



ICARE

Resident Care Roles: General Care Services



Nursing home leadership and staff work together with residents, families, and other advocates to ensure the physical, mental, and social needs of all residents are met.

Quality care and preserving and promoting resident rights requires an open, supportive environment. Understanding key Nutrition & Environmental Service positions and how you can work together is key!



General Care Services

- **Nutritional Director:** A certified dietary or food service manager who consults with a dietitian to ensure resident dietary requirements and preferences are met.
- **Environmental Services:** Works with all nursing home staff to ensure proper housekeeping including cleaning, disinfection, and laundering in all areas of the nursing home.
- **Facility Maintenance:** May also be part of environmental services, works to keep all areas of the nursing home building and grounds maintained.

Residents and Families: Key to Quality Care

- As a nursing home is a resident's home, residents, families, and other advocates can actively work with staff to make it a safe and comfortable environment:
 - Join or start a resident or family council. Facilities are required to assist and promote these councils.
 - Take part in the Quality Assurance and Process Improvement Program (QAPI). Facilities are required to have a QAPI program; residents, families, and other advocates are encouraged to find out how the QAPI improves care quality.

Residents have a right to quality care which cannot exist without preventing and controlling infections. When infections are not prevented and controlled, resident rights are impacted



Want to know more? Contact your nursing home advocate or send an email to ICARE@unthsc.edu