology. We also want to check if the system is reducing falls, meeting our goals, and if residents like it. We will tell you more about this evaluation process soon.

This is an improvement to our services, and there won't be any extra costs for residents. We expect the new system to be fully implemented by the end of July and

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Whiddon

will be providing additional training to Whiddon team members to ensure we maximise the use and benefit from this new platform.

We look forward to you joining us on Wednesday 19th July in the Dining Room – where we will provide additional information for those interested, all are welcome to attend. If you have questions or want more information about the sensors, please talk to Lynda Neil, your Director of Care Services.

Kind regards



Sally Renshaw
Regional General Manager (RAC)
Greater Sydney/North West NSW



Regan Stathers
Executive General Manager
Technology & Property