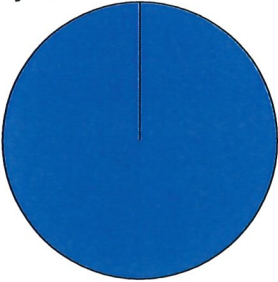




Report Title	Survey Summary Report - ANNUAL RESIDENT SATISFACTION SURVEY 2023 -07/01/2023
Date Start	07/01/2023
Date End	09/04/2023
Processed by	Tanya McGill
Home Name	Watford Quality Care Centre
Survey Status: <div style="display: flex; align-items: center; margin-top: 10px;">  <div style="margin-left: 20px;"> <p>■ Not Submitted: 0 (0%)</p> <p>■ Submitted: 26 (100%)</p> <p>Total Invites: 26</p> </div> </div>	

Survey Detail

1. RECREATION: I have been encouraged to participate in activities.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	26	26	100%					
No	0	26	0%					

2. RECREATION: There is a variety of activities that are diverse and meet my needs.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	23	26	88.46%					
No	3	26	11.54%					

3. RECREATION: There are opportunities for me to express my Spiritual and Cultural preferences.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	24	26	92.31%					
No	2	26	7.69%					

4. DIETARY: I enjoy the food that is provided to me.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	22	26	84.62%					
No	4	26	15.38%					

5. DIETARY: There is sufficient variety of food.

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Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	21	26	80.77%					
No	5	26	19.23%					

6. DIETARY: The Home provides an enjoyable dining experience.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	17	26	65.38%					
No	9	26	34.62%					

7. LAUNDRY: The laundry service meets my needs.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	23	26	88.46%					
No	3	26	11.54%					

8. LAUNDRY: My personal clothing is handled properly.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	19	26	73.08%					
No	7	26	26.92%					

9. ADMINISTRATION: When I have raised concerns or complaints, they are resolved to my satisfaction.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	19	26	73.08%					
No	7	26	26.92%					

10. ADMINISTRATION: I feel that the Business Office handles my billing and Trust Account appropriately.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	5	26	19.23%					
No	0	26	0%					
A family member handles my billing and Trust account	21	26	80.77%					

11. CARE: I can express my opinion without fear of consequences.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	24	26	92.31%					
No	2	26	7.69%					

12. CARE: I am kept informed about and participate in, decisions related to my care.



Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	18	26	69.23%					
No	8	26	30.77%					

13. CARE: Staff respect my privacy.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	22	26	84.62%					
No	4	26	15.38%					

14. CARE: Overall, I am satisfied with the care and services in the Home

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	23	26	88.46%					
No	3	26	11.54%					

15. CARE: Please rate the following on scale of 1 to 5

Answer	Respondent	Ratings	1	2	3	4	5
What number would you use to rate how well the Staff listen to you on a Scale of 1 (worst) to 5 (best)	26	3.77					

16. ENVIRONMENT: The environment is inviting and home-like.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	19	26	73.08%					
No	7	26	26.92%					

17. ENVIRONMENT: The Home is clean and odour-free.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	26	26	100%					
No	0	26	0%					

18. Eye Care Services

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	8	26	30.77%					
No (please give reason in comments)	0	26	0%					
N/A	18	26	69.23%					

19. Dental Care Services

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Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	7	26	26.92%					
No (Please give reason in comments)	3	26	11.54%					
N/A	16	26	61.54%					

20. Hairdressing Services

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	19	26	73.08%					
No (please give reason in comments)	7	26	26.92%					
N/A	0	26	0%					

21. Foot Care Services

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	23	26	88.46%					
No (Please give reason in comments)	3	26	11.54%					
N/A	0	26	0%					

22. Pharmacy Services

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	25	26	96.15%					
No (Please give reason in comments)	0	26	0%					
N/A	1	26	3.85%					

23. Physiotherapy Services

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	23	26	88.46%					
No (Please give reason in comments)	0	26	0%					
N/A	3	26	11.54%					

