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Sugiyama"

"Chinseki Aoki""Tsumako Yamaguchi"; "Satisfaction, accomplishment and failure"; "QOL and its factors"; "Attitudes towards elderly care and institutionalisation"; "Interpersonal relationships"; "Religion"; "Autonomy"; "Dealing with impending death"; "Notes"; "4 The staff"; "Narratives of four staff members"; "Mr Masao ItA?: Director of the Nursing Department"; "Ms Reiko Shinozaki: head matron in Sazanka"; "Mrs Yumiko Suzuki: matron in Aoba"; "Mrs Yoshi Yoshiwara: dietician"; "Corporate culture of Kotobuki"; "Career paths"

"Satisfaction and dissatisfaction""Gender"; "Coping with stress"; "Attitudes towards institutionalisation"; "Views of institutional life and institutionalisation"; "Fairness in welfare institutions"; "QOL and its factors"; "Food and other material provisions"; "Quality of care"; "Recreational programmes and events"; "Family"; "Others"; "Notes"; "5 The visitors"; "Volunteers"; "Mr Atsushi Tanizaki"; "Family"; "Trainee students and other visitors"; "Motives, rewards and emotional costs"; "Motivation: reciprocity and altruism"

"Rewards and emotional cost""Attitude towards institutional life"; "Notes"; "6 A problematic issue in Kotobuki "; "Problem 1: Discrimination"; "Conflicts between psychiatric patients and normal elderly residents"; "Mental patients and prejudice towards them in institutions"; "Problem 2: Silent resistance"; "Interpersonal conflicts in Sazanka: two examples"; "Mrs Fukushima"; "Miss Hiraoka"; "Strategies for interpersonal conflict management"; "Notes"; "7 Beyond the homes "; "Staff attitudes towards the LTCl programme"

"Effects on the management and the people of Kotobuki"
