



Vida Hall Care Home case study

2013

Vida Hall Install Aid Call

Vida Hall Care Home is a new 70 bed specialist dementia care home in Harrogate, North Yorkshire. Opening in February 2013, Vida Hall is the first of a number of Vida Healthcare's homes planned across the Yorkshire area. It currently employs around 40 members of staff and is in the process of recruiting that number again to be able to meet the needs of residents when the home is at capacity.

Jill Young, Operations Manager at Vida Hall said: "We installed Aid Call's Wireless Nurse Call system in the home during the final stages of construction and it was fully fitted and up and running before we opened. It was imperative for us to have a state-of-the-art nurse call system in place from day one.

"The installation process took around 10 days from start to finish, including the fine tuning and final adjustments that the Aid Call team were happy to make.

"We looked at a number of systems before deciding on Aid Call's Wireless Nurse Call system as we needed one which would adapt to our specialist requirements. The main attraction for us was its capability and capacity for the future. We wanted to install a system that was future-proof and would be adaptable to the changing need and demands of our client base. Aid Call's was the only system intuitive enough to be able to cope with our requirements both now and in the forthcoming years. This was vital to us as our clients' needs may become multi faceted and more complex and we have to account for the role that telehealth technology will play in the future.

"However it's not a complex system to use and operate. Our staff have had two, short training sessions on the system and are quite confident with using it.

Aid Call's technicians were also very helpful and well informed. They were responsive to our needs and happy to make adaptations where required.

“The simplicity of the system and its ability to meet our needs now and for many years to come, with its future-proof technology, is what convinced us to install Aid Call, and we’ve not had cause to regret that decision.

Jill concludes: “Vida Hall is setting the trend for Vida Healthcare in terms of quality and service and Aid Call is part of that. If our clients and their families are happy, then we are too and we’ve been very happy with the product and service from Aid Call. “

Aid Call’s wireless nurse call system supports over 100,000 residents nationwide and is safe, reliable, simple to use and affordable. The system can be tailored to meet your current requirements and budget and because the system is wireless and flexible, it can be easily added to and extended in the future as your needs or budget increase or the care home environment changes.

As a customer of Aid Call, you can be assured of a high level of after-sales support and service. All our products are backed by a comprehensive 12 month warranty, after which Aid Call can continue to give support by providing a maintenance contract.

If you are looking for an effective, cost efficient monitoring system for your residents, Aid Call’s wireless system could revolutionise the way you manage your Nurse Call communications.

For more information – visit www.aidcall.co.uk or 0800 052 3616

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For further information, please contact: Julie Dean at Grayling on 02380 382 970 or email julie.dean@grayling.com