

Informal Survey of Residents about the Meaning of Quality Care – January 2024

The following are residents' answers/comments/thoughts when asked by Recreationists:

“As a resident living at St. Joseph's at Fleming, what does it mean to receive Quality Care?”

- Quality care means providing care to those in need, in an effective and timely manner. Also, with pleasantries and some humor.
- Quality care means giving people what they need when they need it. I feel like some people here wait sometimes, because of staffing, not having the right equipment, etc. That is not right.
- It means we are getting the best care in the world. Always ready to answer your questions or to help. There are always staff around. It is also very quiet and clean here. The programs are great, there is always something to do or go to. You can choose if you want to go to them or not.
Yes, I do receive Quality Care here.
- Quality care ultimately comes down to the staff knowing me as an individual. Speak to me like a person. The quality of care tends to go down when it is not the regular staff, who know who I am, or when there is not enough staff, which I understand because they have other responsibilities. I can tell when it is St. Joseph's staff or when it is the agency workers. Our staff just provide superior care, more than the agency. They (St. Joseph's staff), have better attention to detail in all aspects, beds are made, blinds are open, my room looks neat, and taken care of.
- Quality care means getting 3 nutritious meals a day, having my room cleaned regularly, and having great staff to help me and have nice conversations with.
- This Christmas music is quality right here, it's darn good.
- It means a lot. I like what I am getting here, it's good.

Note: The above responses reflect exactly how the residents answered the question.