



Central and
North West London
NHS Foundation Trust

STORIES FROM THE WARD

PATIENT POV

RICHARD

OLDER ADULT

Proactive caretaking

As told by Richard¹, patient

oxehealth

Richard¹ is in his late 60s and was admitted to the older adult ward on 11th November² with a diagnosis of dementia.

Richard is at risk of falls and was cared for in a bedroom equipped with Oxevision where staff members were able to monitor when he got out of bed to assist him if he needed it.

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With my age men usually feel a lot of **urgency to get to the toilet**, and in my case, not much time to get there. It was about three o'clock in the morning when I woke up and, without thinking, **rushed to the bathroom hitting my shoulder and head against the wall.**

Richard, Patient, older adult ward

¹A pseudonym has been used to maintain patient anonymity

²The date has been changed to maintain patient anonymity

Sam, a staff member caring for Richard, had received an alert from the Oxehealth system notifying him that Richard had gotten out of bed.

Sam went straight to Richard's room to see if he was awake and needed any assistance.

In less than a second, a staff member **came straight to my room to check on me**. The system had alerted him that I had **gotten out of bed** and he came to check on me **in case I needed any assistance** because they know I tend to go to the toilet at night.

It felt **very reassuring** to know that they came to check on me so quickly. I could have hit my head and **ended up on the floor for some time** before they came back to check on me.

Richard, Patient, older adult ward

ABOUT OXEHEALTH

Oxehealth helps mental health organisations to improve patient experience in inpatient services. We support our partners to help manage risk and systematically improve the safety and quality of care they provide,

Oxevision is a contact-free vision-based patient monitoring platform for use in mental health hospitals. It gives ward teams clinical insights (early warning signs, risk factors) to plan patient care and proactively intervene to help their patients. Oxevision uses a secure contact-free optical sensor (camera + infrared illumination in a secure housing unit on the wall) to monitor pulse rate, breathing rate and activity of an individual in a room – serving up warnings, alerts, reports and observations to clinicians at the right time.

Oxehealth has won several HSJ Partner Awards and the HSJ Patient Safety Award for “Best HealthTech Solution” and Regional Parliamentary “The Future NHS” Award. Oxevision has been highlighted as an example of outstanding practice by the CQC¹

FOOTNOTES

Oxehealth Vitals Signs device is cleared as a class IIa medical device in Europe and a class II medical device in the USA. It is intended for non-invasive spot measurements of pulse rate and estimated breathing rate (chest wall movements). It is a fixed-installed device for use within single occupancy rooms within hospitals, general care, and secured environments where a framework exists which mandates period checks by a trained professional to ensure subject safety. Federal law (U.S.) restricts this device to sale by or on the order of a licensed healthcare practitioner. See Instructions for Use for intended use, contraindications, warnings, cautions, usage directions and maintenance.

The activity detection, fall risk, activity tracker and sleep products are activity trackers and do not have a medical purpose or functionality. They are not patient monitors or vital signs monitors. They cannot be used to make a medical or clinical decision.

¹See <https://oxe.health/cqc-cwpt>

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