



Empowering Pain Management with AI at Orchard Care Homes



"We've been able to use the PainChek® app and assessment system to really get to the bottom of what's driving people's distress. We've been able to see some amazing, positive outcomes for the residents and the improvements in their day-to-day quality of life has been phenomenal."

Hannah Miller
Dementia Lead
Orchard Care Homes

At a glance:

Residential care partner: Orchard Care Homes

Dementia Lead: Hannah Miller

Number of beds: 1365

Number of homes: 24



Since implementing PainChek®, Orchard Care Homes has achieved:

- 100% increase in frequency of pain assessments
- 50% reduction in distressed behaviours thought to be associated with pain
- 50% increase in number of residents on regular pain relief as a result of newly identified pain
- Decrease in use and dosage of antipsychotics as a result of effectively managed pain

About Orchard Care Homes

[Orchard Care Homes](#) has been running care homes in the UK for over a decade and has built a strong reputation in the industry for providing quality care for the elderly, striving to deliver the best standards of care. Priding themselves on a person-centred approach, Orchard Care Homes' employees are passionate and dedicated to their craft.

The Challenges of Accurately Assessing Pain

Following a review, it was determined that pain assessment across the various Orchard Care Homes sites was not approached consistently - there was a mixture of infrequent pain assessments, those completed subjectively, and those which went unrecorded.

This was significant as Orchard Care Homes was committed to fulfilling their dementia strategy but were equally challenged when it came to conducting effective pain assessments in their residents who were not able to reliably verbalise their pain.

Of this, Hannah Miller, Dementia Lead at Orchard Care Homes, says, "It's really important as an organisation that we ensure the quality of care for each and everyone of our residents is equitable, regardless of any cognitive difficulties that people may be experiencing."

The Positive Impact of PainChek®

PainChek® was introduced at Orchard sites in January 2021 and since then, Orchard has been able to streamline and unify their pain assessment processes. This has seen benefits for carers and residents alike.

Cheryl Baird, Director of Quality and Care at Orchard Care Homes, said "The teams that are using it absolutely love the app. It's given them a real insight into a person's needs, and we're getting some fantastic outcomes for residents and for staff as well. They can really make a difference now, quite quickly."

Since Orchard integrated PainChek® into its comprehensive dementia strategy, it has seen many positive outcomes for its residents, including a 100% increase in pain assessments for those unable to verbalise pain, a reduction in distress response behaviours, and a reduction in the use of benzodiazepines and antipsychotics.

Additionally, external health professionals now request residents' pain charts from Orchard, which is accessible via PainChek® Analytics.