

POSTER #27 - Caessant Care Nursing Home Change of Culture

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DESCRIPTION:

Caessant Care Nursing Home is an 87 bed LTC Home. This presentation is with regards to how the Home changed their culture from one which appeared full of negativity to one which is now extremely positive. This was achieved by improving communication techniques and introducing some new programs which benefitted not only the residents but also the staff. The end result is now Caessant Care Fergus is a Home which boosts full occupancy, positive staff and resident satisfaction survey outcomes, and a much decreased turnover rate for both staff and management. And this was all accomplished without spending excess dollars!