

# Winchester House and Dementia Capable Care Training: Rhonda Guzman — Illinois

## Introduction

This case study of Winchester House is based on a September 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

“DCS’s Dementia Capable Care program is excellent training to bring back to the team at Winchester House. The support is excellent too.”

“DCS improved our staff’s skills in promoting positive behavioral responses with clients.”

“DCS gives our facility a competitive edge, which yields a solid marketing advantage.”

“This training helped us break the barrier to connecting with individuals with Alzheimer’s disease.”

## Challenges

Sought DCS training and consulting to:

- Increase client function, safety, and quality of life
- Improve staff, resident, and family relationships
- Reduce psychotropic medication use
- Decrease staff turnover and stress

## Environment

Describes their environment as:

- Skilled nursing/long-term care
- Dementia care unit

## Results

- Achieved the following results with CPI’s Dementia Care Specialists:
  - Improved their dementia care practices by 50–74%
  - Decreased declines in ADL performance
- Achieved return on their investment with DCS by:
  - Increasing clients’ function, safety, and quality of life
  - Improving staff, resident, and family relationships

### Company Profile

Company:  
**Winchester House**

Company Size:  
**Medium Enterprise**

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.

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