

## Case Study: Carillon Senior Living & LifeLoop

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### CATEGORIES

- ◆ Staff Efficiencies
- ◆ Quality of Life/Satisfaction with Care

#### Organization Name:

Carillon Senior Living

#### Main Contributor:

Tyshuna Robinson,  
Director of Memory Care

#### Organization Type:

CCRC, Independent living,  
Assisted living, Memory care,  
Skilled Nursing Facilities,  
Short-term Rehab

#### Organization Description:

Carillon Senior Living ("Carillon") is a LifeCare continuing care retirement community (CCRC) in Lubbock, Texas, offering independent living, assisted living, skilled nursing, rehabilitation, and memory care. As a LifeCare community, Carillon guarantees residents access to on-site health care with virtually no increase in monthly fees. Carillon also has a nonprofit organization, Carillon Foundation, that funds various resident and staff wellness and training projects. Together, Carillon and the Foundation provide lifelong care, predictable costs, and a supportive environment that fosters dignity, well-being, and peace of mind.

### Project Description

For over seven years, Carillon has leveraged iN2L by LifeLoop ("iN2L") to enhance engagement and quality of life for residents in memory care, skilled nursing, and rehabilitation. The iN2L system empowers staff to deliver meaningful, person-centered programming tailored to each resident's interests and abilities. This initiative supports Carillon's commitment to proactive wellness and lifelong enrichment across all levels of care.

### System Type

23-inch iN2L mobile flex touchscreen system featuring over 7,000 pieces of clinically informed engagement content. The motorized, height-adjustable cart with articulating arm enables easy use for residents of all mobility levels.

### Describe System Embodiment

Carillon implemented the iN2L system within its Carillon House, which includes memory care, skilled nursing, and accelerated rehabilitation. The 23-inch touchscreen delivers interactive access to iN2L's diverse library of games, music, videos, and therapeutic content. Its mobile, height-adjustable design ensures accessibility for residents with varying cognitive and physical abilities, fostering engagement, connection, and improved quality of life.

### Business Model

CCRC type, private pay

### Implementation Approach

Ten staff members across administration, activities, and the foundation board participated in hands-on iN2L training in September 2018. The team quickly recognized how the system could expand programming, inspire creativity, and simplify planning. Administrators and foundation leaders' involvement ensured alignment, advocacy, and future investment in the program's success.

### Advantages to the Approach

The collaboration between Carillon's foundation, board, and care teams enabled broad organizational buy-in and long-term sustainability. Their commitment to using technology, particularly iN2L, has significantly enhanced the lives of their residents by providing more options in how they deliver activity services.

Carillon also found success in introducing technology gradually and connecting new programs to familiar resident favorites, which helped increase comfort and adoption.

Staff were enthusiastic about iN2L's intuitive design and its ability to engage residents and families alike. The "Favorites" feature became a favorite among residents and staff, supporting personalized experiences and family involvement—further deepening connection and trust.

Additionally, the visibility of engaging, technology-supported programming served as a strong differentiator during family tours, reinforcing Carillon's reputation for high-quality care and engagement.

## Outcomes

Since implementing iN2L, Carillon has seen measurable improvements in staff efficiency, resident engagement, and family satisfaction. Previously, staff faced limited time and resources to plan daily activities for residents across three levels of dementia care. Now, with iN2L, staff can easily access thousands of evidence-based programs and tailor experiences to residents' cognitive abilities, preferences, and personal interests. This has reduced the amount of time staff spend researching and preparing activities, and it has enabled them to promptly start activities when needed as they do not need to take time to gather resources. This shift has given staff more time for meaningful and personal interactions, including one-to-one engagement with residents living with late-stage dementia, improving both care quality and staff fulfillment.

