

Carewest R&R Programs Client Experience Survey

Results January 1st through March 31st, 2015



 **Carewest**
INNOVATIVE HEALTH CARE

Survey Results

	Carewest R & R	Glenmore Park RCTP 1 East	Glenmore Park RCTP 2 East	Glenmore Park RCTP 2 West	Glenmore Park MSK 1 West	Glenmore Park GMH 2 South	Sarcee RCTP Unit 2	Vernon Fanning Centre RCTP 2 West	Vernon Fanning Centre Neuro 2 East
I received the information I needed to help me understand what I could expect during my stay	94.6%	100.0%	94.1%	96.2%	94.9%	92.9%	86.4%	97.9%	100.0%
I was encouraged to be a part of the decisions about my care and treatment	96.7%	100.0%	97.0%	92.6%	97.5%	92.8%	96.5%	98.0%	94.2%
I understood the explanation of tests, procedures and medications that I received	96.4%	100.0%	88.2%	92.5%	97.5%	100.0%	96.5%	98.0%	100.0%
I believe the program here has helped me better manage my health	97.8%	100.0%	97.0%	96.3%	97.5%	92.4%	96.5%	100.0%	100.0%
The program has met my rehabilitation and recovery goals	97.9%	100.0%	97.0%	100.0%	97.5%	100.0%	94.8%	97.9%	100.0%
The staff treated me with courtesy and respect	98.5%	100.0%	97.1%	100.0%	97.5%	100.0%	98.2%	100.0%	92.9%
I was made aware of who I should contact if I had a concern or question about the care or services that I received on this unit	93.3%	100.0%	87.5%	92.6%	97.5%	92.8%	92.8%	91.9%	86.6%
The staff listened carefully to my concerns	97.4%	100.0%	93.9%	100.0%	97.4%	100.0%	98.2%	95.9%	93.8%
The staff explained things in a way that I could understand	97.1%	100.0%	97.1%	96.2%	97.5%	100.0%	96.5%	95.8%	93.7%
Staff provided care in a safe manner	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I was given enough privacy when discussing my condition or treatment	96.7%	100.0%	85.3%	96.3%	97.4%	100.0%	98.2%	97.9%	100.0%
The unit was clean and well maintained	94.6%	94.5%	91.2%	88.9%	92.5%	100.0%	98.3%	97.9%	87.6%
I was satisfied with the meal services	84.8%	80.6%	85.3%	88.8%	82.5%	64.3%	89.1%	93.6%	68.8%
I was actively involved in planning my discharge and my follow up care	96.2%	100.0%	97.1%	92.0%	100.0%	100.0%	90.9%	95.8%	100.0%
I felt prepared for discharge	97.8%	100.0%	97.1%	100.0%	97.5%	100.0%	94.6%	97.9%	100.0%
Overall, I am satisfied with the care and services that I received	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Aggregate Satisfaction Score	96.2%	98.4%	94.0%	95.8%	96.5%	95.9%	95.6%	97.4%	94.9%
Response Rate (numbers)	277/583	36/78	35/65	27/64	40/96	14/38	59/82	49/104	17/56
Response Rate (percentage)	47.5%	46.2%	53.8%	42.2%	41.7%	36.8%	72.0%	47.1%	30.4%

Comments

Glenmore Park RCTP 1 East

“The staff was very good and understanding towards _____. I appreciate all they did for him. The only thing is that they could improve the food. Thanks”

“I would like to thank the nurses and staff for their kind care”

“Care should be taken that women shouldn’t have to share a bathroom with man. Too much cinnamon and ginger were constantly used in a fruit dessert. P.S. Cindy, the recreation person is the greatest – she gets to know everyone’s names and constantly uses them. She has lots of ‘fun’ personality”

“I was impressed with the help and courtesy I received from the staff of this unit. I have only one comment to make and that is that the meals are too big – half the amount on the plates is sufficient. Offer the opportunity to ask for seconds if necessary. The staff all seem to work well together which makes this a wonderful place for recovery”

“Staff here are very caring people and I’ve seen a number of times when they have gone out of their way to help with unusual problems”

“The nurses are loving, caring and attentive. Some of the NAs are champions!! Many thanks and blessings to all”

“A great place to come to after surgery until able to go home. Great staff. Thank you”

“Concerns – room sharing is quite challenging. Meals – method of serving (at least for me) resulted in a fair amount of waste – staff did try to alter the amount when asked. All in all Glenmore is providing a much needed service to the community. Great work, great staff”

“Re: #15 the only meals I was very disappointed with were January 29/15 salmon dinner (salmon was so dry, uneatable) and a few weeks prior the tilapia dinner the crust on piece of fish you could not penetrate with a knife. January 31/15 one small towel between 2 people. Asked attendant in the am about towels and was advised scarce today. Asked at 4:00 pm and advised still scarce – not delivered from _____? The décor of room leaves something to be desired – back of bed something taken off wall and tape peeled paint off not repaired. Door frames very chipped”

