



Summary Resident & Family Survey 2024-25

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Summary 2024-25 Resident / Family Survey

The 2023-24 survey were distributed the last week of August with a request to have responses returned no later than September 27th, 2024. This year 37 % of distributed surveys were returned and this is an increase in response rate in keeping with the pre-COVID rate of return.

In looking at who completed the survey this year, for the second year, more respondents indicated involvement with the Resident (23%) versus POA/Family alone (81%). Capturing the resident's voice in the survey results is essential.

The following tables provide a percentage rate response to each of the survey questions. Questions on the survey were not changed from last year allowing for year-to-year comparison. For interpretation purposes, the responses of Always/Most are combined. The goal will be to increase the positive responses as we move forward.

Most of the respondents indicated they are made aware of changes in medical/clinical condition and proposed changes to treatment including medications. There has been little change in this result over the past few years.

Respondents who feel they have input into the care plan increased this year to 91% indicating Always or Most of the Time. Changes to the Plan of Care are based on the needs of the residents at the time and reflect their changing physical and clinical status. These changes are discussed with the resident or POA at the time changes are made and reviewed during annual care conferences as well as when required through on-going communication with the care team. Additional family members may or may not be aware of this process.

Responses to the Nurse Call Alarm system continue to be of concern to the respondents. In reviewing the Call Bell Activation Reports for the last few months, call bell activations are between 10,480 to 12,601 each month. While base staffing levels have increased, gaps in staffing remain and depending on what the staff are doing at the time, delays in responding to call bells are inevitable. The number of call bells that are not answered within 10 minutes has, apart from August, remained fairly stable and continues to track lower than 2022, but slightly higher than in 2023 to the point.

In reviewing satisfaction relative to how PSWs maintain resident appearance and grooming levels have decreased slightly from 73% in 2023 to 66% (Most of the time/Always) for this survey. Meeting toileting needs is an area where an increase in satisfaction is noted (85% Most of the time/Always) from 78% last year. This is gratifying as we also note that very few of our residents are independent when it comes to meeting toileting needs.

Being treated with dignity and respect has increased this year to 98% versus 95% last year which speaks to the staffs' positive interactions with the residents and their families.

In reviewing responses relating to Environmental Services, satisfaction with care of laundry, cleanliness and maintenance of resident rooms remains stable. It is noted that 90% indicate the Home is odour-free which is a slight dip from last year's 94% rating.

Satisfaction with variety and service of meals has slipped somewhat over last year with comments indicating a desire for more variety in the offerings. There may be an opportunity for the food service committee to increase their reach and include more resident input to their meetings.

Programs and activities for the residents continue to be an area of interest and concern as reflected in the overall comments. In response to the question, regarding availability and being invited to participate in activities, 87% indicated Most of the time/Always. Availability for activities in the evening and on weekends continue to be a theme and it must be noted that activities have been increased over the past few months and are again dependent on staffing availability.

Satisfaction with physician services continues with some comments indicating a desire for the POA/Family to know when the physician is going to be available for family communication.

The survey question asking for how well the staff listen to you had a response of 93% indicating staff listen well. This is a slight increase in previous results and may reflect some of the targeted focus of education with staff related to active listening.

For the question of feeling that they can express concerns without fear of consequence, 92% indicated Always/Most of the Time which is a slight increase over previous years, but is not significantly changed.

For the question of Would you recommend St. Joseph's at Fleming to others, 88% answered in the affirmative for Always/Most of the Time; this is a decrease from 2023 and is likely reflective of the challenges the Home has been experiencing with gaps in meeting Ministry expectations.

Additional comments provided were generally positive and reflected a concern that communication between staff could be improved so that all staff caring for the resident were aware of preferences and needs.

- ✓ Some comments that staff seem rushed during provision of care and don't always pay attention to the little things such as straightening collars on blouses, ensuring clothing is clean and neat.
- ✓ One comment mentioned that the staff are often very quiet during care and should be encouraged to talk to the resident.
- ✓ It was felt that the survey was a good way to provide feedback and was welcomed.

Respondents indicated that the most important aspect of resident care for their resident is being happy, well looked after in a safe, friendly environment where activities are available to engage the resident day to day.

