

INNOVATION AND TECHNOLOGY

KYN BICKLEY integrates technology throughout the home with industry standard requirements, including nurse call systems. Beyond these widely used systems the home introduces additional innovative technology to assist residents, families, carers, and the company to deliver the best possible home.

ARTIFICIAL INTELLIGENCE PAIN MANAGEMENT SYSTEM

The home uses cutting-edge artificial intelligence to provide best-practice pain management for our residents. The technology analyses facial muscle movements and pain-related behaviours to identify the presence of pain when it may not be obvious. Calculating an overall pain score provides a basis for implementing pain management interventions and monitoring their effectiveness over time. This technology allows our residents to receive the care and attention they deserve.

ARTIFICIAL INTELLIGENCE ACOUSTIC MONITORING

With the use of acoustic monitoring, our system can enhance the quality of sleep and wellbeing of residents. Whenever the system detects any noises that are outside of a resident's typical pattern, team members are promptly alerted. This allows for a personalised approach to care, as team members can learn each resident's unique night routine instead of conducting hourly checks that may disrupt their sleep. As a result, residents are more alert during the day, have an improved appetite and are more engaged in life-enrichment activities. Our supplier's data demonstrates that care homes using this system have experienced a 55% reduction in hospital admissions and a 20% reduction in emergency room visits.

INFRARED FALLS PREVENTION SYSTEM

An infrared curtain around a resident's bed can alert team members if a resident tries to leave the bed. For more able residents, an alarm can be set to sound if they don't return to bed within 10 minutes. This system greatly reduces the risk of falls and hospital admissions, improves the quality of sleep, and allows the team to respond to individual needs promptly.

HOTEL STYLE TELEVISION PORTAL

Our smart TV is user-friendly and offers more than just standard features. It provides helpful information for residents, such as daily life enrichment activities and menu options. Additionally, it helps orient residents by displaying the date, weather, and current news.

ALLERGENS AND DIETARY REQUIREMENTS

We have implemented enhanced protocols and procedures to guarantee the safety and well-being of our residents, especially with regards to allergens. Our care system is now integrated with a feature that alerts us if a menu item ordered by a resident includes an ingredient to which they are allergic or sensitive. This ensures that we can take appropriate measures to prevent any adverse reactions.

FRESH AIR

Careful consideration was given to the management of the environment within the home, including continuously filtered fresh air supply. Additionally, all residents have access to secure outdoor space and natural light. The gardens are designed to provide comfortable seating and shading as well as a sensory experience to increase resident use.

KYN AROMA

The home is piped with a KYN developed scent. This was designed with specialist to create a natural chemical-free essential oil to enhance the resident and family experience.

FAMILY PORTAL

The Family Portal enables the sharing of information from our care software system with residents' relatives. Allowing them to view who has visited and what activities have been undertaken during the day. The portal promotes better and more effective communication and enhances overall wellbeing.

SKIN SURFACE TEMPERATURE MONITORING

Technology helps us to maintain a safe and infection-free environment in our homes. Every individual, including team members and visitors, have their temperature taken and documented upon entering the care facility. KYN strictly complies with a policy of not allowing those who are unwell to visit or work, and this equipment assists us in enforcing that policy, ultimately ensuring the well-being and safety of our residents.

FULLY INTEGRATED SOFTWARE SYSTEMS

Over the past three years, our Operations and IT teams have collaborated with various software system providers to create a smooth and streamlined care process for our residents. Our care documentation software system is connected to our Artificial Intelligence systems, medication system, and CRM system to prevent any repetitive tasks and minimise human error. This integration allows our team members to have more time to attend to our residents. Additionally, our care software system is linked to our e-roster system, which ensures that the right team members are assigned based on their skill levels and the residents' dependency scoring. By having a fully integrated care system, we provide efficient and effective care, resulting in an improved quality of life and experience for our residents.

DATA ANALYTICS

Utilising data analytics is highly beneficial for identifying patterns and themes, as well as enabling swift action by the team. It ensures that the entire business has access to real-time data and can respond and providing support. Additionally, it assists with decision-making regarding resource allocation and staffing. It also predicts situations and prevents potentially harmful scenarios, such as monitoring fluid balance, where the care system notifies team members if a resident hasn't met their hydration target. Ultimately, this greatly supports effective and safe care.