

"Nursing the resident, not the organisation": A critical perspective on the labour process in Swiss nursing homes

Jason Schneck

Jason's PhD research project aims to explore how the current labour processes in Swiss nursing homes impacts the ability for workers to provide quality care for residents. This project is part of the Swiss Learning Health System (SLHS), with a secondary focus on the Canton of Ticino. The recruitment and retention of workers in nursing homes has been a constant challenge and will only increase with an aging society. Although this challenge is widely recognized and accepted by a wide range of stakeholders, the core issues are not being addressed. The professions in this sector continue to be undervalued with lower wages, poorer working conditions and a high degree of burnout. Consequently, this contributes to a poor image of the sector for aspiring applicants and ultimately has negative consequences for residents.

To go deeper into this problem, I utilized qualitative methods through group discussions with workers in the form of *conricerca* (co-research). After this initial data collection, I conducted a case study of a Swiss nursing home base in Ticino that utilises a progressive method of organising their labour process. For this case study, I relied primarily on a rapid ethnography that was complemented with a group discussion and document analysis.