- ✓ Comments included the following: *"Show me you care about me. Talk to me, treat me with kindness. Tell me about yourself."*
- ✓ Stressed the need for the staff to know the residents and their wishes/preferences.

Priority areas for improvement identified by the survey as being a need for the next year include:

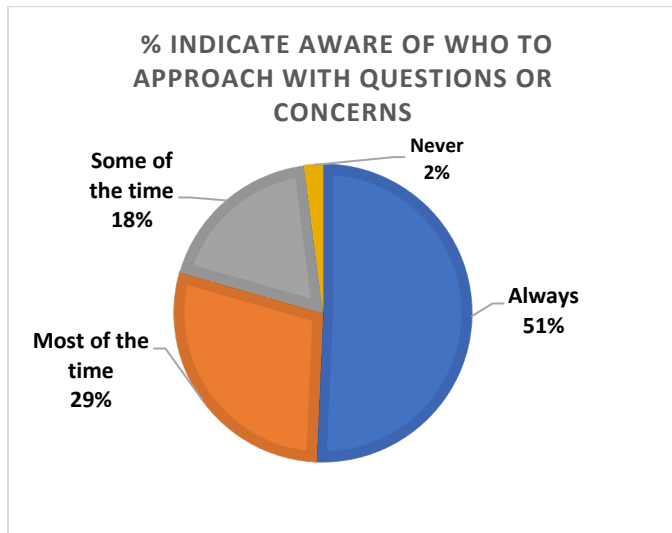
