

2023

# 2023 Resident & Family Satisfaction Survey Results

## Section 1: Survey Overview

### About the Surveys....

The Resident and Family Satisfaction Survey were carried out in November of 2023 and are utilized as an annual continuous quality indicator ensuring the voice of the *service users*, i.e. our Residents and their families is heard by the *service provider*, i.e. the Home. Surveys were completed by 32 family members (SDM's) and 62 residents - where some were completed independently or with the support of Recreation staff.

As a “*service provider*”, we are always looking for opportunities to secure valuable feedback from our “*service users*”, our residents and their families and our challenge is to be open to the feedback, respond to it and grow!

Survey Scoring: focus areas for follow up in our Quality Improvement Plan are identified as Strongly Agree + Agree survey responses that scored below 75% and/or any Strongly Disagree + Disagree that scored greater than 25%

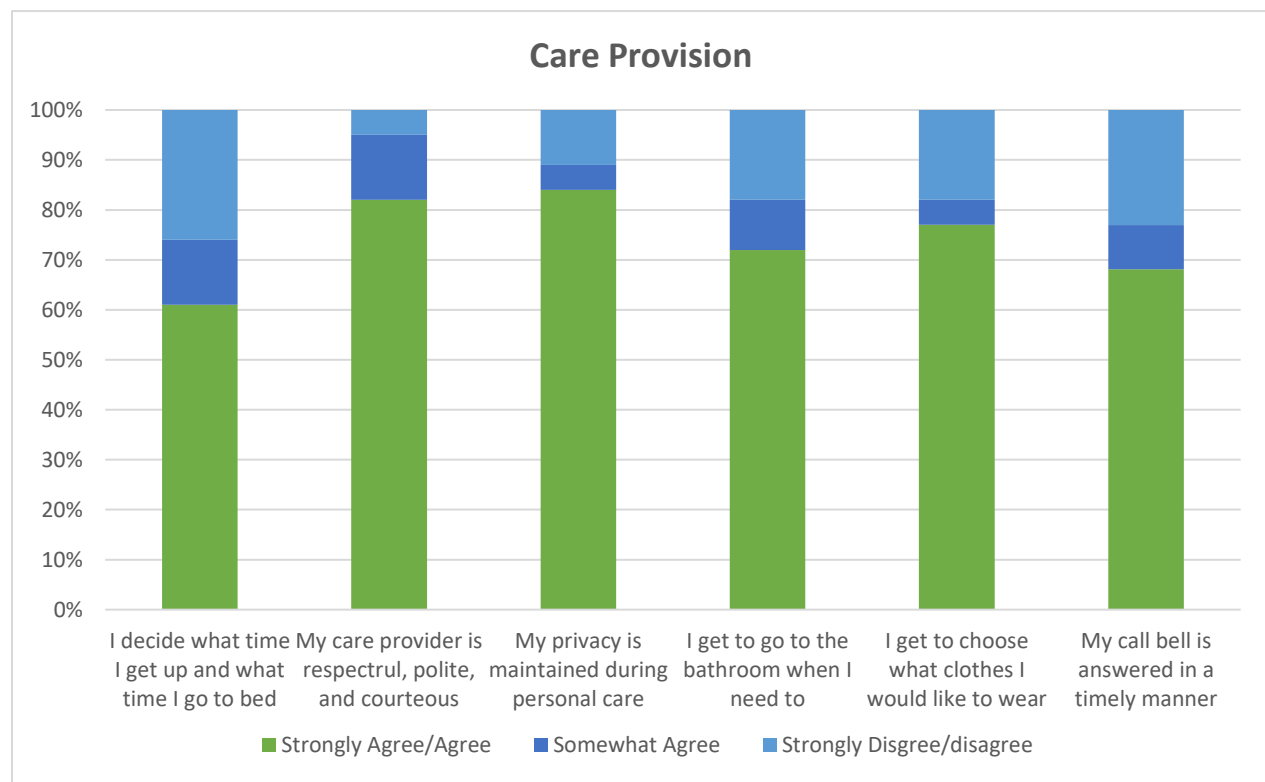
Very special thanks to everyone that has contributed to our feedback highway.... your insights / experiences are greatly appreciated!



## Resident Survey Results

### Care Provision – Part I

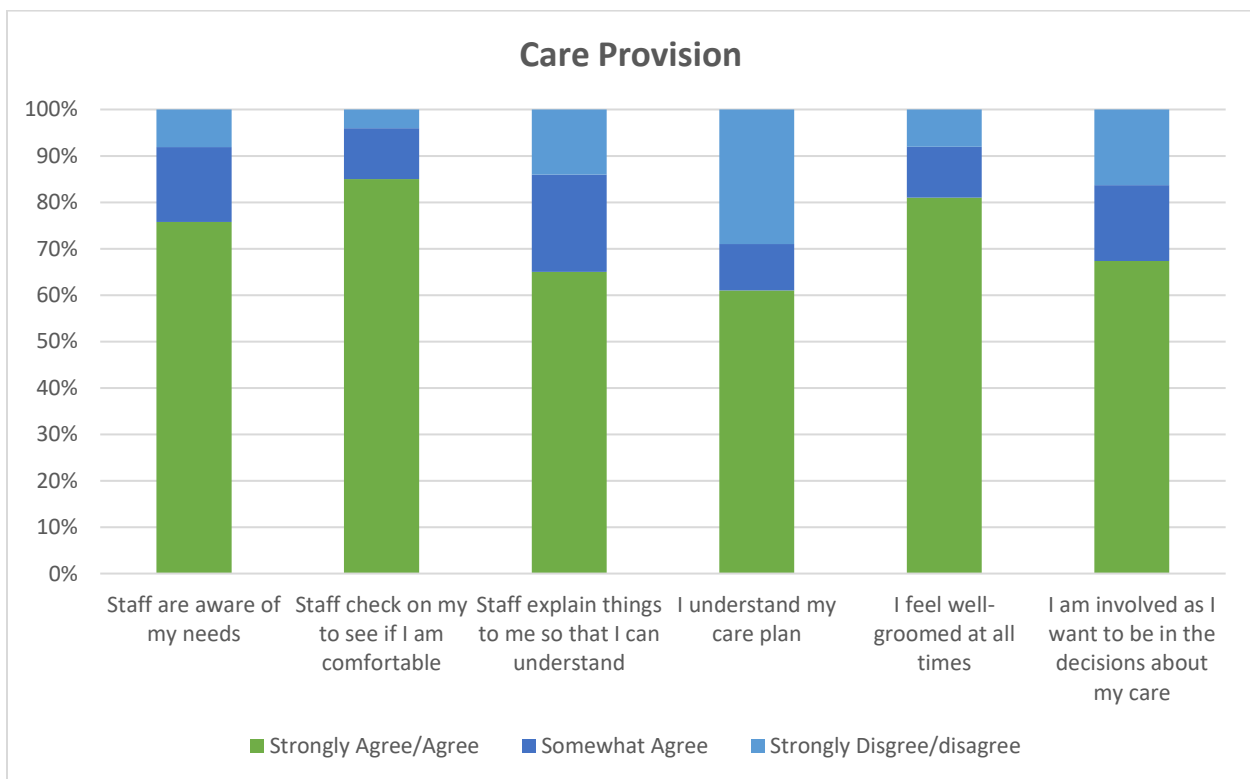
Questions	Strongly Agree/Agree	Somewhat Agree	Strongly Disagree/Disagree
I decide what time I get up and what time I go to bed.	61%	13%	26%
My care provider is respectful, polite and courteous.	82%	13%	5%
My Privacy is maintained during personal care.	84%	5%	11%
I get to go to the bathroom when I want.	72%	10%	18%
I get to choose what clothes I wear.	77%	5%	18%
My call bell is answered in a timely manner.	64%	10%	26%



