

## **SUMMARY RESIDENT SATISFACTION** **SURVEY RESULTS 2016-WEBSITE**

There were 39 respondents or 48% of residents/families.

### **Areas of inadequacy identified for Toburn Home Area**

- Nurses are honest with me (1 response & disagree)
- PSW's are compassionate (1 response & disagree)
- PSW's are honest with me (1 response & strongly disagree)
- PSW's respect my privacy (1 response & disagree)
- PSW's are competent (1 response & disagree)
- PSW's are good listeners (1 response & strongly disagree)
- PSW's treat me with dignity (1 response & strongly disagree)
- Overall, is am satisfied with the PSW's (1 response & disagree)
- My doctor is a good listener (1 response & disagree)
- My doctor gives me adequate information about my medical condition (1 response & disagree)
- Quality of food/snacks (1 response & dissatisfied)
- Overall dining experience (service atmosphere) – (1 response & dissatisfied)
- Recreation activities (bingo, cards, games) (1 response & dissatisfied)
- Community outings (shopping) (2 responses & dissatisfied)
- Intellectual programs (trivia, reminiscing, current events) (2 responses & dissatisfied)
- Social programs (special events, pub nights, parties) (1 response & dissatisfied)
- Spiritual services (church) (1 response & dissatisfied)
- Physiotherapy (1 response & very dissatisfied)
- Safety & Security (1 response & dissatisfied with snow removal)
- The overall quality of care you get at TPR (1 response & dissatisfied)
- The communication between you and the staff (1 response & dissatisfied)
- How quickly your needs are responded to when you push the button on your badge (2 responses & very dissatisfied & dissatisfied)
- The amount of involvement you have in decisions related to your care (e.g. at annual care conferences) (1 response & dissatisfied)

### **Comments:**

**Feels Toburn is lacking staff and staff appear frustrated when asked for things ie hearing aid battery is always dead when I visit – never get anymore updates on my moms condition.**

**Pleased with the service she & her husband receive.**

**Thanks for loving care to H.P.**

**Areas of inadequacy identified for Kirkland Home Area**

- My doctor sees me promptly (1 response & disagree)
- Menu choices (1 response & dissatisfied)
- Quality of food/snacks (1 response & dissatisfied)
- Temperature of the food (2 responses & dissatisfied)
- Hairdressing (1 response & dissatisfied)
- Temperature of the building room/your room (1 response & dissatisfied – building code)
- How quickly your needs are responded to when you push the button on your badge (1 response & dissatisfied)

**Comments:**

**Keep up good work for all residents at TPR**

**Areas of inadequacy identified for Teck Home Area**

- Temperature of the Food (1 response & dissatisfied – cold supper)
- Laundry services (ie timeliness) (1 response & dissatisfied)
- Office/Reception (office hrs 7:30-3:00) (1 response & dissatisfied)

**Comments:**

**Mother seems much more content.**

**Very satisfied; the care she receives and feels well taken care of**

**I love it when they let me swim in the water**

**Father quite satisfied with overall care**

**Have seen the doctor twice – can ask anything I need to know**

**Community outings – would like to see more**

**Very clean**