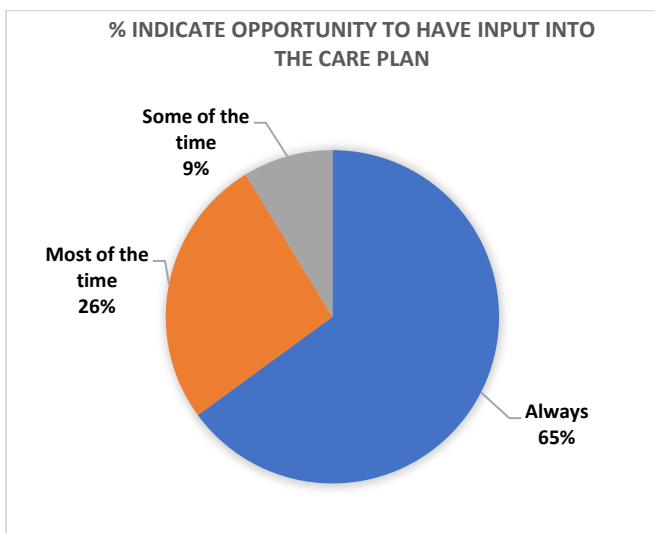
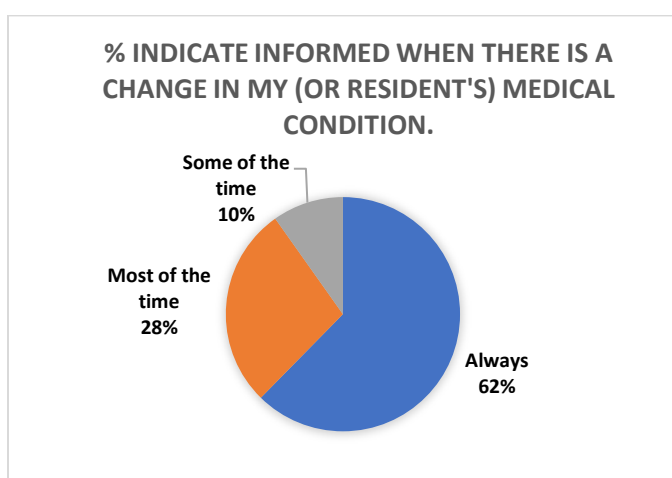
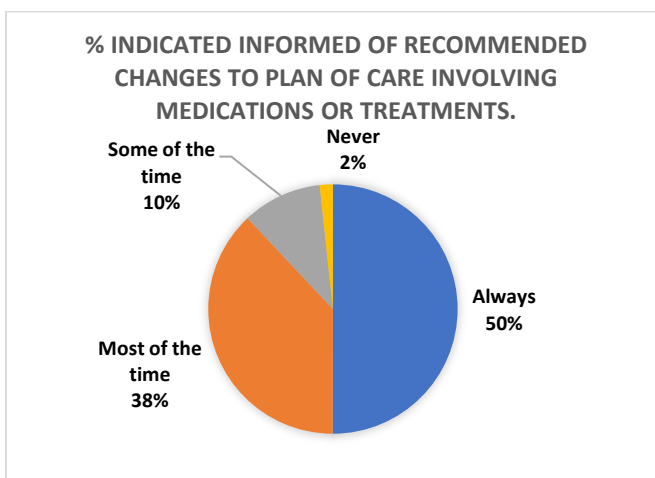
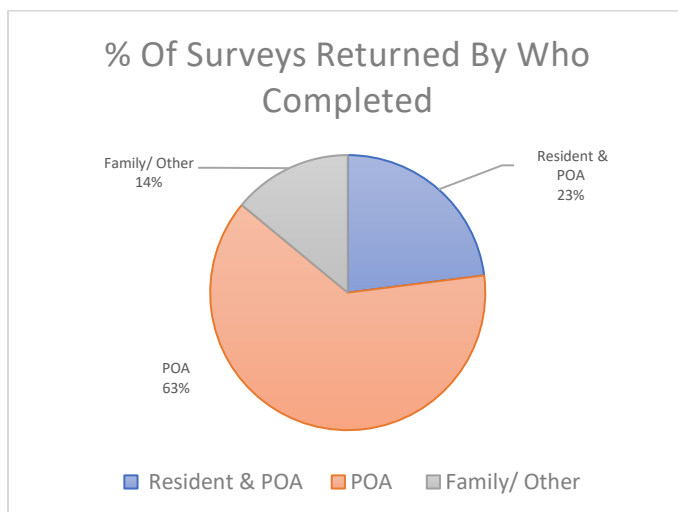
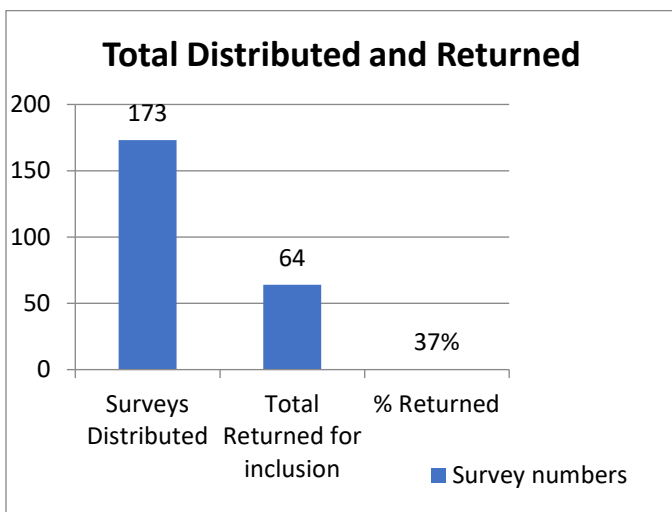
- ✓ Consistency in staffing shift to shift so staff get to know the resident
- ✓ Communication between staff shift to shift
- ✓ Getting more residents involved in the activities offered.

