

# Barton & Needwood House Nursing Home

## Introduction

This case study of Barton & Needwood House Nursing Home is based on an April 2017 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I have worked with CPI for well over 10 years and our staff and homes have benefitted greatly from the training and ongoing support.”

“CPI improved staff de-escalation skills, improved overall safety, and has become ingrained in our training.”

“Staff are more confident and have the skills to support our residents and have a better understanding of the problems they face. This is regularly commented on by our relatives and visiting professionals.”

## Challenges

- Sought CPI training to:
  - Meet regulatory compliance
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their mental health organization / environment as a group home.

## Results

- Reduced challenging / disruptive behaviors by 40–49% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 25–49% since implementing CPI Training.
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques.
- Agrees that the enhanced content has helped them, their staff and their organization.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Reducing injuries
  - Improving staff skills and confidence

### Company Profile

Company:  
**Barton & Needwood House  
Nursing Home**

Company Size:  
**Small Business**

Industry:  
**Health Care**

### About Crisis Prevention Institute

CPI is a standard-setting resource for organizations that serve society's most vulnerable. Their proven model for staff training and personalized support empowers professionals who strive to sustain true cultures of compassion.

#### Learn More:

[Crisis Prevention Institute](#)