

Long-distance care and security with VieDome

From listening-in centre to total domotica concept

Dichterbij offers support to people with an intellectual impairment, their parents and family in the region between Den Bosch, Nijmegen and Venlo. Dichterbij also provides the means, relations and the support clients need to overcome the challenges of the day with ease. Dichterbij wants to provide the opportunities to make the most of daily life. In order to optimally achieve this goal, VieDome is used as a total concept for domotica and long-distance care.



Night rest

Dichterbij is a large care organisation and has approx. 3,400 clients and 5,000 employees. Dichterbij is the result of various mergers of institutions and has different locations. In the Eighties already, the organisation gave its vision on night care: The night is for resting and not for caring activities. But this medical model has not been applied since the client became the focus of the care provided. The night service became a new and permanent service.

Socialization of care

The large institutions were abandoned and clients were moved to small-scale residencies in the district. This led to many locations being spread out, and not being provided permanent night care. That is why Dichterbij chose to implement VieDome, a domotica system that combines care functions with broadband technology. The demand for care can be signalled from one central point, after which the subsequent care can be organised and coordinated. "The socialization of care has been the main reason for implementing VieDome at Dichterbij", says Jos Duijnste, team leader of the care centre.

Largest in the Netherlands

The scale of the care centre working with the VieDome system is especially unique in the Netherlands. Clients are served who are spread out across approx. 700 different locations. All from one single centre to which five workstations are linked that import all the information from the residences. The centre is operated by six people at night and two people during the daytime. On average between 25,000 and 30,000 signals are received at night between 9.30 p.m. and 7.30 a.m., which are all processed by the employees. A large part of these are classified as safe, another part is dealt with by the employee personally. The remainder is followed up by the night care teams.

Optimal security

Security is another important aspect at Dichterbij, certainly at the Forensic Psychiatry Ward in Oostrum. VieDome offers general security at this location at two levels: to enter the building an identity card as well as a fingerprint is required; once inside the building, the identity card suffices. The whole building has camera security, on the inside as well as outside. Everything can be guarded and operated remotely. The security shell can also be flexibly increased and decreased. Oostrum is also connected to the care centre. This enables acoustic monitoring, and allows clients to make alarm calls. The staff is also connected to the centre. With one push of a button, they can sound the alarm and thanks to the 'fast movement' option, the alarm will sound automatically when an employee falls or starts running. If needed, the staff members can shut in a client by scanning the identity card twice.

Trust

The client's trust in the system is an extremely important condition. Jos Duijnste: "It often works well, but there are situations where especially parents find it difficult to accept the technology. By providing the right information and by showing them how the system works, the required trust grows". Duijnste feels that the use of innovative technology are an essential part of care. "The quality of care must remain the same with fewer staff and resources. A domotica system, such as the VieDome system, is a good aid for achieving that. Staff is no longer required to do the rounds at night and each activated point provides the information you need instantly. This has increased the level of safety and the quality of the care provided in our organisation".

Options domotica Dichterbij

- Acoustic monitoring via care centre
- Camera supervision
- Resident alarm
- Staff alarm
- Security of staff (two layers)
- Access control
- Door video
- Fire alarm
- Out-of-bed notification
- Wander detection
- Care phone
- Intruder alarm



Care centre



Access control

Photo text??



Staff alarm

Care, safety and comfort in one domotica solution.

VieDome has proven itself as a platform with which care and welfare organisations, housing corporations, municipalities and other care providers can offer their services to clients and residents in an accessible way. VieDome facilitates the supply of convenience, comfort and care services, from its own organisation as well as from joint initiatives. Optimal freedom of choice for residents, more efficient care and added attention for clients has always been crucial for VieDome.

*VieDome in
the Netherlands*

