

## RESIDENT/FAMILY SATISFACTION SURVEY

These results are based on 16 Surveys received back.

### RESIDENT CARE:

	Excellent	Good	Fair	Poor		Not Applicable
Opportunities for involvement in decisions that relate to my care have been:	<b>6 (42%)</b>	<b>8 (57%)</b>			Two surveys left blank for this question	
Please indicate your overall rating of the assistance received in the following areas:	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>		<b>Not Applicable</b>
a) Eating	<b>4 (28%)</b>	<b>9 (64%)</b>	<b>1 (7%)</b>		Two surveys left blank	
b) Personal care (bathing, grooming, dressing)	<b>5 (31%)</b>	<b>9 (56%)</b>	<b>2 (12.5%)</b>			
c) Going to the bathroom	<b>3 (23%)</b>	<b>9 (64%)</b>	<b>1 (7%)</b>			<b>3</b>
My privacy is respected	<b>4 (25%)</b>	<b>9 (56%)</b>	<b>3 (18%)</b>			
My choices and wishes are respected	<b>3 (20%)</b>	<b>9 (60%)</b>	<b>2(13%)</b>		One survey left blank	
My abilities and strengths are supported and encouraged	<b>5 (31.%)</b>	<b>10 (62%)</b>	<b>1 (6%)</b>			
Availability, helpfulness and care of the PSW staff is:	<b>5 (31%)</b>	<b>10 (62%)</b>	<b>1 (6%)</b>			
Availability, helpfulness and care of the Registered staff is:	<b>4(25%)</b>	<b>11 (68%)</b>	<b>1(6%)</b>			
Availability, helpfulness and care of the Physicians is:	<b>5 (33%)</b>	<b>8 (53%)</b>	<b>2 (12%)</b>			<b>1</b>
Quality and variety of recreational programs offered are:	<b>4 (28%)</b>	<b>6 (41%)</b>	<b>4 (28%)</b>		One did not answer	<b>1</b>
Quality and variety of the spiritual and religious programs are:		<b>4 (57%)</b>	<b>2(28%)</b>	<b>1(14%)</b>	One did not answer	<b>8</b>
If you are receiving social services, the quality of the program is:	<b>1(25%)</b>	<b>3 (75%)</b>			Two left blank	<b>10</b>
If you are currently receiving therapy services, the quality of the program (physio/occupational/speech) is:		<b>3 (60%)</b>		<b>2 (40%)</b>	Three left blank	<b>8</b>
How would you rate the volunteers' services in the home?	<b>2 (18%)</b>	<b>8 (72%)</b>	<b>1 (9%)</b>		One left blank	<b>4</b>
Availability and helpfulness of the Recreation staff is:	<b>6 (42%)</b>	<b>7 (50%)</b>	<b>1(7%)</b>		One left blank	<b>1</b>

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### HOUSEKEEPING & BUILDING SERVICES:

	Excellent	Good	Fair	Poor		Not Applicable
Cleanliness of the home is:	10 (62%)	5 (31%)	1(6%)			
General repair and upkeep of the building and grounds is:	2 (13%)	11 (73%)	2 (13%)			1
Laundry service is:	6 (42%)	8 (57%)				2
Availability and helpfulness of the Housekeeping, Laundry and Building Services staff is:	3(12%)	12 (75%)	1(6%)			

### ADMINISTRATION:

	Excellent	Good	Fair	Poor		Not Applicable
Efficiency in dealing with my finances/accounting is:	7 (50%)	5 (35%)	2 (14%)		One left blank	1
Availability and helpfulness of the Administration Staff is:	8 (53%)	5 (33%)	2 (13%)			1

### FOOD SERVICES:

	Excellent	Good	Fair	Poor		Not Applicable
The food choices are:	9 (60%)	4 (26%)	1 (6%)	1(6%)	One left blank	
The food quality is:	9 (60%)	4 (26%)	1 (6%)	1(6%)	One left blank	
The dining experience is:	5 (33%)	10 (66%)			One left blank	
The food quantity is:	8 (50%)	8 (50%)				
Availability and helpfulness of the Food Services Staff is:	8 (50%)	8 (50%)				

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### OVERALL:

	Excellent	Good	Fair	Poor		Not Applicable
Please indicate your overall rating of the home as a place to live.	<b>6 (40%)</b>	<b>9 (60%)</b>			<b>One left blank</b>	

	Yes	No
Do you feel safe at the home?	<b>15 (100%)</b>	
Does the home share information that promotes client safety?	<b>15 (100%)</b>	
I would recommend this home to family/friends.	<b>15 (100%)</b>	

One Survey left blank regarding safety.

If you use an incontinence product please complete the following:

	Yes	No
Product used fits properly, is comfortable and easy to use?	<b>12 (90%)</b>	<b>1 (10%)</b> Three were blank
Product is readily available for use?	<b>12 (90%)</b>	<b>1 (10%)</b> Three were blank
Product is satisfactory for your needs	<b>13 (100%)</b>	<b>3 left blank</b>

	Yes	No
Opportunities are available for input/feedback into resident care	<b>15 (100%)</b>	
Opportunities are available for input/feedback into programs and services	<b>15 (100%)</b>	
Opportunities are available for input/feedback into home operations	<b>13 (100%)</b>	1 said NA 1 did not answer

One survey left blank

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This survey was completed by (please check appropriate box):

Resident

2  
(12%)

Family Member

12  
(75%)

Other

2 Residents  
with family  
members  
(12%)

I can express my opinion without fear of consequences:

**12 (75%)** Surveys said **ALWAYS**, **3 (18%)** **MOSTLY**, **1(6%)** **SOMETIMES**

How well do the Staff listen to you?

Best possible 10 to 1 (1 Being worst)

**7 (46%)** Surveys gave a 10, **4 (26%)** gave a 9, **3(20%)** gave an 8, **1(6%)** gave a 7,  
**1** survey left blank.

### Comments:

Under receiving therapy services- *good at times when I have it.*

*"A more personal approach as compared to hospital"*

*"Based on the length of time I have been a Resident here, the care is excellent and my needs are met. The Staff in all departments are friendly and caring"*

*"Great Staff"*

*"Well Satisfied"*

*"Unfortunately this is a class D facility, so the owner is not required and would never spend money to modernize or update. Have seen lack of communication between cross shifts regarding patient care"*

*"Mom does not participate/need encouragement. Mom would like more faith-based services. Library books would be an asset to mom. Volunteer would be good for Residents/students/just to have visitors. Mom enjoys plants. Gardening would be a good idea for her. Mom would enjoy more spice in her food. Variety is good according to mom. The home has always been open to any concerns we have. Mom is a very quiet person who never complains, you need to ask directly if there are any concerns. The care from the Staff is excellent, mom feels more comfortable with most*

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*caregivers. If possible would like mom to have access to more faith Services. Library services for mom. Transportation Services when needed.*

*The home provides excellent care. Staff are helpful and mostly cheerful. These comments are not those of the patient since there is not dementia. BW*