## Resident Survey Results

### Care Provision – Part II

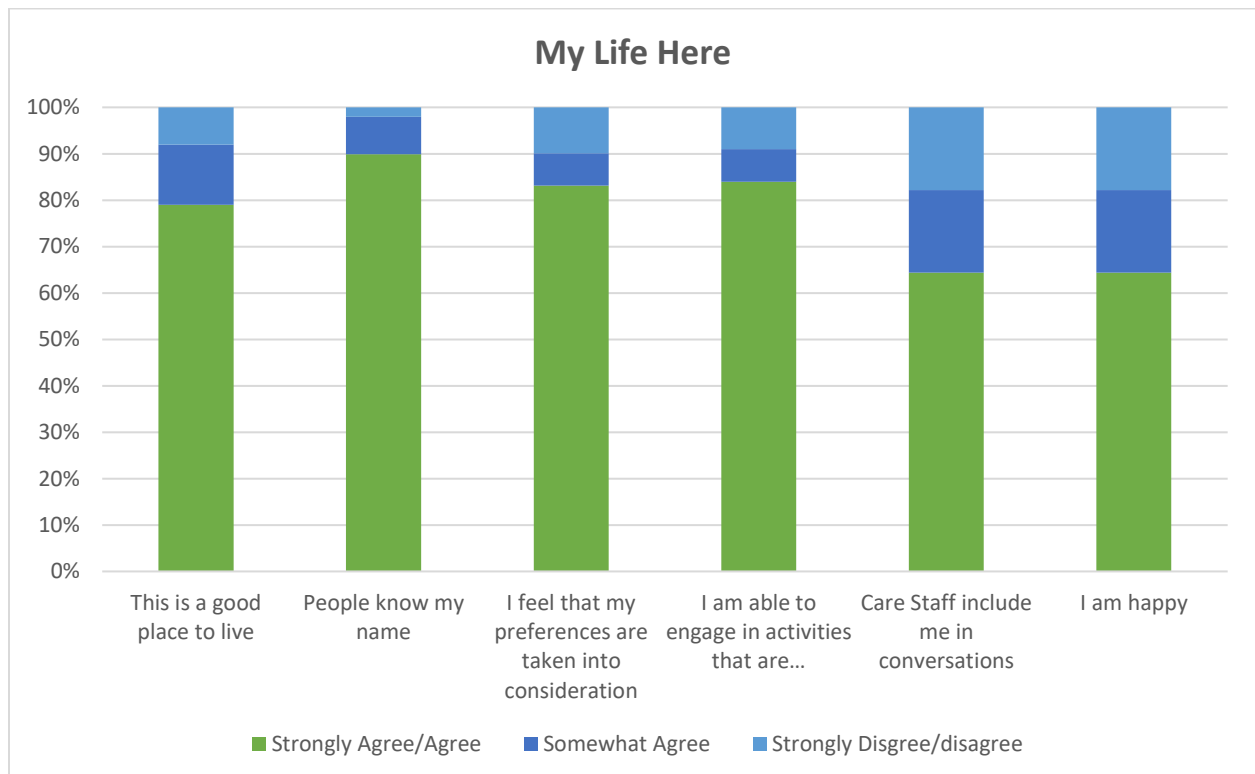
Questions	Strongly Agree/Agree	Somewhat Agree	Strongly Disagree/Disagree	Unsure
Staff are aware of my needs	75%	16%	8%	1%
Staff check on me to see if I am comfortable	85%	11%	4%	1%
Staff explain things to me so that I can understand	65%	21%	14%	
I understand my care plan	61%	10%	29%	
I feel well-groomed at all times	81%	11%	8%	
I am involved as I want to be in the decisions about my care	66%	16%	16%	



