

Axis network cameras support safety and security in assisted living facilities in Japan.

Ensuring the safety of residents via a video monitoring system.



Organization:
Taiyounosato Social
Welfare Service
Corporation

Location:
Matsusaka City, Japan

Market segment:
Healthcare

Application:
Video monitoring of
assisted living facilities
for patient safety

Axis Partner:
Ricoh Sangyo Co. Ltd.

Mission

With the aging of the population, the number of assisted living and welfare facilities in Matsusaka City, Mie Prefecture, is increasing. More effective management methods are also being sought due to revisions in long term care insurance. Impelled by the necessity to monitor residents day and night with a limited number of employees, ensuring resident safety has become a top priority. The Taiyounosato Social Welfare Service Corporation in Matsusaka City manages several welfare centers. When constructing the "Wakaba Sawayaka Garden Care House" the corporation implemented a night monitoring system to ensure resident safety.

Solution

Taiyounosato's idea was to display all the images from cameras installed in the facility on monitors in several places. To do this, they decided to deploy network cameras. An IP network was installed during construction of the care house, so that network video monitoring could be implemented from the start. Ricoh Sangyo Co. Ltd. was in

charge of equipment selection and installation. As a prerequisite, the equipment had to be compatible with Power over Ethernet (making extra electrical wiring unnecessary). Axis was selected as it met all requirements: full line-up of network cameras equipped with PoE, wide variety of models, and cost-effectiveness. Currently, 13 network cameras are installed throughout the building, including the AXIS 212 PTZ, which can cover large areas, and the AXIS 210A and AXIS 211 Network Cameras.

Result

Wakaba Sawayaka Garden makes the most out of network video monitoring. Because it is an assisted living facility, there are residents who need a lot of assistance. In particular, at night there are three people on duty; two caregivers and a night watchperson, and the night shift has a lot of responsibility. The network cameras are particularly indispensable for night monitoring as there is less staff and reduced care burden and resident safety need to be balanced.

"It's not used as a surveillance camera; it's used as a way to easily monitor the area. Of course it's a security measure, but I think it plays a big role in the safety of residents as well."

Registered Nurse Shizuko Ishikawa, acting Facility Director, Taiyounosato Social Welfare Service Corporation.

The clear image makes prompt action possible

"Our doors aren't locked during the day so that friends and family can easily visit the residents. When caring for a resident on the second or third floor, there's no way to keep an eye on the entrance or the first floor. But by looking at the monitors that have been installed in the office on each floor you can easily see what's going on in those areas. It's really helpful. It's not like I'm always watching, but since the picture is clear, when I do look I can quickly see what's going on. I appreciate that." As Nurse Ishikawa says, the network cameras play an important role in safety and improved work efficiency.

The facility has three floors and each floor is divided into five blocks. During the day there is always one person stationed at each block. But at night there is one person on the second floor and one person on the third. There are no personnel on the first floor, but employees can observe what's going on through the monitors at their stations.

"As an example of an actual problem: once a resident on the first floor went out into the courtyard in the middle of the night. I saw what happened on the monitor and was able to quickly handle the situation," says Nurse Ishikawa. The camera footage is used not just as a way to monitor, but also to confirm the status of other employees and contact them.

For further safety, installation in private rooms is being considered

The main goals of installing cameras in this facility are monitoring and quick response. "At night there is no activity on the floor. If we sense something out of the ordinary it helps if we can identify it. If the picture refreshes once every 2 seconds it's fine, it doesn't need to be live action. We've only been using this system for a few months. We might require live action or recording sometime. But right now we're satisfied," says Nurse Ishikawa.

"Camera installation is being considered for private rooms. Privacy is a priority. We are seeking a policy that eliminates accidents as much as possible. As a member of the staff I want to know when there's the slightest abnormal change in a resident. Sometimes it's a life threatening, urgent situation. Usually you have to open the door to check on people when they're sleeping, but there are people who don't like that. If you use the camera discreetly, I think you can not only monitor them, but sense if something is out of the ordinary," continues Ishikawa.

Expectations and future prospects for network cameras

The introduction of night vision or infra-red cameras is being considered to keep the lights off in hallways and individual rooms. "We're also considering adopting motion detectors for night only. When a monitor is set to small events, if there's a movement during the set time we will be contacted through the network camera. This establishes safety measures that are easier to use than ever before and brings even more peace of mind. In light of emergency situations, we're even considering audio transmission," says Takuya Chikusa, Assistant Manager of the Sales Department, Ricoh Sangyo Co., Ltd.

Part of the plan is to build a new video system with centralized monitoring of facilities to further take advantage of the network camera's ability to show other places on the monitor screen. The facility and the family are asked to work together to care for residents. "With network cameras, it's possible for the family to see the condition of the resident in their own home. We expect it to be one way to increase awareness regarding resident care," says Takahashi, Executive Director of Operations, Taiyounosato Social Welfare Corporation.



Registered Nurse Shizuko Ishikawa, acting Facility Director, Taiyounosato Social Welfare Service Corporation.



"In terms of installation, it was really helpful that the IP network was already installed. Because PoE doesn't require any extra electrical wiring, one camera can be installed in about 30 minutes," says Takuya Chikusa, Assistant Manager of the Sales Department, Ricoh Sangyo Co. Ltd.