Under the question asking how we can improve the atmosphere to be more focused on person-centered care, responses included:

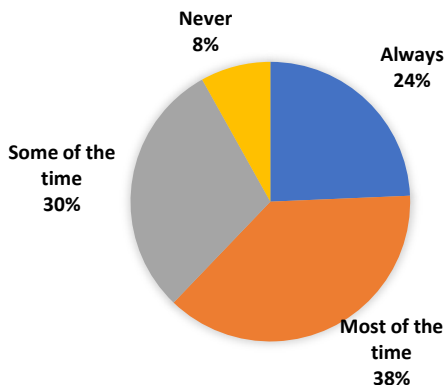
- ✓ Improved communication at all levels.

- ✓ Play soft music in common areas. Turn the TV to more interesting programs that are uplifting.
Play old shows or DVDs they are familiar with. Comedy, sitcoms.
- ✓ Less staff change, more consistent staffing levels

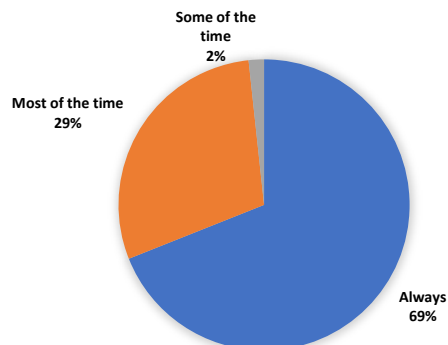
2024-25 Survey Results by Question in Graph Form



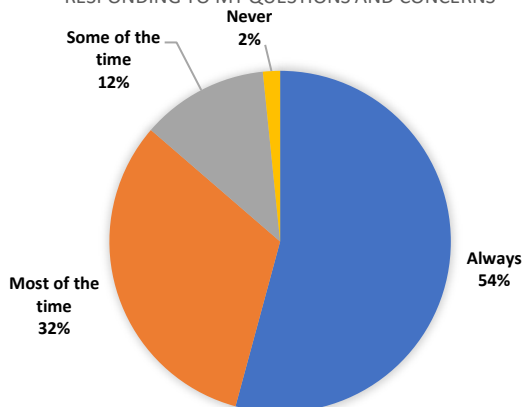
% INDICATE SATISFIED WITH THE RESPONSE TO THE NURSE CALL ALARM.



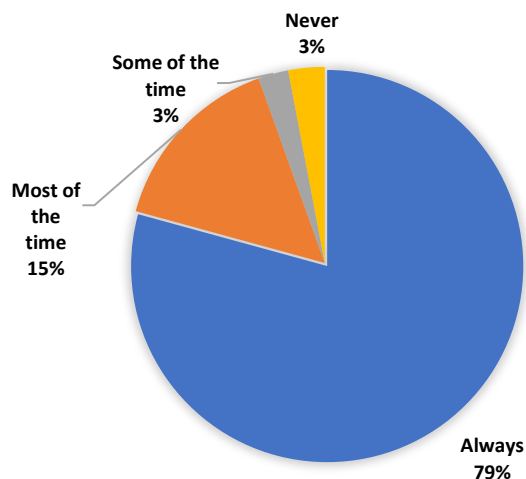
% INDICATE THEY ARE TREATED WITH DIGNITY AND RESPECT.



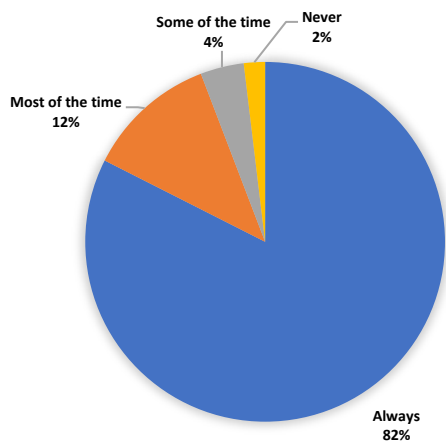
% INDICATE THE PASTORAL CARE, PHYSIO THERAPY, AND RECREATION TEAM IS RESPONSIVE AND HELPFUL IN RESPONDING TO MY QUESTIONS AND CONCERNS