## Resident Survey Results

### My Life Here – Part I

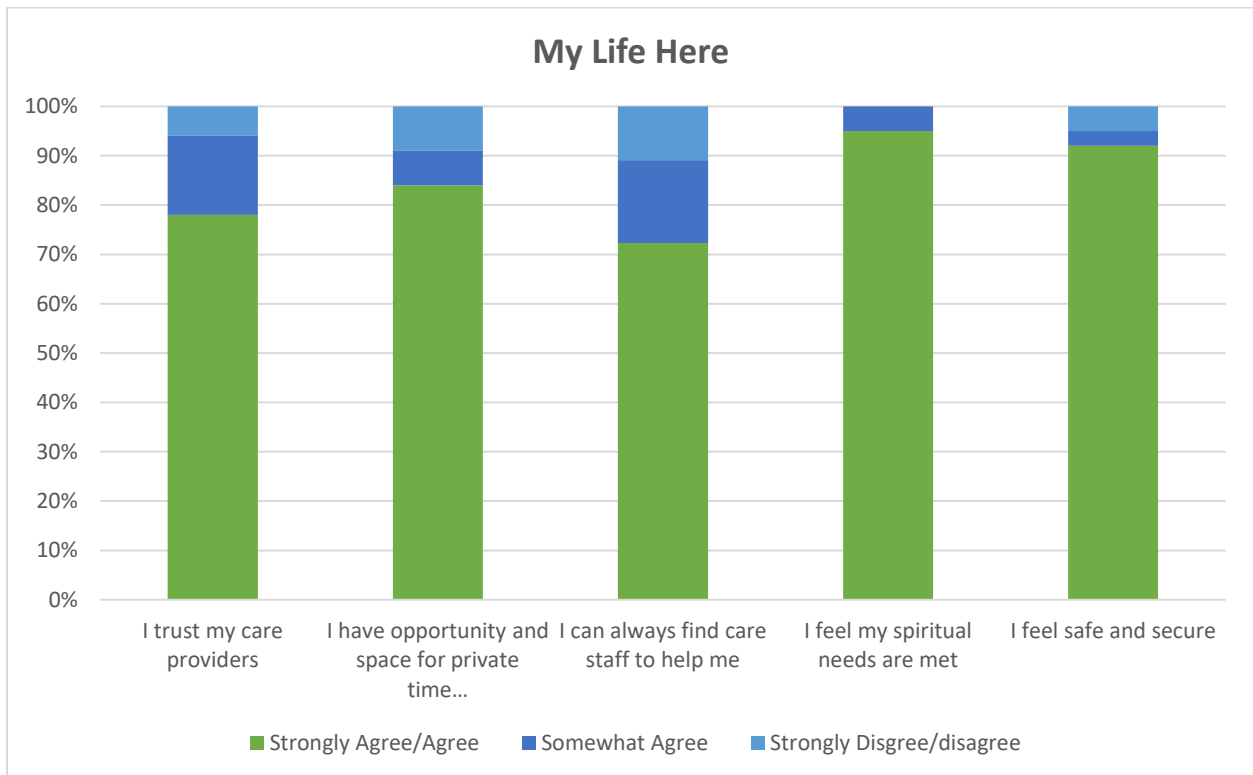
Question	Strongly Agree/Agree	Somewhat Agree	Strongly Disagree/Disagree
This is a good place to live	79%	13%	8%
People know my name.	90%	8%	2%
I feel that my preferences are taken into consideration	84%	6%	10%
I am able to engage in activities that are meaningful to me	84%	7%	9%
Staff include me in conversations.	65%	17%	18%
I am happy	65%	17%	18%



## Resident Survey Results

### My Life Here – Part II

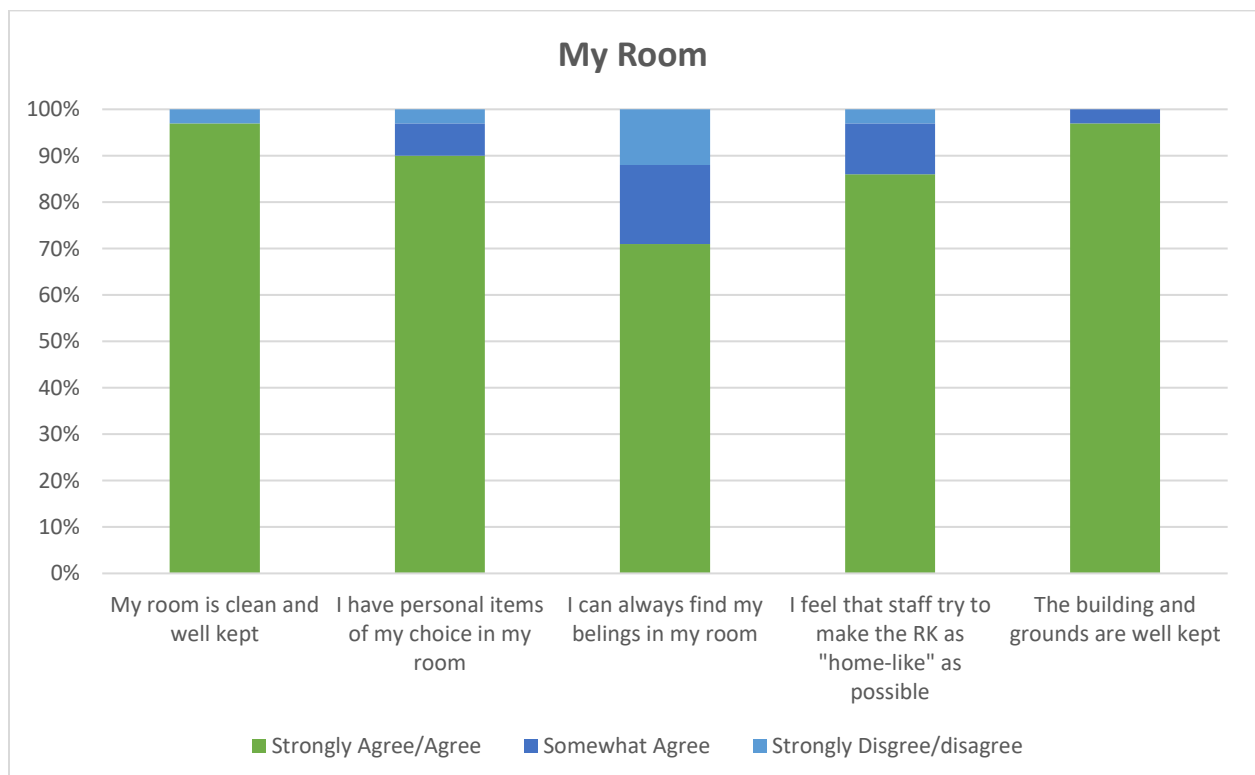
Question	Strongly Agree/Agree	Somewhat Agree	Strongly Disagree/Disagree
I trust my care providers	78%	16%	6%
I have opportunity and space for private time	84%	7%	9%
I can always find care staff to help me	73%	17%	10%
I feel my spiritual needs are met.	95%	5%	0%
I feel safe and secure	92%	3%	5%



