



SENIORENZENTRUM SONNMATT

SUCCESS STORY

For many years, the Sonnmatt Senior Citizens' Center in Uzwil has offered older people a safe, secure and high-quality home. The facility aims to offer its residents not only the best possible care and support, but also a living environment characterized by trust, respect and security.

The SeniorenZentrum Uzwil combines professional care with a warm, familiar atmosphere. Around 220 dedicated employees work day in, day out to ensure that residents feel comfortable, safe and valued - around the clock.

The roots of the SeniorenZentrum go back to the 19th century. What once began as a home for the poor and orphans has developed over the decades into a modern center for living and care in old age. Today, the Sonnmatt not only offers peace and security, but also an active environment with space for socializing, whether in the popular cafeteria or in the lovingly designed outdoor area.

Respect, dignity and the individual needs of each resident are at the heart of everything we do. Through targeted activities, personal care and a professional understanding of nursing care, we enable our residents to live with dignity - until the end.



Stefan Dürr, ICT, QM & Security Officer

“ Thanks to the introduction of SmartLiberty, we have experienced a significant improvement in internal communication and security. The changeover has made our day-to-day work noticeably easier.

Challenges before the introduction of SmartLiberty

Before opting for SmartLiberty, Sonnmatt faced several challenges. The previous solution did not provide sufficient radio coverage, which meant that resident calls were not transmitted reliably and communication between staff was made more difficult. There was also a lack of targeted alarm forwarding, which led to delays in response and placed an unnecessary additional burden on care staff. The lack of transparency made it difficult to trace alarm triggers and determine response times. In addition, the old technology was maintenance-intensive and did not offer the possibility of simple and complete documentation, which was a particular disadvantage when communicating with relatives.

These problems not only led to increased stress levels within the team, but also affected the safety and well-being of the residents.

Why was SmartLiberty chosen?

After careful consideration of various solutions, the Sonnmatt senior center opted for SmartLiberty, as the system combines all relevant functions in a single platform. The integration of resident calls, telephony and technical alarms in a central application enables seamless and efficient communication. Staff can respond to emergency calls on the move at any time, which significantly improves accessibility and at the same time reduces unnecessary journeys within the building to a minimum.

Thanks to intelligent alarm forwarding, emergency calls are sent directly to the relevant specialists, thus avoiding delays and allowing operations to be coordinated in a more targeted manner. This not only relieves the burden on care staff, but also improves work processes. The introduction of SmartLiberty has enabled staff to focus more on the individual care of residents and make day-to-day care more efficient.

The introduction - a smooth transition

The implementation of SmartLiberty was structured and efficient. Initial discussions in November 2023 were followed by detailed planning, with construction work starting at the beginning of 2024. Employee training on the live system began in May and the system was fully rolled out in June.

Close support during the introduction phase and targeted training ensured that the

nursing staff quickly became familiar with the new solution. After just a short time, SmartLiberty became an integral part of everyday working life, and uncertainties about using the system were quickly overcome thanks to ongoing support.

More security for residents and trust for relatives

The introduction of SmartLiberty not only brought benefits for care staff, but also for residents and their relatives. One of the most important improvements is the direct visual feedback that residents receive when they make an emergency call. This gives them a sense of security, as they know that their resident call has been registered and that a care professional is on the way.

In addition, the optimized alarm forwarding ensures shorter response times, which means that emergency situations can be dealt with more quickly. The system also makes life much easier for relatives, as seamless documentation of residents and interventions creates transparency and promotes trust in the care of their loved ones.

The future: driving forward digitalization in day-to-day care

With the introduction of SmartLiberty, SeniorenZentrum Sonnmatt has taken an important step towards digitalization. In order to further optimize day-to-day care, a possible integration with care documentation systems such as RAI/Epdok is being considered. A direct interface to these systems would enable even better traceability of care processes and further reduce the administrative burden.

GPS-supported localization outside the building is also seen as a potential further development. This could represent a considerable increase in safety, particularly for residents with dementia. Through an intelligent combination of technologies, people in need of assistance could also be located and supported outside the radio-covered area.



SmartLiberty has not only convinced us technologically, but also by the noticeable relief in everyday care. We would recommend the system at any time. — Ingrid Markart, Director

Conclusion: A sustainable investment in the future

The introduction of SmartLiberty at the Sonnmatt senior center shows how a well thought-out digital solution can make everyday care more efficient, calmer and safer. The improvement is noticeable for the care staff as well as for the residents and their relatives.

Thanks to intelligent processes, fast alarm forwarding and a user-friendly solution, the Sonnmatt relies on a future-proof infrastructure that meets the increasing demands of the care sector. SmartLiberty has proven to be a flexible and reliable solution that sustainably improves day-to-day care while putting people first.