



## Reference Case

# Home sweet (and wirelessly integrated, secure and efficient) home

### Wesley Mission Brisbane at a glance

- Not-for-profit organization with more than 50 locations in the Australian state of Queensland
- Operates 13 aged care homes, as well as numerous support services and care centers for people of all ages
- The organization has more than 2,400 employees, and is also supported by more than 1,000 volunteers

*Why Wesley Mission Brisbane, a major not-for-profit care and social support organization in the Australian state of Queensland, chose an Ascom nurse call solution for six of its aged care communities.*

There aren't many organizations like Wesley Mission Brisbane (WMB). Founded in 1906 in a Methodist church in Brisbane, Australia's third-largest city, WMB operates 13 aged care homes, four child care centers, three retirement living villages, an emergency relief service, and three supported-accommodation communities.

"WMB is a very dynamic organization," says Feargal O'Farrell, Sales and Marketing Director, Ascom Integrated Wireless, Australia. "They're constantly seeking ways to make life as secure and dignified as possible for the residents of their aged care communities. WMB is also a very open, very inviting organization. So when we first discussed upgrading their nurse call system, WMB clearly communicated two key demands: the new nurse call solution must be a single, integrated entity; and it must be unobtrusive, and respect the fact that these communities are people's homes."

## Benefits of the Ascom solution

- “Massive” improvement in staff response times
- One, integrated solution
- Assurance and peace of mind for staff, residents and families that correct procedures are being followed



MARCELLE MAXWELL



ANNIE GIBNEY

*Ascom worked closely with Maxwell and Gibney and other WMB staff and residents to devise a single, integrated solution with a broad range of functions.*

Annie Gibney, Director of Residential Aged Care at WMB, agrees. “We were very clear from the outset that we did not want something that intruded upon our residents’ lives. So no loud alarm signals, or flashing lights or anything like that. Loud, intrusive nurse call systems not only disturb residents and staff, they evoke hospital-like atmospheres. That’s obviously not what we want. After all, our mission is to provide supportive and comfortable homes.”

Gibney also underlines the importance of having a single, integrated nurse call solution. “We said from the start that we needed one solution with a wide scope; a single solution that could of course provide traditional nurse call functions, but that could also support outdoor resident mobility and a whole range of other areas. Having a broad scope of functionalities in one solution was very important to us—and Ascom were able to provide it.”

## Partners not vendors

Marcelle Maxwell has that down-to-earth air most of us associate with senior nurses—a kind of calm authority that inspires loyalty among staff and confidence among residents. As Nurse Manager at ‘Cooper House’, a 58-resident WMB aged care community, she helped communicate staff and resident wants to Ascom throughout the project.

Since Cooper House deployed its Ascom nurse call solution, there has been what Maxwell describes as a “massive improvement” in staff response times to residents’ calls for assistance. But it’s not just the surge in efficiency and productivity that impresses her. “Ascom stood out right from the very start of the process that led to us deploying the new solution,” says Maxwell. “We had quite a list of requirements for the Ascom team,” she continues, “demands and wants based on extensive interviews with staff and residents. But they delivered everything we had asked for... and all in one solution, too.”

### The Ascom solution

- 2,800 + call points
- 877 handsets
- 136 IP-DECT base stations
- 895 LF beacons
- 772 wireless pendants

Similar approval comes from Ross Bloomfield, IT Implementations Manager at WMB. Bloomfield's reactions to the project and to his experience of working with Ascom can be split in two. First, there is the technical aspect. "The Ascom solution," says Bloomfield, "gives us the assurance that the right procedures and workflows are in place to manage all alerts and events throughout our facilities."

There is also the team spirit and cooperation that characterized the project. "The Ascom team was exceptionally receptive and open to our ideas and input," comments Bloomfield. "And," he concludes, "the way the team built close relationships with residents was phenomenal. The project has been a very positive experience."



*Ascom has produced a short film exploring the solution and its positive impact at Wesley Mission Brisbane. Go to YouTube and search for: Wesley Mission Brisbane Case Study*

### Ascom Wireless Solutions

Grimbodalen 2  
402 76 Gothenburg  
Sweden  
Phone: +46 31 55 93 00  
[www.ascom.com/ws](http://www.ascom.com/ws)

**ascom**