## Resident Survey Results

### My Room

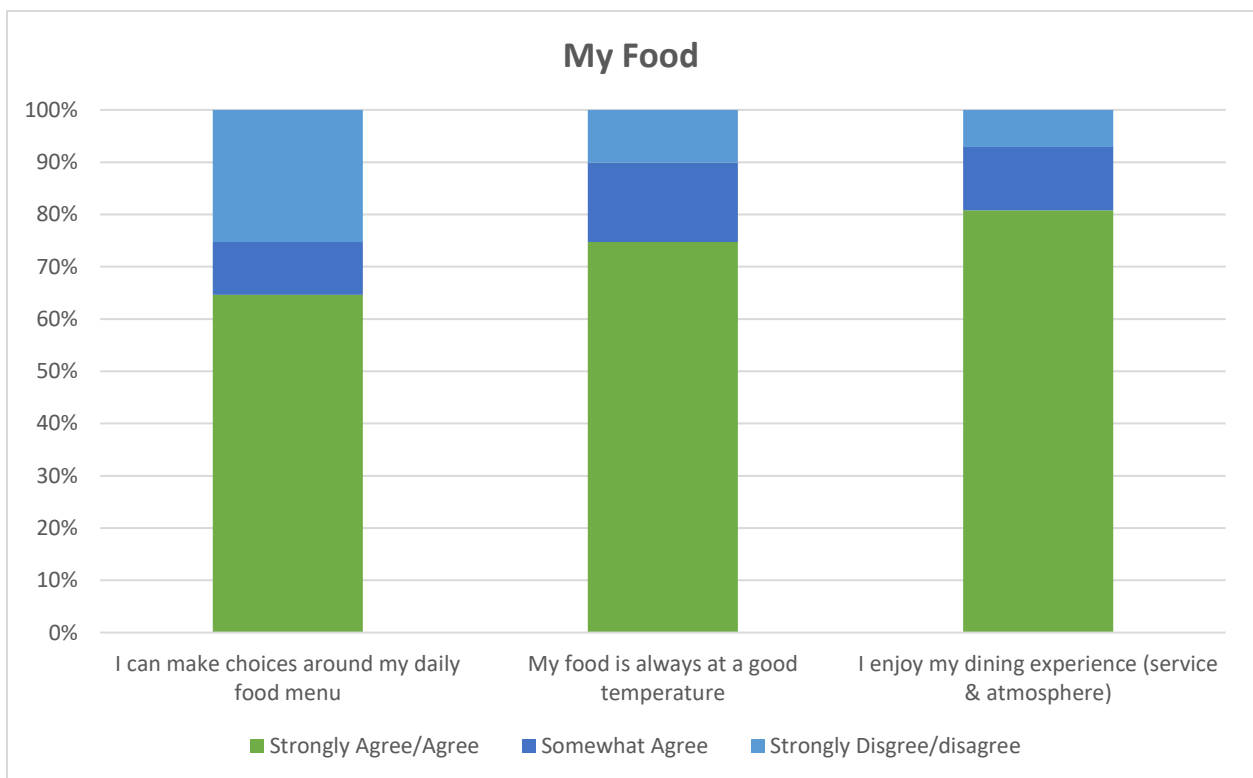
Questions	Strongly Agree/Agree	Somewhat Agree	Strongly Disagree/Disagree
My room is clean and well kept	97%	0%	3%
I have personal items of my choice in my room	90%	7%	3%
I can always find my belongings in my room	71%	17%	12%
I feel there is a "home-like" environment here	86%	11%	3%
The building and grounds are well kept	97%	3%	0%



## Resident Survey Results

### My Food

Questions	Strongly Agree/Agree	Somewhat Agree	Strongly Disagree/Disagree
I can make choices around my daily food menu	65%	10%	25%
My food is always at a good temperature	75%	15%	10%
I enjoy my dining experience (service and atmosphere)	80%	13%	7%

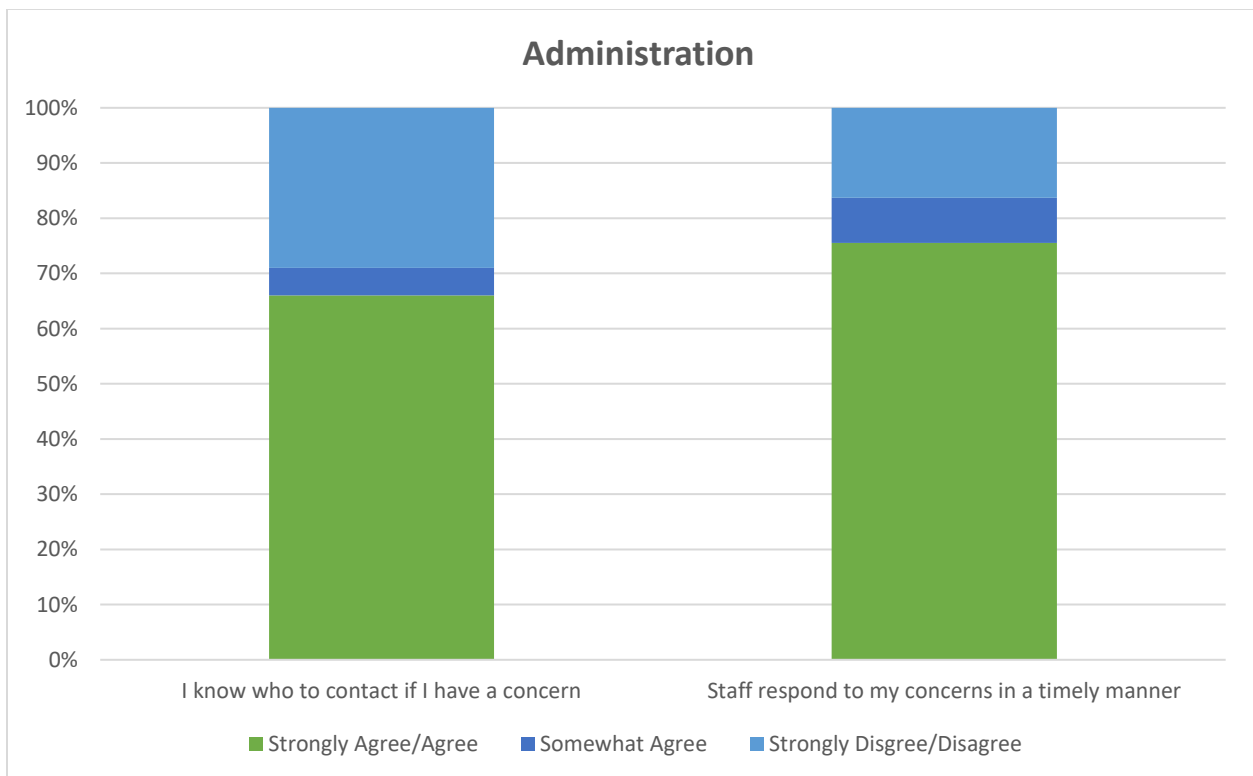




## Resident Survey Results

### Administration

Question	Strongly Agree/Agree	Somewhat Agree	Strongly Disagree/Disagree
I know who to contact if I have a concern	66%	5%	29%
Staff respond to my concerns in a timely manner	76%	8%	16%

