

Empowering Pain Management with AI at Orchard Care Homes

At a glance:

Residential care partner: Orchard Care Homes
Dementia Lead: Hannah Miller
Number of beds: 1265
Number of homes: 23

"We've been able to use the PainChek® app and assessment system to really get to the bottom of what's driving people's distress. We've been able to see some amazing, positive outcomes for the residents and the improvements in their day-to-day quality of life has been phenomenal."

— Hannah Miller, Dementia Lead, Orchard Care Homes

PainChek
Intelligent Pain Assessment

About Orchard Care Home

Orchard Care Homes has been running care homes in the UK for over a decade and has built a strong reputation in the industry for providing quality care for the elderly, striving to deliver the best standards of care. Priding themselves on a person-centred approach, Orchard Care Homes' employees are passionate and dedicated to their craft.

The challenges of accurately assessing pain

Following a review, it was determined that pain assessment across the various Orchard Care Homes sites was not approached consistently. There was a mixture of infrequent pain assessments, those completed subjectively, and those which went unrecorded.

This was significant as Orchard Care Homes were committed to fulfilling their dementia strategy but were equally challenged when it came to conducting effective pain assessments in their residents who were not able to reliably verbalise their pain.

Hannah Miller, Dementia Lead at Orchard Care Homes, said,

> ***"It's really important as an organisation that we ensure the quality of care for each and every one of our residents is equitable, regardless of any cognitive difficulties that people may be experiencing."***

The positive impact of PainChek®

PainChek® was introduced at Orchard sites in January 2021 and since then, the organisation has achieved significant clinical improvements, including*:

- **100% increase in frequency of pain assessments**
- **50% increase in number of residents on regular pain relief as a result of newly identified pain**
- **50% reduction in distressed behaviours thought to be associated with pain**
- **48% reduction in all PRNs**
- **33% reduction of antipsychotic drug use (46% stopped use)**
- **29% reduction in use of benzodiazepines & PRN (46% stopped use)**
- **92% reduction in quantity of Safeguarding reported incidents**
- **Each home is saving 6-10 hours per month using PainChek®**

Cheryl Baird, Director of Quality and Care at Orchard Care Homes, said "The teams that are using it absolutely love the app. It's given them a real insight into a person's needs, and we're getting some fantastic outcomes for residents and for staff as well. They can really make a difference now, quite quickly."

Hannah Miller, Head of Dementia at Orchard Care Homes, added:

> ***"Integration of PainChek® in Orchard Care Homes' electronic care plan has been a real game changer, enabling our care teams to closely monitor and assess the pain experience of individuals in their care using a mobile care device, providing staff with a long-term view of when a resident is likely to experience pain.***
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> ***The PainChek® app has been pivotal to our 'Dementia Promise' and improving the overall wellbeing of many of the residents living in our homes."***

Additionally, external health professionals now request residents' pain charts from Orchard, which are accessible via PainChek® Analytics.

If you're interested in implementing PainChek® at your facility, submit your expression of interest today.

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*Data collected between March 2020 and September 2021 – 18 month case study.

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