

SUMMARY RESIDENT SATISFACTION **SURVEY RESULTS 2017-WEBSITE**

There were 32 respondents or 39.5% of residents/families.

Areas of inadequacy identified for Toburn Home Area

- Nurses are honest with me (1 response & disagree)
- Nurses are friendly (1 response & disagree)
- PSW's are compassionate (1 response & disagree)
- PSW's are honest with me (1 response & disagree)
- PSW's provide good personal care (1 response & disagree)
- PSW's treat me with dignity (1 response & disagree)
- Overall, is am satisfied with the PSW's (1 response & disagree)
- Community outings (shopping) (1 response & very dissatisfied)
- Exercise programs (1 response & disagree)
- Physiotherapy (1 response & very dissatisfied)
- The homelike environment of TPR overall (1 response & very dissatisfied)
- Would you recommend TPR as a place to live (1 response & dissatisfied)
- The overall quality of care you get at TPR (1 response & dissatisfied)
- What number would you use to rate how well the staff listen to you? (1 response & very dissatisfied)
- How quickly your needs are responded to when you push the button on your badge (1 response & very dissatisfied)
- The amount of involvement you have in decisions related to your care (e.g. at annual care conferences) (1 response & dissatisfied)
- You can express your opinion without fear of consequences (1 response & very dissatisfied)

Comments:

- I personally have not had any experience with the doctor only the nursing staff
- Thank you for the great care my sister gets; her family certainly appreciate it
- Haven't seen the doctor in over a month
- Veggies are cold

Areas of inadequacy identified for Kirkland Home Area

- My doctor gives me adequate information about my medical condition (1 response & disagree)
- Temperature of the food (1 response & dissatisfied)
- Temperature of the building room/your room (1 response & dissatisfied)

Comments:

- Regarding safety, I have fallen on the steps leading to the parking lot but landed in snow- no injuries
- I am very please and satisfied with my mother's care, everyone does their very best to see my mom is taken care of and I can leave her knowing she is well taken care of. Thanks to everyone who has her best interest put first.
- My mother prefers to reserve her opinion of the "new" doctor. She feels it's unfair to complete this page since she's had so little contact with him.
- Resident does not remember meeting the new doctor so we were unable to fill in this part. I have found there is some communication breakdown between P.O.A., nursing staff and the doctor. It took months to get her meds assessed and adjusted.
- Need to advertise what church group is coming in to TPR.
- Doesn't know if sister is seeing physiotherapist.
- I do not see occupational therapy listed.
- Room is sometimes cluttered with toilet paper and personal items left out.
- Resident needs for tidiness (chairs & stands) and need to keep closet areas tidy.

Areas of inadequacy identified for Teck Home Area

- Hairdressing (1 response & dissatisfied)
- Safety & security (1 response & disagree)
- Your room (1 response & disagree)

Comments:

- At times obliged to wait a little longer than usual for meals
- A barber comes to do my hair
- Never question my accommodations
- Never had to ask a question to the Administrator
- The staff listen very, very well
- The staff respond very good to the badge
- I am pleased with the care and accommodations at TPR
- Too many snacks
- Veggies are always cold
- Concerns with safety, her father has had multiple falls and is not to be left when toileting but unfortunately has been. Concern has been voiced and hopefully dealt with, overall care is excellent.

Areas of inadequacy: No unit identified

- PSW's are honest with me (1 response & disagree)
- PSW's respect my privacy (1 response & disagree)
- PSW's are competent (1 response & disagree)

- Temperature of the Food (2 responses & very dissatisfied)
- Recreation activities (bingo, cards, games) (1 response & disagree)
- Community outings (1 response & disagree)
- Intellectual programs (1 response & disagree)
- Social programs (1 response & disagree)
- How quickly your needs are responded to when you push the button on your badge (3 responses & disagree)
- Cleanliness (2 responses & disagree)