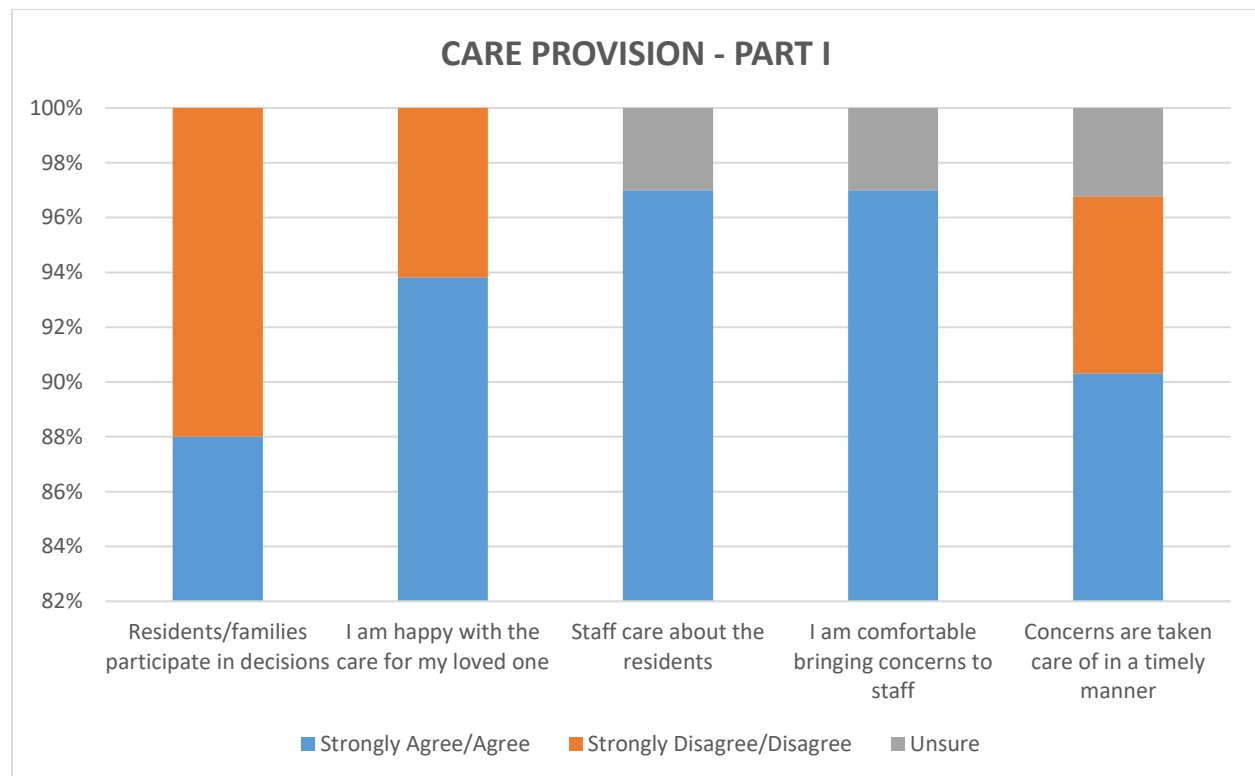




## Family Satisfaction Survey Results

### CARE PROVISION – PART I

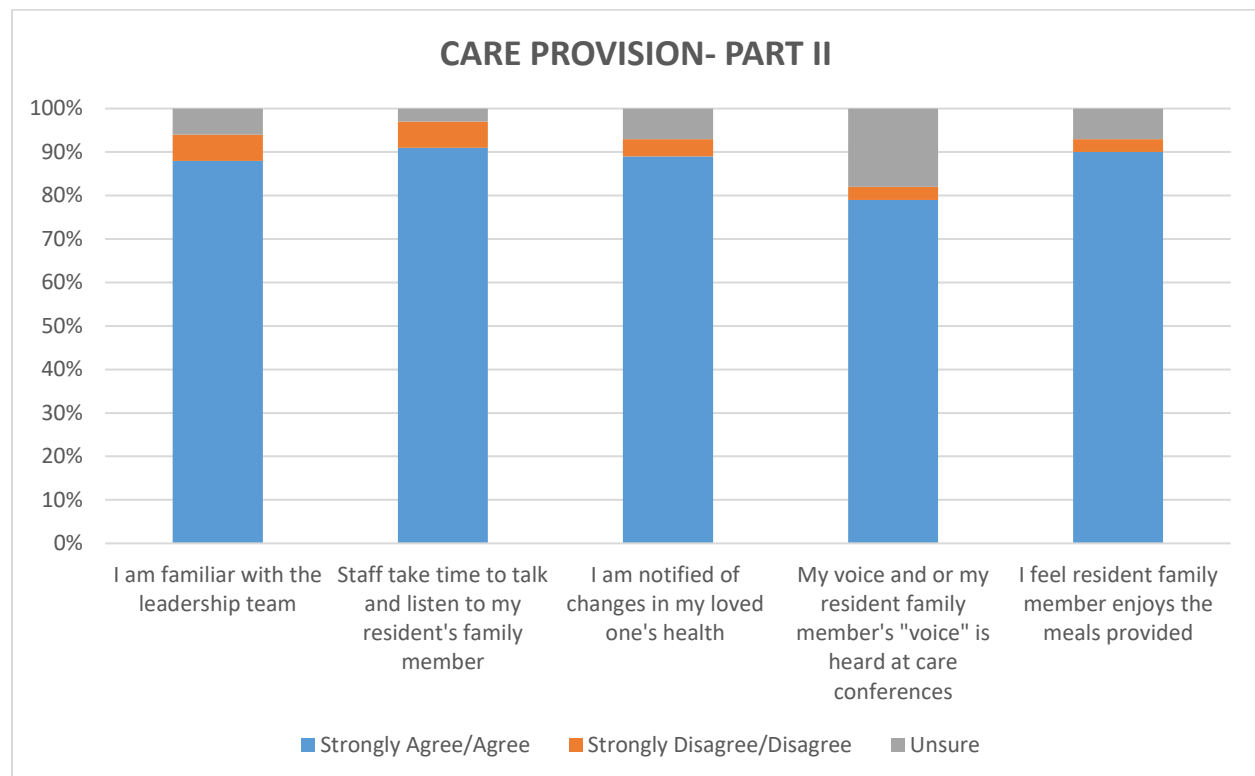
Questions	Strongly Agree/Agree	Strongly Disagree/Disagree	Unsure
Residents & families participate in decisions	88%	12%	0%
I am happy with the care for my loved one	91%	6%	3%
Staff care about residents	97%	0%	3%
I am comfortable bringing concerns to staff	97%	0%	3%
Concerns are taken care of in timely manner	85%	6%	9%



