

## Where Compassion Meets Long-Term Care

Shared rooms, limited meal options and impersonalized care are a thing of the past; Holton Manor is a premium provider of long-term care with their resident-centered approach in Elkhorn, WI. Almost doubling in square footage in the 2014 renovation, Holton Manor still has the same amount of beds in the building, but they now have private room options for both long-term care and short-term rehabilitation. They operate as a non-for-profit 501(c)(3) care community, investing all profits back into the buildings and into the residents lives.

Holton Manor previously had an alarmed 14-bed Memory Care unit, but after 2 years they felt that they could better serve the community by opening the doors and redirecting their care to the needs of the community with more long-term beds.

Gladys has lived in Holton Manor for 10 years, she says "it all stems down to that I'm safe, secure and loved, and it shows. This place is my home, they treat me like that. Newcomers that come in are amazed because you hear a lot about nursing homes, but this one here [Holton Manor], I wake up on my own, I go to bed when I please, they'll come in and ask me when I want to do things, what time I want to them, they care about me, they care about me just like your family would." Religion is an important aspect of Gladys life, she enjoys going to mass every month, communion every Sunday, and she appreciates the different denominations that represented in the community.

Those feelings are not only felt by the residents, but also by the staff, "I like when you do little things for people and it puts a smile on their face, you know that you're making a difference in their lives. I've worked at Holton Manor since 2002 working my way up from being a CNA to RN and now supervisor of reimbursement," said Jaclyn Schlick, RN.



Each resident is encouraged to bring items from home to make their rooms more comfortable. Gladys dresser top is filled with pictures, gifts from her family and the staff.

"Heather the Administrator wants everyone to feel like they're at home. She doesn't want anyone to feel like it's a nursing home; she's trying all the time to make it better," Gladys says. Her doctor comes in from the community every month to check up on her and for her day to day care she says, "The CNA's are wonderful to me. If I'm suffering or anything like that, they're right there. If I drop something and can't pick it up, they come and pick it up for me. The little things, you can't do when you're stuck in a chair, they never complain, they're right here for me when I need them...its family. They care about you; they care about everyone that comes in. They give me love."

The Administrator of Holton, Heather Bartell, NHA said "Our residents' quality of care is the most important to me, I strive to achieve the highest level of satisfaction. I believe each resident has a choice in their daily living and giving the residents this empowerment is why I do what I do. I come to work to make this home as comfortable as possible, at the end of the day the smile on a resident's face is priceless."

To learn more about long-term care, short-term rehabilitation and other services Holton Manor provides, visit their website at [www.HoltonManor.org](http://www.HoltonManor.org). Holton Manor is a Five Star Facility 2010, 2011, 2012, 2013 and 2014.



Gladys reviews her menu options for the day, one of the things she enjoys about Holton Manor's dietary is their use of seasonal foods.



Holton Manor enjoys bringing the community to the residents, Tibbets Elementary School kids came to do crafts one afternoon.