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SUCCESS STORY

The Oase Group is a modern company that specializes in elderly living and develops versatile living concepts. This involves far more than just traditional retirement or nursing homes. The Oase Group's senior housing estates offer tailor-made living options for older people who want to retain their independence for as long as possible.

The concept combines different living models, from independent living to professional care - all under one roof. The clients in assisted living apartments decide for themselves which services they would like to make use of, be it household support, nursing care or supplementary services. The goal is to put people first and enable them to live with dignity and independence.

If a person falls ill or can no longer live alone, they do not have to leave their familiar surroundings. It is possible to move to a care bed within the same housing estate, while retaining the familiar surroundings.

The Oase Group operates various types of housing across Switzerland, including assisted living, care for people in need of support, as well as long-term and palliative care. Residents benefit from a comprehensive concept that supports them at every stage of their lives. A key element is the 24-hour on-call service provided by the in-house care team. This means that clients can access nursing support in their own home at any time. Even in the event of increased care needs, competent care is guaranteed while personal freedom is maintained.

With currently eight residents in German-speaking Switzerland and further locations planned, the Oase Group is growing continuously and setting new standards for living in old age.

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Vanessa Slongo, CDO

" Thanks to the new solution, care staff can receive alarms directly on their smartphones and respond immediately. This has not only increased efficiency within the team, but also significantly improved the quality of care. Residents and clients confirm that they now receive help noticeably faster.

Challenge with the old alarm and telephony solution

At Oase Obergösgen, where the motica app was introduced at first, there were considerable difficulties with the existing telephony solution. While the wired landline telephony worked perfectly, there were considerable problems with mobile use via smartphones.

Nursing staff were often unable to reach each other and relatives also had difficulties contacting the nursing staff. When alarms came in, it sometimes happened that the caller could no longer be heard or the connection was interrupted. The poor audio quality made communication even more difficult. This unreliability was a major burden for the nursing staff and led to delays in processing alarms.

The main reason for looking for a new solution

The existing problems with telephony and alarming had a direct impact on day-to-day care. The interaction between the nurse call system and the telephony was particularly problematic, as both systems ran over the same network. In a care unit where there are many alarms, this regularly led to disconnections and increased workload for the staff.

Despite intensive efforts to improve the existing solution through software and hardware updates, no satisfactory results could be achieved. In some cases, the situation even declined. Faced with these challenges, the Oase Group decided to look for a new, more reliable solution.

The introduction of the motica app in collaboration with Rufcom

The motica app was developed specifically for mobile activities and proved to be the ideal solution for the Oase Group's requirements.

The new solution was tested as part of a pilot operation at Oase Obergösgen in collaboration with SmartLiberty and Rufcom. All previous disruptions were resolved by introducing a new GSM network that supplemented the existing Internet network.

One of the most important improvements for the nursing staff was reliable reachability. The problems that had arisen with the old system were now a thing of the past. In addition, the transparency of the alarm processes was significantly increased.

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Tablets were installed in the nursing offices that show an overview of all alarms – including the ones from the assisted living apartments. This enables the nursing staff to prioritize calls better and respond to them more quickly.

Another advantage is that alarms are displayed directly on the nursing staff's smartphones. Staff can take over alarms, cancel them or trigger an assistance call if necessary. This reduces unnecessary phone calls, improves collaboration within the team and increases efficiency in day-to-day care. It is particularly appreciated that the app continues to work smoothly even after two years and that satisfaction within the team is high.

Acceptance of the new solution and rapid implementation

The new solution has been extremely well received by employees, especially the nursing staff. Other departments such as housekeeping, administration and the kitchen have also benefited from the improved reachablit, even though the focus of the implementation was on nursing.

The transparency of the alarm processes and the rapid response of the nursing staff have had a positive impact on the residents' sense of security.

The entire project was implemented in a short space of time. After an initial contractual phase, in which the framework conditions were agreed with all those involved, the introduction progressed quickly. Within a few weeks, two workshops were organized to familiarize staff with the motica app. The final optimizations were then made, in particular the complete recording of our data in the system.

After just two months, the changeover was successfully completed. Although switching from an old system to a new one always involves a certain amount of effort, the implementation was extremely quick and did not require a lot of resources from the Oase.

Long-term benefits of the new solution

The introduction of the motica app and the new alarming system will bring long-term benefits for nursing care. Rapid assistance is crucial in emergency situations, and the new solution allows the team to work more efficiently. The transparent display in the system helps to maintain an overview of ongoing operations and optimize work processes.

The display of employee availability in the system also helps to increase efficiency. New team members can be easily integrated into the app, making the solution sustainable and future-proof.

Why the Oase Group relies on GSM and not WLAN or DECT

Based on previous experience, the Oase Group has deliberately decided against WLAN or DECT telephony. Mobile applications such as care documentation software or voice control tools, which are not compatible with DECT and are also not optimized, are increasingly being used in the care sector. WLAN telephony has also not proven itself in practice, as it can lead to connection interruptions and the audio quality does not meet the requirements of nursing care.

With the current GSM solution, the Oase Group has found a functional and efficient alternative. The solution can be operated cost-effectively thanks to attractive SIM card conditions for institutions.

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Conclusion: A worthwhile investment in the future

The introduction of the motica app in combination with the [Rufcom](#) system has proven to be a sustainable investment for the [Oase Group](#), even if the costs of converting an existing system should not be underestimated. The increase in efficiency, transparent communication and improved safety for residents show that the right decision was made from both a care and management perspective.

Thanks to the flexible implementation, the [Oase Group](#) can precisely control in which facilities the solution is rolled out and thus take both economic and practical factors into account. The positive feedback from nursing staff, residents and relatives confirms the success of this project.

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