## Family Satisfaction Survey Results

### CARE PROVISION –PART II

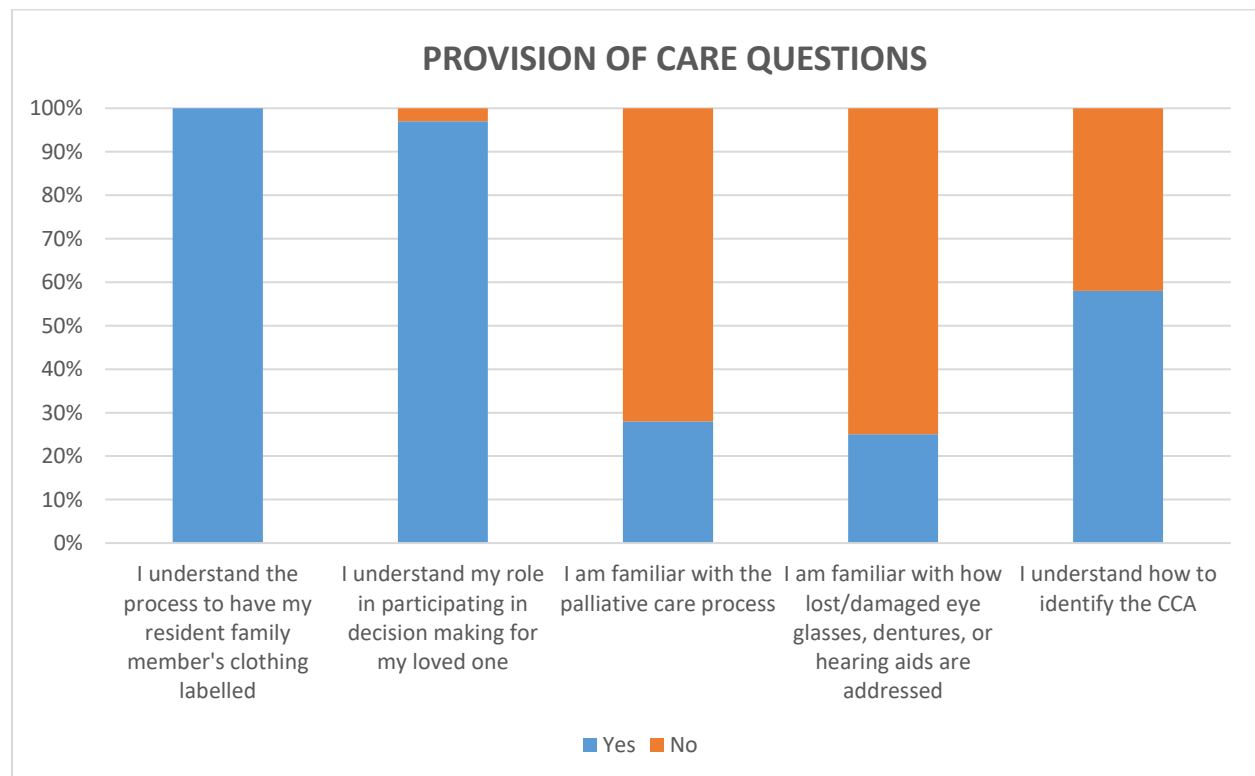
Questions	Strongly Agree/Agree	Strongly Disagree/Disagree	Unsure
I am familiar with the leadership team	88%	6%	6%
Staff take time to talk and listen to my resident's family member	91%	6%	3%
I am notified of changes in my resident's family member's health (SDM's only)	89%	4%	7%
My voice and or my resident family member's "voice" is heard at care conferences	79%	3%	18%
I feel resident family member enjoys the meals provided.	90%	3%	7%



