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Attendo Suomi / Attendo Finland

## **Attendo develops its Finnish operations to further strengthen quality, employee engagement and customer experience at its nursing homes**

**Attendo has launched an extensive responsibility program aimed at enhancing the engagement of the care personnel, further improve the quality of care for residents, and to improve the stakeholder dialogue.**

Attendo's Responsibility Program for 2019 is based on the feedback received from key stakeholder groups, staff and authority inspections concerning the current development needs at the nursing homes in care for older people.

"We have received feedback and analyzed it carefully. Hence have we launched a comprehensive responsibility program with targeted development measures. Attendo should be an attractive workplace for the employees and the best home for the rest of their lives for our residents," says Attendo Finland's CEO Pertti Karjalainen.

Attendo's responsibility program is structured around measures that are grouped into three areas: streamlining care work, development of operations and capabilities, as well as communication and responsibility.

- Measures to free up nurses' time for the direct care tasks include, for example, increasing the number of personnel involved in developing nursing practices, supportive tasks and recruiting. The number of permanent and full-time employment and permanent substitutes is increased. Hiring staff is also accelerated by developing tools and processes.
- The quality of operations is improved by improving and auditing the practices and systems of medical treatment, developing unit-specific self-monitoring plans, and investing in personnel skills and training.
- The development of communication aims to improve stakeholder cooperation and strengthens dialogue with, for example, relatives of residents of nursing homes and other stakeholders. Other key development targets include workplace communication and employee involvement, as well as corporate social responsibility principles, practices and reporting.

“The key responsibility indicators we follow are the satisfaction of our personnel and residents. In a survey conducted in the autumn of 2018 the satisfaction of the residents of the care homes was 4.2 and the job satisfaction of the employees 3.9 with the scale from one to five. We will publish the progress and outcome of the sustainability program as well as development of the performance indicators on our website,” says Anna Lehtiranta, Director of Corporate Social Responsibility for Attendo Finland.

By a statement in the employment contracts Attendo has requested the employees to report all grievances. There is a channel in place for both the staff and other stakeholders where concerns can also be expressed anonymously.

Attendo's 2019 Responsibility Program has been published in full on the Attendo.fi website (in Finnish).

Attendo Suomi

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