



Les Résidences Prendre Soin et Accompagner (RPSA)

SUCCESS STORY

The Résidences Prendre Soin et Accompagner (RPSA) is a group of three medical and social care facilities located in Geneva. The group's mission is to provide personalized care for elderly people in a safe environment tailored to their level of independence. Beyond care, these establishments share a common vision: to make their residences true places of life.

Interdisciplinarity is a core value: the care, socio-cultural support, catering, and housekeeping teams work hand in hand, placing the elderly at the heart of their concerns. End-of-life care is also carefully planned to offer residents and their loved ones a peaceful, respectful, and dignified environment.

The RPSA group comprises four complementary establishments in Geneva: three medical-social establishments and a residence for independent seniors. La Petite Boissière, the group's founding establishment and a historic landmark, opened its doors in 1989. It is located in the center of Geneva and offers 65 beds in a warm, urban setting. Les Charmilles, inaugurated in 1992, offers 92 places in a quiet, green environment. Liotard, opened in 2014, has 81 beds in a modern building, designed from the outset to meet the specific needs of geriatric care. Finally, Les Jardins du Rhône, also opened in 1992, offers 90 comfortable apartments for independent seniors in a peaceful setting surrounded by greenery.

All RPSA group facilities are now equipped with the SmartLiberty system, ensuring a high level of safety and communication for residents and staff.



Anne Plissart,
Head Nurse Coordinator La Petite Boissière

“ SmartLiberty is an innovative, comprehensive system that ensures the safety of residents, smooth internal communication, and real practicality in our daily lives.

A long-standing partnership with SmartLiberty

La Petite Boissière was one of the very first establishments to adopt the solution, long before it was called SmartLiberty. This pioneering choice has enabled it to benefit from all the technological developments of the system since its inception. The head nurse coordinator of the establishment recalls: «We've seen all the stages: at first, it was just an alarm system on phones. Today, we have a comprehensive, integrated system that covers resident calls, telephony, location, technical alarms, and much more.»

The introduction of smartphones marked a real turning point in the daily organization. Resident calls are now received directly via the dedicated app, motica care, with the precise location of the person in need of assistance, enabling a rapid and targeted response. Wireless technology plays a key role: wherever they are in the facility—in their room, the cafeteria, or on the terrace—residents can call and be located immediately.

Accessible and well-accepted technology

Contrary to some expectations, the arrival of smartphones has not been met with reluctance. On the contrary, the tool has been quickly adopted, even by employees who are less comfortable with digital technology. «Even the least tech-savvy employees have found the system intuitive and easy to use. It's seamless and really simplifies our lives.»

The system can also be connected to various types of sensors, such as wireless mats, motion detectors, adapted buttons, etc. These devices can be quickly and easily configured to meet the specific needs of each resident, particularly in cases of risk of wandering or disorientation.

In addition, all alarm settings—for example, for wandering or disorientation—can be configured by an administrator directly on site, without having to contact support. This allows residents to be quickly brought to safety if necessary.

Better coordination and greater efficiency on a daily basis

The impact of SmartLiberty on work organization is tangible. Even if it is not always a pure time saving, there is a clear gain in efficiency: «The takeover function lets the whole team know that a colleague is taking care of it.»

In addition, the telephony function allows you to see at a glance who is connected, who is on site and on which floor. This enables the entire team to find the right person quickly.

The status also shows whether the person is available or busy, which avoids unnecessary phone calls. These features also make life easier for our reception team, who know exactly who to notify when external visitors arrive, for example to pick up a resident. For some people, there is also a “do not disturb” status available. This lets the team know that you are busy, for example in a meeting. In an emergency, however, they can still call the person.

The integrated messaging function allows important information to be distributed instantly to the entire team. «We mainly communicate by email, but during the working day, the care teams are not at their workstations. This is therefore a practical feature for us, as it allows us to quickly share information that needs to be taken into account without delay.»

Enhanced security and peace of mind for families

Upon admission, residents and their relatives are introduced to the SmartLiberty system. This transparency is reassuring, especially in situations of disorientation or wandering. «We explain that residents have freedom of movement thanks to the badge, but within a secure environment, as they can trigger an alarm from anywhere in the home, even from the terrace or garden. This is reassuring for relatives.»

The localization function, which can be activated at any time with the consent of the resident, if they are still able to do so, or of the family in the event of guardianship, makes it possible to know where the resident is at all times. This allows staff to easily tell visitors where to find the resident they are looking for or, in the case of an appointment, for example, where to go to pick them up.

The residents themselves, when they are able, are made aware of how to use the calls. «Some understand, thanks to the light that flashes directly on their badge, that their call has been answered. It's an important reference point for them.»

Responsive customer support and a relationship built on trust

The quality of customer service is regularly highlighted. The head nurse coordinator recalls a recent incident: «I needed to change the volume of a ring tone. I got someone on the phone right away. It was smooth, quick, and professional. Within minutes, it was sorted out.»

The fact that most adjustments can be made remotely, even on weekends, is a real relief for the teams.

In addition, the system provides complete traceability of calls and responses, which is a valuable management tool. «When a resident complains about waiting, we can check the exact response times. This allows us to reassure the resident and gives us a solid basis for adjusting our staffing levels or organization if necessary.»

Conclusion

By integrating SmartLiberty into its daily practice, La Résidence La Petite Boissière has successfully combined humanity and innovation. The system has established itself as a discreet but essential partner, providing high-quality support that is tailored to the challenges of the care sector today and tomorrow.