



Excellent Environment for Care

Administrator:

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Our Best Practice is an Excellent Environment for Care. Nursing Homes strive to give the best quality of care. We consider the environment as one aspect that contributes to excellent care. A continual message at the facility is that this is the residents' home and we need to respect it and treat the facility as we are in someone's home. It is therefore the culture at the facility to act as a guest and make sure that we keep the environment neat, clean and desirable for the residents and their families.

As part of the Survey process, the surveyors are asked to do a general observation of the facility to assess the effect of the facility's overall environment on the resident's quality of life, health, and safety. The surveyors are asked to observe the resident's rooms as well as the common areas. Our facility emphasizes the environment is important based on the same reason as the surveyors look at this; the environment affects the resident's quality of life, health, and safety.

The environment at the facility is not the responsibility of one person or one department. Creating an excellent environment and maintaining it is the responsibility of every employee and is supported by the owner and administration. The message as to the importance of having the facility look clean and presentable has been well communicated by the owner. When the owner visits, the facility is walked and observations are made. This is true for the other people that assist ownership. As an extension of ownership, it then becomes the Administrator's duty on a day-to-day basis to keep the message clear that the residents' home is to be kept in a way that respects where they live. This message has been so clear that it is part of the culture. Everyone is responsible for picking up items that have fallen on the ground, rub out the black mark on the floor, wipe up a spill immediately and make sure no dried spills remain, adjusting tablecloths so they are straight and helping a resident store their belongings so that they have no obstacles in their way. Housekeeping may do the deep cleaning but everyone must maintain it.

The ideas of a home-like environment has been a concept that we are all to strive achieve. This project not only achieves this goal, it has gone beyond with the innovative way of using paint to add light and heighten the ceilings. It has also created the environment with the use of art, greenery, accessories and linens. As our resident said, it rivals a top hotel in New York.

Additionally, this is a best practice in that the idea of a safe, healthy and quality environment has been in-grained in the culture of the facility. Everyone one from the time of orientation and throughout their employment hear monthly messages related to the environment and the expectation for adhering to the standards. This is looked at an entire team approach, not just one department's responsibility. We include all of our residents and their families in the communication about the standards and how they can help keep a safe environment.