



## BETAGTENZENTRUM DÖSSELEN

### SUCCESS STORY

Betagtenzentrum Dössele is an institution operated by the municipality of Eschenbach. It offers a safe and welcoming home for people in long-term care. Around 90 employees are committed every day to providing high-quality care, while placing the safety of residents and a modern, efficient care routine at the heart of their work.

In a family-like and open atmosphere, 63 residents receive individual and professional support. With respect, dignity and great commitment, the institution creates an environment in which older people feel safe, seen and valued.

The light-filled building, surrounded by an idyllic park, creates ideal conditions for holistic and personal care and support. In the two residential areas Linde and Ahorn, employees look after the well-being of residents with a high level of professional expertise and great dedication.



## **Corinne Blum, Managing Director**

“ SmartLiberty has not only given us the safety we were previously missing, but has also noticeably transformed our entire working day. Processes are now clearer, calmer and more efficient; the system has become indispensable in our institution.

### **Challenges before the introduction of SmartLiberty**

Before the introduction of SmartLiberty, the Betagtenzentrum faced several key challenges. The existing nurse call system was technologically outdated and had reached its end of life. The lack of protection against unattended exits was particularly critical, as reliable alerting could not be guaranteed when residents at risk left the building unaccompanied.

This gap represented a significant safety risk and was one of the main reasons for searching for a new solution. At the same time, other systems such as telephony and the TV infrastructure were no longer up to date and could no longer meet today's requirements for integration and functionality. Processes were often cumbersome, heavily phone-based and led to unnecessary walking distances as well as inefficient communication in everyday operations.

### **Why was SmartLiberty chosen?**

After an in-depth evaluation of various options, the decision ultimately fell in favour of SmartLiberty. A decisive factor was the system's ability to combine several central requirements in a single platform. The combination of a nurse call system, protection against unattended exits, mobile communication and integrable sensor technology was convincing, as were the ease of use and the possibility of making individual settings for specific residents. Another decisive factor was the future perspective, as renovation work is planned in the coming years and a flexible, long-term solution was required.

From the electrical planning perspective, SmartLiberty also impressed with its holistic and technically simple integration approach. The system could be very well integrated into the existing infrastructure and was therefore ideal for retrofitting. Thanks to the wireless technology used, implementation could be carried out flexibly without extensive structural modifications or additional installation routes. In addition, the strong market presence in Switzerland and the proven experience in long-term care provided further reassurance during the decision-making process.

## **The introduction – structured and implemented in partnership**

The introduction of SmartLiberty took place as part of a comprehensive overall project in which several systems were modernized at the same time. In advance, the IT infrastructure, including WLAN, was completely renewed in order to create a stable basis for the new solution. In parallel, the areas of telephony, TV and lighting were also revised. This coordinated implementation made it possible to make optimal use of synergies and carry out one-off interventions efficiently.

Thanks to close support from SmartLiberty and targeted training, the system was quickly embedded in everyday operations. Even employees who initially had reservations about the change quickly found their way around. The intuitive operation and mutual support within the team contributed significantly to the overall very positive introduction.

## **Greater safety and efficient processes in everyday operations**

In daily operation, the benefits of the new solution became apparent very quickly. SmartLiberty brought a decisive improvement, particularly in the area of safety. The individually configurable protection against unattended exits enables significantly greater control and considerably reduces risks. At the same time, structured alarm forwarding ensures that situations can be identified more quickly and handled in a targeted manner.

Work processes have also changed noticeably. Many internal phone calls could be reduced because information and responsibilities are directly visible in the system. Alarms can be accepted, helping to avoid unnecessary walking distances. This results in a more efficient workflow that relieves staff and creates more time for supporting residents.

An additional effect is the increased calm within the institution. By eliminating classic call displays and acoustic signals, a more pleasant and less hectic environment could be created. This has a positive impact on both employees and residents and supports a modern, needs-oriented care process.

## **High acceptance among employees and residents**

Despite an initial adjustment phase, acceptance of the new solution was very high. Employees particularly appreciated the modern way of working with mobile devices as well as the clearer and more transparent processes. Long-standing employees were also able to get used to the system quickly and now actively contribute their experience to everyday work.

A positive development was also observed among residents. While there were initially some reservations about the new devices, the benefits in everyday life were quickly recognized. The increased safety and the ability to quickly call for help in critical situations contribute significantly to acceptance.

## **Flexibility for future developments**

One major advantage of SmartLiberty lies in its flexibility. With a planned renovation in mind, the existing solution can continue to be used and adapted. This secures the investment in the long term, while the infrastructure can be flexibly adjusted to future requirements. This future-proofing was a central element in the decision-making process.

## **Conclusion: a sustainable investment in safety and efficiency**

The introduction of SmartLiberty at Betagtenzentrum Dösselen has led to a clearly noticeable improvement in safety, efficiency and quality of work. Processes have become clearer, operations are calmer and collaboration within the team is more efficient.

SmartLiberty has thus established itself as a central and future-proof solution that meets the growing requirements of long-term care while consistently placing people at the centre.