24. Medical Services.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	20	26	76.92%					
No (Please give reason in comments)	5	26	19.23%					

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N/A	0	26	0%	
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25. I am satisfied with the Continence Care products provided in the home.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	18	26	69.23%					
No	0	26	0%					
N/A	8	26	30.77%					

26. Overall, I am satisfied with the quality of care and services at the Home.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	26	26	100%					
No	0	26	0%					

27. Would you recommend this Home to others requiring Long Term Care?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	22	26	84.62%					
No	4	26	15.38%					

28. If you have answered no to anything in this Survey, would you like a follow-up call from the Home?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	1	26	3.85%					
No	25	26	96.15%					

29. Do you feel you have received adequate information about changes during COVID-19.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
YES	20	26	76.92%					
NO	6	26	23.08%					

30. Did you feel your safety in the home was maintained during COVID-19 ?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
YES	25	26	96.15%					
NO	1	26	3.85%					

31. Do you feel we effectively managed any potential cases or threat of COVID-19?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
YES	25	26	96.15%					
NO	1	26	3.85%					

32. Comments:

Resident Survey Action Plan

The Results of our Annual Resident Satisfaction Survey are presented and reviewed with our Family and Resident Council.

The results are also posted in the home for all staff to review.

Survey Questions:

“Does the Home Provide an Enjoyable Dining Experience”

34.62% of residents said the dining experience was not pleasurable.

- ❖ adding felt pads to the legs of the dining room chairs
- ❖ Education provided on “Pleasurable Dining” to all supporting staff on Mandatory Yearly Education

“My Personal clothing is handled properly”

26.92% of residents felt their personal clothing was not handled properly.

- ❖ Quarterly, staff will clean and organize resident’s closets to ensure clothing items are all labelled and belong to that specific resident.
- ❖ Families will be reminded to bring all new clothing to the RN on shift so it can be labelled prior to the resident receiving them.

“When I have raised concerns or complaints, they are resolved to my satisfaction”

26.92% of residents feel their concerns or complaints are not resolved to their satisfaction when they brought it forward to administration.

- ❖ Continue to review concerns and complaints from residents & families.
- ❖ Continue to utilize complaints book for documentation of complaints.
- ❖ Engage residents & families in follow up and inquire about satisfaction during follow up process.

“I am kept informed about and participate in decisions related around my care”

30.77 % of residents felt they are not kept informed about decisions related to their care.

- ❖ Reviewed with physician’s requirements of care needs for residents and the minimal requirements for assessing residents.
- ❖ Continue to change focus to resident centered care and include the residents in the decisions about their care
- ❖ Hired Nurse Practitioner to support continuity in care

“The Environment is inviting and home like”

26.92% of residents felt the environment is not inviting and home-like.

- ❖ inquire with residents at residents’ council to see what would make the home feel more inviting and home-like
- ❖ New Build has been awarded. Ensure new build has ample storage for items that currently stay in the halls to allow for more space and home-like feeling.

“Hairdressing Services”

26.92% of residents were not satisfied with the hairdressing services

- ❖ Communicate with other LTC Administrators to inquire about documentation for tracking haircuts.
- ❖ Some residents are getting missed for haircuts and some are getting it too often. Improving tracking will help improve satisfaction.
- ❖ Hair dresser is not doing residents who are more challenging. Suggestion to ask staff for assistance if having difficulties. Education to be provided to the Hairdresser from our Internal Behavior Supports Team.

“Medical Services”

19.23% of residents are not satisfied with their medical services.

- ❖ New Physician hired in late 2023 to help support the residents needs and increase satisfaction
- ❖ New Nurse Practitioner hired in late June of 2023 to help residents’ needs and increase satisfaction.

“Do you feel you have received adequate information about changes during Covid 19 Pandemic”

23.08% of residents felt they did not receive adequate information about updates during Covid-19.

- ❖ Improved by communicating with families & POAs regarding changes to guidelines and outbreaks.
- ❖ Announce outbreaks over intercom and provide outbreak information handout