Linda Manor Extended Care Facility

Location: Leeds, MA
Parent Company: Berkshire Healthcare Systems
Ownership: Not-for-Profit, Multi-Center Organization
Workforce: 195
Services: Skilled Nursing & Rehabilitation; Long Term Caring; Alzheimer’s Care
Residents: 70
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Mission Statement: Linda Manor Extended Care Facility is a not-for-profit, consumer-centered organization committed to fulfilling the health and residential needs of the population in the community we serve.

Highlights
- “The Linda Manor Experience” is something that Staff, Residents and Guests alike attest to feeling and sensing upon entering Linda Manor. While the term sounds somewhat hazy and imprecise, those who have felt the Linda Manor Experience can explain it in the most concrete of terms. As a recent visitor said, “There’s something very tangible about the love, compassion, teamwork and excellence that pervades Linda Manor. It’s more than just patient-centered. Care and service is tailored to meet individual needs and expectations, and it’s done with professionalism and love. How unique is that?”
- While there’s a lot that’s special about Linda Manor, it’s the commitment to our Core Values that’s at the heart of what we do. We shine a spotlight on those who live out the Core Values of Integrity, Excellence, Compassion, Teamwork and Stewardship. We post staff members’ pictures and celebrate their actions and efforts that breathe life to our core values. This sends an unmistakably clear message: These are the core values we cherish. Living out these values lies at the core of who we are, and what we aspire to be, at Linda Manor.
During our Journey to Excellence, we came to the inescapable conclusion that the real “transformational change” lies in employee engagement. Focusing on mere staff satisfaction isn’t nearly enough. When staff are just satisfied, they’ll show up to work and meet basic expectations. When staff are fully engaged, they’re 100% vested in the effort to transform the lives of the residents. At Linda Manor, we’ve decided that the difference between staff satisfaction and staff engagement is ultimately the difference between mediocrity and excellence. It’s reminiscent of the man who saw two laborers, side by side, each chiseling away at their own very large stone. To the first he asked, “What are you doing?” “Working hard, breaking off chunks of little rocks from this big rock” was the answer he received. And when he asked the second, “And what are you doing?” The man answered, “I’m creating a beautiful statue! A glorious work of art!” The first man was merely satisfied in his work; the second was engaged.

When staff are fully engaged, they’re free to dream, create, and aspire to greatness. That’s why we were so proud when staff at Linda Manor approached us, asking for permission to create a facility motto that really spoke to what we’re all about. After three weeks of weighing all the entries, the winner was chosen: At Linda Manor, we’re changing the world…one resident at a time. And this is what they’re doing, every single day at Linda Manor.

When we asked ourselves what it would take to successfully win the Gold Award, the answer was clear: A relentless pursuit of excellence. And the phrase stuck. It became our mantra and our rallying cry…our catalyst for greater momentum and our slayer of complacency! When more ambitious goals were set, “Relentless” became our battle-cry and when milestones were achieved, the word “Relentless” became our acclamation. Whether used as an adjective, adverb or noun, our relentlessness at Linda Manor has served us well, and helped spur us on to the pursuit of the Gold Award.