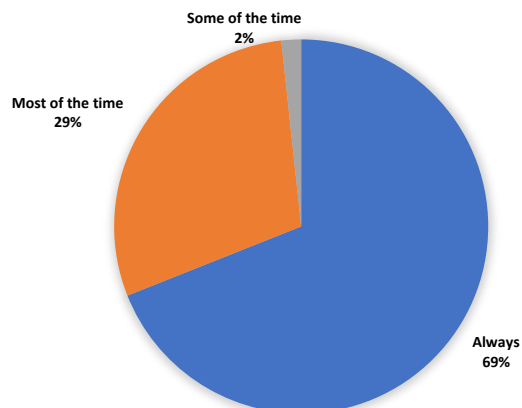
% INDICATE SPIRITUAL NEEDS ARE MET



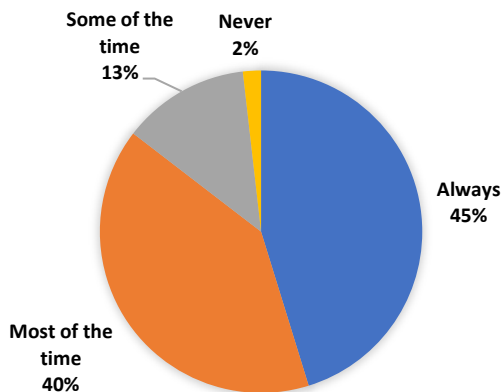
% INCIDATE AWARE ABLE TO PURCHASE FEE FOR SERVICE ADVANCED FOOT CARE FOR RESIDENTS WITH SPECIAL NEEDS



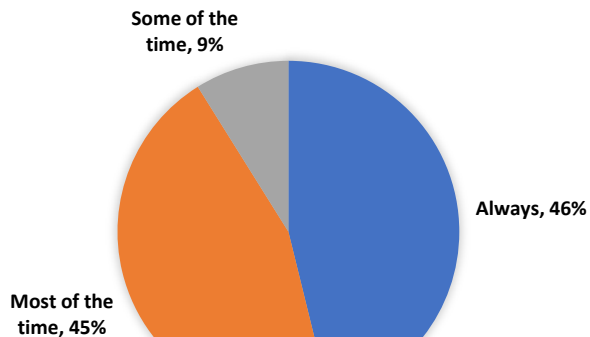
% INDICATE THEY ARE TREATED WITH DIGNITY AND RESPECT.



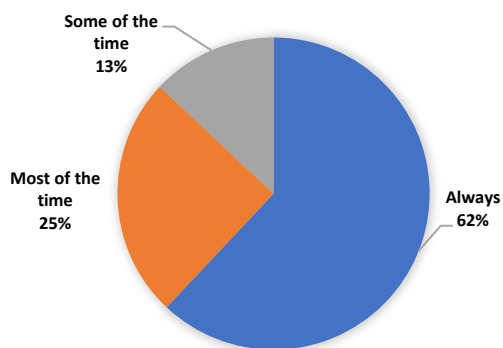
% INDICATE TOILETING NEEDS ARE MET (SUPPLIES PROVIDED DAILY) AND STAFF ASSIST IN MY CARE AS NEEDED.



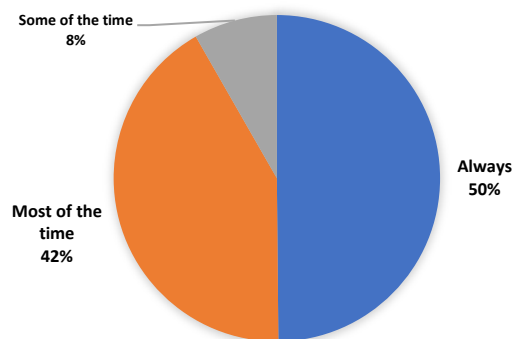
% INDICATE THE HOME AND ROOM ARE WELL MAINTAINED AND CLEAN



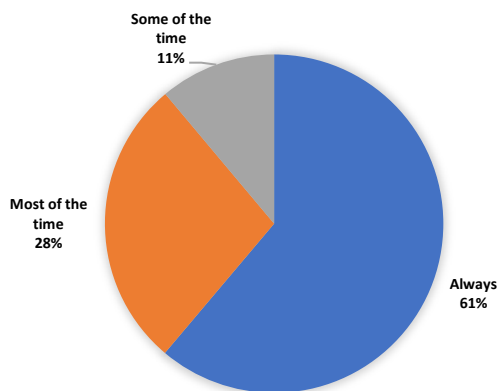
% INDICATE RECREATIONAL PROGRAMS AND ACTIVITIES ARE AVAILABLE, AND I AM INVITED TO TAKE PART.



