

Quality of Life in Nursing Homes Charter






Our commitments to quality of life in nursing homes

Ageing French and European populations have made the need for nursing home accommodation even greater.

By investing in homes for dependent elderly people, Icade Santé has demonstrated its commitment to providing seniors with desirable places to live.

Facilities and services that fit the needs of residents, a welcoming environment and strong social ties are key to providing the elderly with comfort and quality of life in addition to supporting their mental and physical health. At the same time, the Covid-19 pandemic has made the need for solid health risk management even clearer.

This Charter confirms Icade Santé's commitment to improving care for dependent elderly people and highlights its desire to invest alongside nursing home operators that share its values.

The Charter was drawn up in conjunction with the AFNOR Group,  and is fully in line with Icade's Purpose:

"Designing, Building, Managing and Investing in cities, neighbourhoods and buildings that are innovative, diverse, inclusive and connected with a reduced carbon footprint. Desirable places to live and work.

This is our ambition. This is our goal. This is our Purpose."

In nursing homes, quality of life and corporate social responsibility (CSR) concern both the building itself (wellbeing, comfort, accessibility, safety, etc.) and how it is operated (supervision, health, community life, etc.). The former is Icade Santé's core business, the latter that of the operators. The ultimate goal is to ensure that residents and caregivers feel comfortable in their daily living and working environment.

The four commitments included in this Charter were designed to encourage Icade Santé and all its partners to meet these challenges.

- As an investor, Icade Santé will analyse all new investments based on a "quality of life and CSR" framework that sets out the criteria for responsible investing in nursing homes.

In this way, Icade Santé will support the development and monitoring of real estate projects that promote innovation in nursing homes, the wellbeing of residents and environmental performance.



The aim is to contribute towards the Sustainable Development Goals (SDGs) of the United Nations to be achieved by 2030, and in particular SDG 3 – Good Health and Well-Being.

- As a landlord, Icade Santé will support healthcare and senior service providers in their social responsibility efforts in order to improve the quality of life for residents.

Commitment No. 1: Safe, healthy and comfortable facilities

Living spaces have a major impact on residents' quality of life: they should feel at home in their surroundings. To make this possible, the living environment must satisfy their needs and desires, while being safe, healthy and comfortable.

- **1.1 A comfortable setting suited to residents' needs**

Private spaces preserve dignity, identity and privacy and allow residents to make the place of residence their own. Common areas facilitate exchanges, help preserve lifestyles and encourage sharing between residents, staff and relatives. A sensible layout, a garden, greenery views and access to outdoor spaces all favour comfort, fulfilment, health and independence.

- **1.2 Complete accessibility and safety both indoors and out**

The architecture, design and maintenance of buildings and facilities contribute to the independence and safety of residents and promote harmonious living. Buildings and facilities should be both safe and easily accessible in line with residents' physical and cognitive abilities.

- **1.3 Healthy and pleasant living spaces**

The design, upkeep and maintenance of the nursing home allow for healthy living spaces through good hygiene, excellent indoor air quality and clean water. Buildings are pleasant to live in, with temperature and lighting being just two examples. The facility and its staff are able to anticipate and adapt to different situations including health crises.

The nursing home uses its resources sustainably by optimising water and energy consumption and limiting waste production.



Commitment No. 2: Quality care that is personalised and attentive

The facility is organised so as to provide dependent elderly people with excellent care services within a framework of trust between residents, families and staff. To make this possible, the facility ensures that residents receive personalised support and that external stakeholders involved at each stage of the support process respect this policy. Accordingly, staff are committed to offering activities designed to stimulate residents' intellectual faculties and preserve their autonomy. This responsibility includes a commitment to offer the best possible quality of care at the best possible price. The nursing home is also a place where family and social ties are maintained, and to this end visits from residents' relatives are encouraged.

- **2.1 Factoring in the expectations of residents and their relatives**

Residents' needs are listened to and discussed so that, by combining "living space" and "care space", tailored services (rooms for physiotherapy, balneotherapy, occupational therapy, etc.) can be provided. Residents should be made to feel at home in their new environment and personal lifestyles should be respected. This respect for personal lifestyles is part of accepting residents' identity and adds to the quality of support, but must be balanced with the constraints inherent to living in a community.

- **2.2 Promoting residents' social life and interaction**

The nursing home provides activities that contribute to the quality of the residents' daily life, including those that stimulate their physical and cognitive abilities while promoting social interaction, all in rooms designed for this purpose. Mealtime allows residents to get their fill of nutrients and social interaction all at the same time.

The nursing home should strengthen family and social ties by encouraging visits from residents' relatives and facilitating social interaction, even under unexpected circumstances.



Commitment No. 3: Responsible governance and management

The nursing home's governance and management approach is socially responsible and tailored to meet quality of life and sustainable development challenges. It gives meaning and substance to sustainable development efforts and shares them with stakeholders, residents, staff, partners, suppliers, etc.

- **3.1 Integrating CSR into the facility's purpose**

At the nursing home, social responsibility revolves around the core business: people. All staff and service providers are involved in implementing CSR and it is communicated in a clear and transparent manner to stakeholders.

- **3.2 A building that contributes to the wellbeing of residents and employees**

The building promotes good working conditions for care staff: rest areas for employees, a building that facilitates care for dependent elderly people, etc.

For co-developments with healthcare companies, Icade Santé gives preference to buildings that are certified (e.g. NF Habitat HQE certification).

Commitment No. 4: A strong local presence with a contribution to local development

There is very often a close link between residents and their families and the area in which the nursing home is located. The nursing home is a local player that contributes to developing the area:

- It is part of the care options available in the area and helps provide local authorities with long-term care solutions for the elderly.
- It forms partnerships with various stakeholders, such as healthcare providers, care facilities and other nearby institutions.
- It contributes to local employment.
- Open to its environment, the nursing home partners with local stakeholders in socio-educational projects for people of all ages.