As Tyshuna Robinson, Director of Memory Care at Carillon Senior Living, shared: "iN2L has expanded our ability to meet residents where they are—honoring different cognitive levels, interests, and life experiences—while allowing staff to spend less time preparing and more time truly connecting with residents....It has encouraged creativity and collaboration among our team, sparking fresh conversations about how we can intentionally incorporate iN2L into residents' daily lives in ways that feel natural, joyful, and purposeful."

Beyond operational efficiency, iN2L has elevated the standard of engagement programming at Carillon. The variety of cognitively stimulating and emotionally enriching activities supports residents in maintaining skills, feeling positively challenged, and continuing to learn. These opportunities promote increased alertness, self-esteem, and sense of belonging. Following a Travel Club activity that included dances from around the world, one resident stated, "I learned something today," while another reported, "I love that I'm able to have this experience again in my life. These meaningful engagement opportunities have allowed

residents to express individuality and find joy in daily life.

The system has also enabled staff to engage larger groups more effectively. By connecting iN2L to a big-screen TV, staff can deliver inclusive, multi-sensory programs that captivate a wide range of residents—creating shared experiences that promote community and connection. The result is more active participation, with residents increasingly attentive to activity calendars and often arriving early to secure their favorite seats. As one resident enthusiastically shared, "What fun things are we doing today?"

Families have also noticed the transformation. Previously, some family members reported having difficulty relating to their loved one as they progressed into more advanced stages of dementia, saying things like, "What should I do?" and "They don't know I'm here anyway." Now, many use iN2L during visits as a springboard for conversation and to reconnect with their loved ones through favorite music, Bible devotionals, and classic television programs—rekindling memories and shared moments. One family member remarked, "This is not like the other facilities," recognizing how their loved one was treated with dignity and not separated out from higher functioning residents. These experiences have strengthened trust between families and staff, making families more comfortable sharing information with staff and reassuring families that their loved ones are both engaged and cared for with compassion.

Through this collaboration, Carillon has not only improved day-to-day operational efficiency but also redefined what exceptional, person-centered engagement looks like in memory care.

## Challenges and Pitfalls to Avoid

Staff and residents were initially hesitant to use the iN2L system, uncertain about navigating new technology and afraid of "messing it up." However, with patience and hands-on practice, both groups—and even family members—quickly grew comfortable and began using the programs independently.

Another challenge was that some departments, such as nursing and marketing, did not initially participate in training, which limited early awareness and collaboration.

Ongoing challenges include maintaining engagement during flu-related isolation periods and continuously adapting programming as residents' cognitive abilities change.

## Lessons Learned

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One learning from Carillon's implementation is that comprehensive training and cross-departmental participation are critical to adoption success. Staff now have a new level of comfort with technology and find it exciting rather than intimidating. This has made them more willing to try new programs and they have seen more hands-on involvement with residents by the nursing staff through iN2L.

Another lesson was that engaging families early creates stronger resident participation and community bonds. When staff and families use the system together, it fosters deeper understanding, consistency, and connection across care settings.

## Advice to Share with Others

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This collaboration demonstrated how patience, personalization, and peer-to-peer support are all key for strong and sustainable technology adoption. By starting small and focusing on residents' individual interests, Carillon was able to gradually build comfort with and adoption of the iN2L system. Encouraging staff and residents to explore content items and train each other helped build empowerment and shared ownership. For residents who wanted to stay in their comfort zone and were not interested in trying new technology, Carillon found success in getting residents to accept the technology by gradually introducing new content that was tied to time-tested favorites like Bingo. This helped encourage exploration within residents' comfort levels.

Showcasing technology like this during family tours and other marketing efforts can provide communities with a competitive advantage as it draws people in. At Carillon, the visibility of interactive, cognitively stimulating programming provided through iN2L helped counter common misconceptions by showing residents actively engaged and supported in maintaining independence. This not only enhanced family confidence in the quality of care, but also served as a clear competitive differentiator in attracting new residents.

With time, iN2L has become a trusted, joyful part of daily engagement that benefits the entire Carillon community—residents, families, and staff alike.