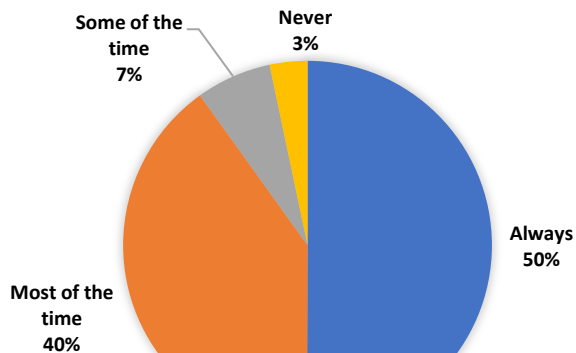
% INDICATE THAT IF I (RESIDENT) HAVE RECEIVED PHYSIOTHERAPY, THE SERVICE HAS BEEN HELPFUL



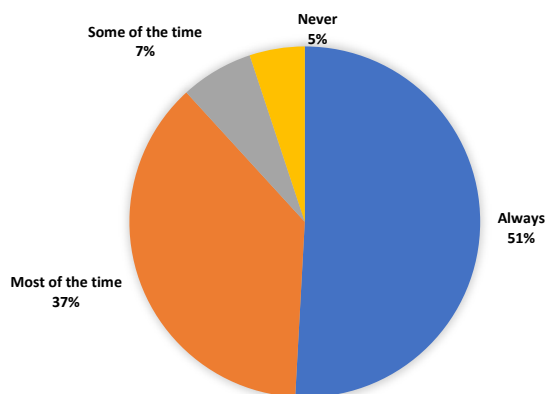
% INDICATE THAT THE ENVIRONMENTAL SERVICES TEAM (LAUNDRY/HOUSEKEEPING) IS RESPONSIVE & HELPFUL IN RESPONDING TO QUESTIONS AND CONCERNS.



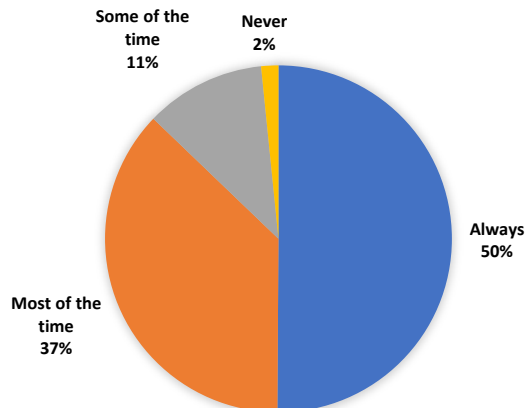
% WHO INDICATE THE HOME IS ODOUR-FREE



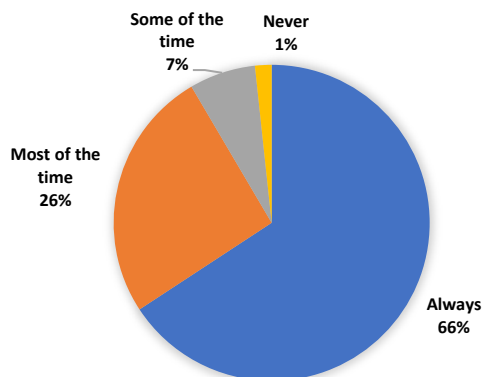
% INDICATE CLOTHING IS PROPERLY LAUNDERED & ORGANIZED WHEN RETURNED



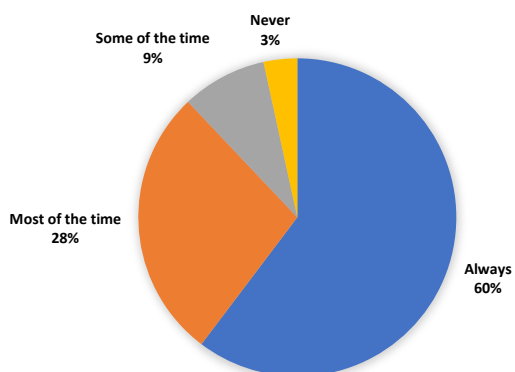
% INDICATE SATISFIED WITH THE VARIETY AND SERVICE OF MEALS



% INDICATE THE NUTRITION SERVICES TEAM IS RESPONSIVE/HELPFUL TO QUESTIONS & CONCERNS.



% INDICATE THE ADMINISTRATIVE AND RECEPTION TEAM IS RESPONSIVE AND HELPFUL TO QUESTIONS AND CONCERNS



% INDICATE SATISFIED WITH THE CARE PROVIDED BY THE PHYSICIAN

