



SENIORENZENTRUM WASSERFLUE

SUCCESS STORY

The Seniorenzentrum Wasserflue in Küttigen is much more than a traditional retirement and nursing home. Nestled in green surroundings at the foot of the Wasserflue, the institution offers residents a home that combines security, dignity and joy of living. With currently 64 care places and 22 modern senior apartments as an independent form of living, the center creates an environment in which older people can be at home together.

The Küttigen Retirement Home Foundation has set itself the task of providing services in the area of «Living in old age». The Wasserflue senior center offers a comprehensive range of services to meet the diverse needs of older people. The foundation's main aim is to create an environment in which residents can live as independently as possible.

About 100 dedicated employees are committed to the well-being of the residents and their relatives on a daily basis. The philosophy of the home is characterized by empathy, professionalism and quality. The focus is on the individual needs of the residents, which are supported by needs-oriented and empathetic care and a wide range of activities and meeting places.



Thomas Jehle, Center Manager

“ The switch to motica was met with great enthusiasm by the staff. After years of using outdated devices and makeshift solutions, the joy at the new possibilities was palpable. The use of the new solution is now a matter of course and is appreciated by all employees.

Challenges before the introduction of SmartLiberty

Before the introduction of SmartLiberty, the Seniorenzentrum Wasserflue faced several challenges. The existing DECT telephony system was outdated and had reached the end of its life cycle. The system was high-maintenance and expensive to maintain. Repairs, failing batteries and spare parts caused high costs, and the devices were increasingly prone to faults. The integration of modern, mobile applications for care and other areas of the home was not possible with the old infrastructure. Digitalization and the flexible connection of new systems were key requirements in order to meet the increasing demands on care and documentation.

Why was SmartLiberty chosen?

After carefully examining and piloting various providers, the Seniorenzentrum Wasserflue opted for the motica care app with a connection to the existing Tyco system. The decisive factor was the ability to combine all relevant functions, from telephony and alerting to the integration of mobile apps, on a modern platform. The integration to the existing nurse call system and the integration of fixed telephony were particularly important. The option to flexibly integrate future expansions and digital processes was crucial.

The introduction - a smooth transition

The changeover to SmartLiberty was met with great enthusiasm by the employees. After years of using outdated devices and makeshift solutions, the joy of the new possibilities was palpable. The introduction was structured and uncertainties were quickly overcome thanks to targeted training and supporting materials. The use of the new solution is now self-explanatory and is appreciated by all employees. The fact that SmartLiberty offers quick and uncomplicated support for questions is also appreciated.

More efficiency, security and peace of mind in everyday life

With SmartLiberty, the Seniorenzentrum Wasserflue benefits from numerous improvements in day-to-day care. One of the biggest advantages of the motica care app is definitely the status display: it is always possible to see who is logged in and whether the person is currently on the phone or taking over an alarm. This ensures optimum coordination and fewer disruptions.

Alarm management provides relief: it is possible to define who should receive which alarms and at what time, and these are received directly on the smartphone. «We used to have the problem of alarms ringing everywhere at the same time. After a while, nobody responded because it was just too much. Now you can limit this considerably and set escalations, which leads to more peace and security. The sounds and volume can also be set individually for each alarm type, which creates a pleasant working atmosphere. Residents experience a smooth everyday life.»

With the option of installing and using mobile applications on smartphones, processes such as care documentation, stock management and others can also be digitalized. This saves a lot of administration time.

Conclusion: a sustainable investment in the future

The introduction of SmartLiberty at the Seniorenzentrum Wasserflue shows how digital innovations can sustainably improve day-to-day care. The solution relieves the burden on staff, increases safety and creates space for what really matters: More time for care.