

## Key Messages

- There is increasing demand for care in Swiss nursing homes and a shortage of staff, thereby putting pressure on the ability to deliver high quality of care.
- High turnover further increases the stress on care workers<sup>1</sup> in nursing homes and creates a situation where workers become absent, quit the nursing homes or leave the sector all together.
- Despite various initiatives and strategies to improve the recruitment and retention of caregivers across the health sector, the desired results have not yet been attained.
- Future interventions aiming to improve working conditions and reduce turnover in Swiss nursing homes can draw on several recommendations:
  - Provide a culture of leadership that is both receptive and supportive of frontline workers in day-to-day operations.
  - Co-design the organization of care and work in the nursing homes through organizational autonomy.
  - Decrease documentation burden with digital platforms that are tailored to the needs of caregivers and residents.

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<sup>1</sup> The terms *care worker* and *caregiver* are used interchangeably. The terms refer to front line care workers who are in direct contact with residents on a regular basis. This includes but is not limited to nurses, care assistants and other intermediate care personnel.