## Family Satisfaction Survey Results

### PROVIDING CARE QUESTIONS – PART III

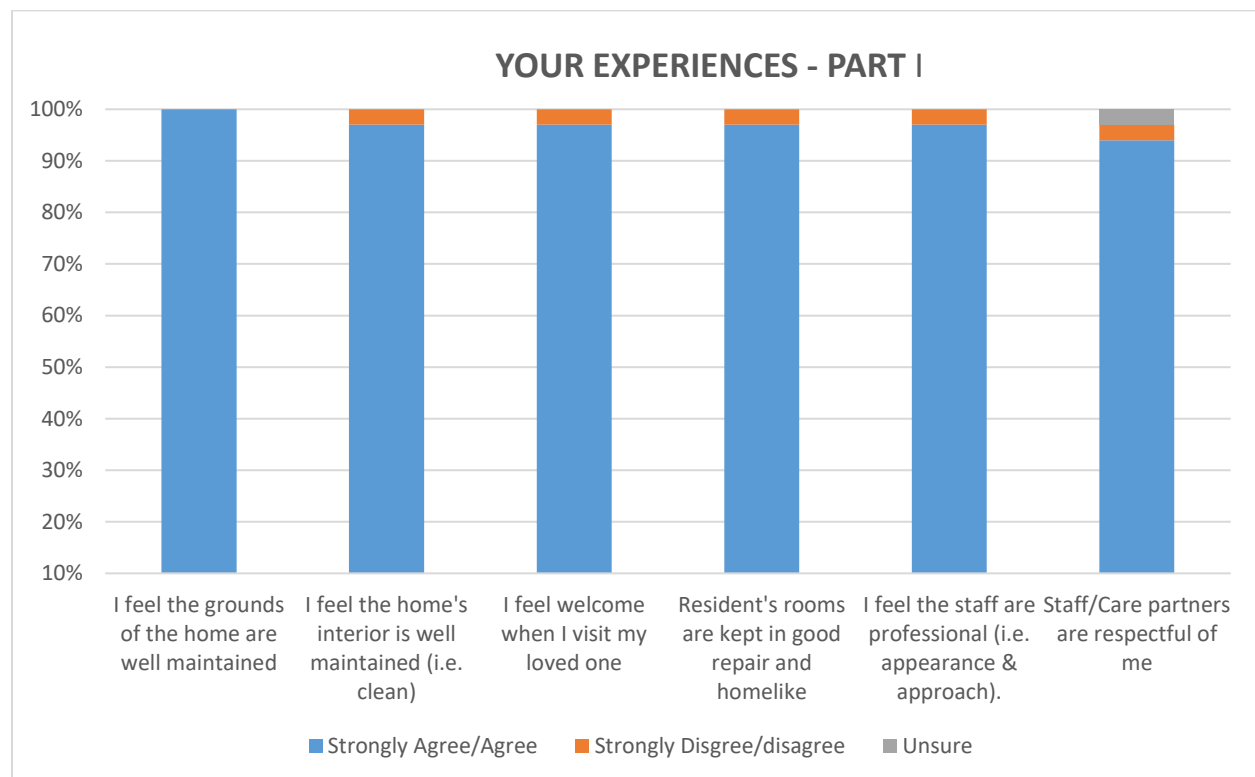
Question	Yes	No
I understand the process to have my resident family member's clothing labelled	100%	0%
I understand my role in participating in decision making for my loved one	97%	3%
I am familiar with the palliative care process	28%	72%
I am familiar with how lost/damaged eye glasses, dentures or hearing aids are addressed	25%	75%
I understand how to identify the Continuing Care Assistant (CCA) that is assigned to my loved one	58%	42%



## Family Satisfaction Survey Results

### YOUR EXPERIENCES – PART I

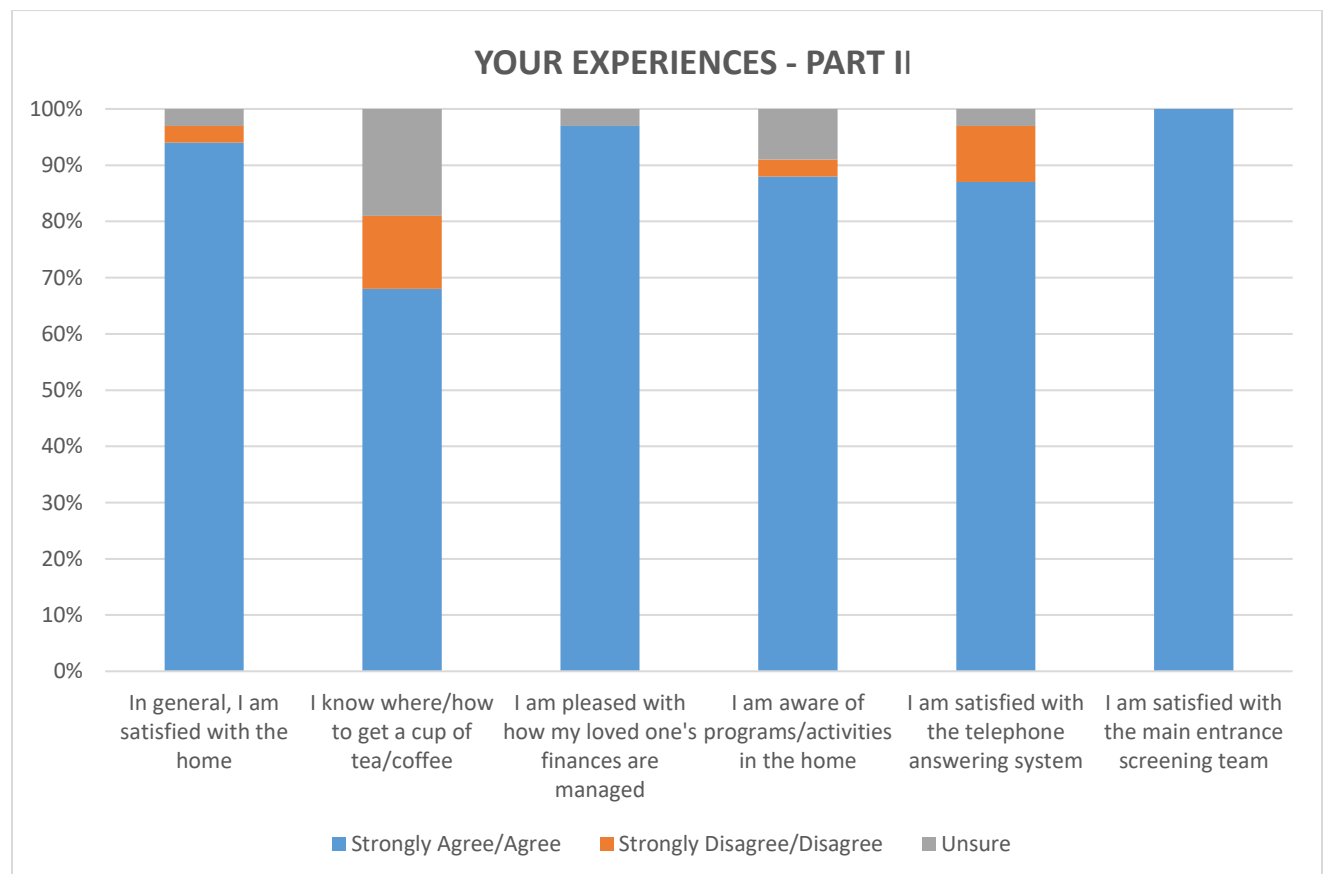
Questions	Strongly Agree/Agree	Strongly Disagree/Disagree	Unsure
I feel the grounds of the facility are well maintained	100%	0%	0%
I feel the home's interior is well maintained (i.e. clean)	97%	3%	0%
I feel welcome when I visit my loved one	97%	3%	0%
Resident's rooms are kept in good repair and homelike	97%	3%	0%
I feel the staff are professional (i.e. appearance & approach)	97%	3%	0%
Staff/Care partners are respectful of me	94%	3%	3%



## Family Satisfaction Survey Results

### YOUR EXPERIENCES – PART II

Questions	Strongly Agree/Agree	Strongly Disagree/Disagree	Unsure
In general, I am satisfied with the home	94%	3%	3%
I know where/how to get a cup of team/coffee	68%	13%	19%
I am pleased with how my loved one's finances are managed	97%	0%	3%
I am aware of social programs/activities in the home	88%	3%	9%
I am satisfied with the telephone answering system	87%	10%	3%
I am satisfied with the main entrance screening team	100%	0%	0%





## Family Satisfaction Survey Results

### YOUR EXPERIENCES QUESTIONS – PART III

Question	Yes	No
Are there any safety hazards you can identify for us?	96%	4%
Are you okay with the visiting hours?	100%	0%
Are you aware of areas in the Home and activities that you can access to enhance your visit with your loved one?	77%	23%
Do you know where/how to get a cup of tea/coffee?	67%	33%

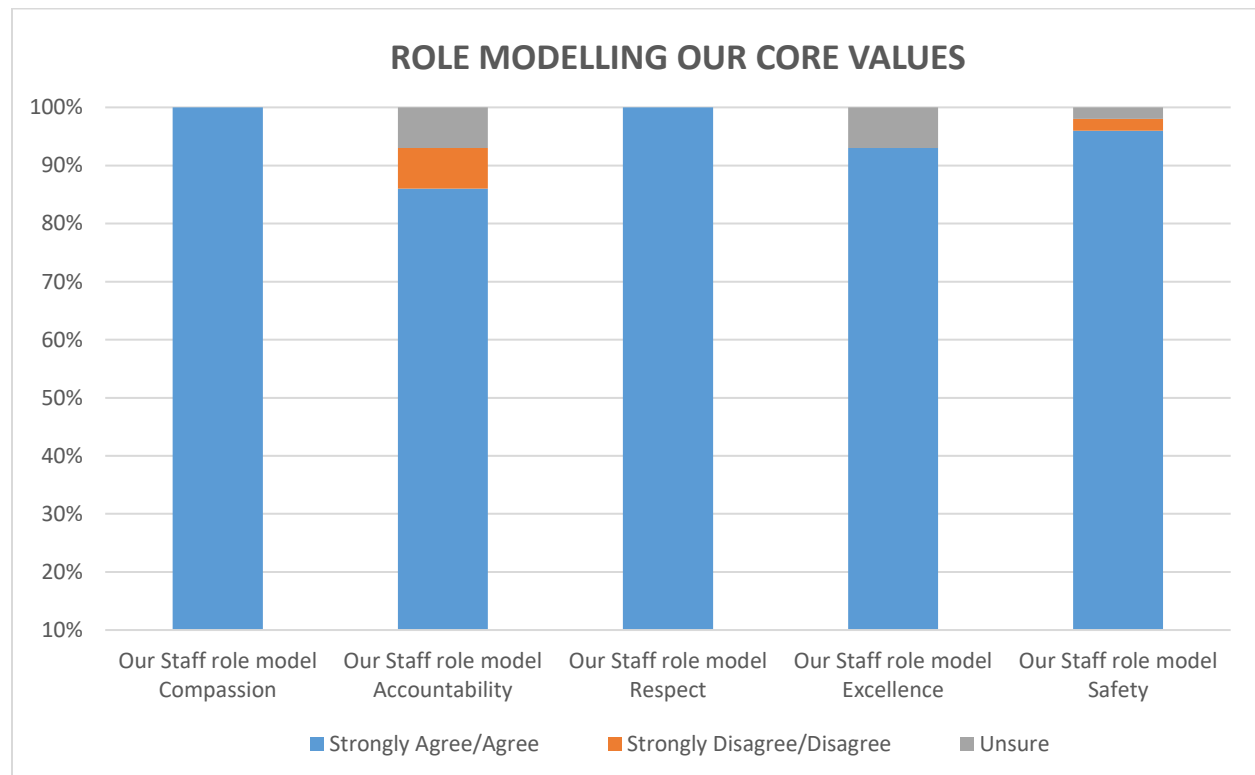




## Family Satisfaction Survey Results

### ROLE MODELLING OUR CORE VALUES

Questions	Strongly Agree/Agree	Strongly Disagree/Disagree	Unsure
Our Staff role model our core value of <b>Compassion</b>	100%	0%	0%
Our Staff role model our core value of <b>Accountability</b>	87%	7%	6%
Our Staff role model our core value of <b>Respect</b>	100%	0%	0%
Our Staff role model our core value of <b>Excellence</b>	93%	0%	7%
Our Staff role model our core value of <b>Safety</b>	96%	2%	2%









## Survey Summary - 2023

The really satisfying aspect of the 2023 Family & Resident Satisfaction Survey is that the outcomes align with our other quality indicators. Recently, our accreditation survey revealed we have met 97% of the national accreditation standards!

However, let's be clear ... there is always room for growth!

This survey has illustrated the need for us to reflect on these areas for improvement:

- I understand my care plan
- I make choices around my food menu
- I know who to contact if I have a concern
- I am familiar with the palliative care process
- I am familiar with how lost / damaged eye glasses, dentures or hearing aids are addressed
- I know how to identify the CCA that is assigned to my care
- I know where to get a cup of tea / coffee

To be trusted with your feedback is a privilege that we do not take for granted! These surveys provide a "voice" for you, our *service users*, and we appreciate your feedback and will continue to use this feedback to improve the quality of our services. Please keep in mind, I suspect that many of you already have a solution to some of the above-mentioned areas for improvement.... please do not ever hesitate to drop in and share your ideas!

In my opinion, the glue that holds our culture together is our commitment to our core values. It is very rewarding to see that families feel our staff are role modelling our core values. Role modeling our core values is an expectation clarified upon the hiring of new staff and is evaluated during staff performance appraisals. Our core values define our culture and we are blessed with an awesome staff!

Special thanks to all the family members and residents that participated in this survey and please know your feedback is welcome at anytime.

Thank you and kindest personal regards,

Terry MacIntyre, CEO

*"It takes humility to seek feedback. It takes wisdom to understand it, analyze it  
and appropriately act on it"* *Stephen Covey*