“Communication with staff with varying degrees of proficiency in English at times was challenging. Considerable room for improvement with meal services. Not enough appealing fresh fruit and vegetables. A lot of wasted food – room for improvement. Not enough meal choices (entrees)”

“Mom was very happy with the care she got from her team”

“I’ve got excellent care and understanding from my whole team here”

“All staff are very helpful, supportive and respectful”

“4 to the bathroom is not right”

Comments continued

Glenmore Park RCTP 1 East

“A day’s notice regarding shower day and time would be nice. What if I have visitors at that time, not knowing when to expect shower?”

“The staff overall was good and caring towards me. I am thankful for all the care”

“All nurses were great but 25% of NAs are a leak in the payroll”

“Arlene – gifted in nursing, Cuc – gifted nurse, Carol (night nurse) wonderful and caring, Elenita (night aide) wonderful, Clara good and caring, Wendy beautiful and good care attention, Bertilla great”

“I have received excellent care and really appreciate that this rehab was available for me. Will be 86 in June. I have had a hip replacement on Feb 20 and arrived here Feb 26 @ 9:00 am 5 days and 6 nights post surgery. Will be discharged March 25th (4 weeks) average discharge for patients is 6 weeks for this type of surgery”

“Is it possible to issue a headphone to TV-watchers? Thank you for your A1 help”

“The staff challenged me to reach my goals with a positive attitude. I felt really cared for with a loving attitude”

“Wonderful staff!”

“Sorry my writing is awful. I had a great stay – thank you for everything”

“Excellent job 1E team”

“I can’t praise the doctors and nursing staff enough, but the food is 80% terrible. With the exception of salmon, all fish is over cooked, coated with terrible coating and uneatable. Salads and soups are generally very good. Soup at supper please!”

“This facility is too packed for my liking but I understand it is expensive and they are doing their best”

“Food meals need to improve. Variety of choices”

Comments

Glenmore Park RCTP 2 East

“Thanks for taking care of me!”

“As on previous admission – my father received wonderful care – we could not be happier! Many thanks”

“I’m writing on behalf of my mom. She felt satisfied with all the services and rehab. She appreciated it very much. Thank you very much!”

“Excellent place for treatment!”

“Thank you!”

“Meals were often cold”

“Care not always safe”

“The food here is not good, it is terrible. Wasn’t tasty. I was very pleased with Dr. Dirksen – she is a very good doctor”

“The food needs to be a little better. Soups are very good, more dairy products are needed. Size of the portions are OK but more variety of food is needed. I really appreciate all staff – their hard work and dedication. Good job and big thank you”

“Thank you very much to all staff – nurses, therapists, doctors, kitchen staff and housekeeping staff for their hard work and treating me very well. I’m ready for my discharge. I feel much stronger because of this program and therapists help”

“Staff treated me here very well, wanted me to be satisfied with care. I don’t know how they can do all of that when they are so busy. Good job and thank you to all staff for hard work. They really care about their clients – especially me”

“Having experienced 12 major surgeries in the past 14 years, kudos to 2E for the best and kindest care – also the best food. All things considered it has been a very positive experience. Thanks to all”

“Thank you to all staff and HCAs – all of them are excellent (with some exceptions). Good job. Food services – need improvement (more variety – food too much repetition, then meals are served cold, especially soups)”

“I have a difficulty to sit – so occasionally staff was not happy to serve my meals in my room. Thank you to all staff (doctors, nurses and therapists) for being do kind and helpful”

Comments continued

Glenmore Park RCTP 2 East

“I appreciate this good service here at Carewest and all the staff in this hospital. I’m very thankful – God bless all of them and give them power and energy to serve the other people. Thank you very much and good luck”

“Overall a positive experience, but the wait time after ringing for help was often frustrating”

“I’m not satisfied how my own medications were managed by the staff on the unit”

“I wish staff on the unit can ask private questions such as: bowel movement in private not in front of the visitors or family members. This place and this program is fantastic and wonderful. Physio has given me suggestions and exercises that will help me to repair what was lost!!”

“All of the staff who are working 12 hour shifts are very tired especially on the third shift/day. They are/look exhausted. It should be better if all staff were working eight hour shifts on every other day of have some other plan. Staff need to realize that patients needs are always the priority – ahead of the paperwork. Sometimes staff members here are focusing so much on paperwork but forget about clients that are waiting for them. Thank you to all loving and caring staff who had helped me during my hard time. I know this is the best facility of this kind in Calgary”

“Thank you to all of the staff for your good and hard work”

Comments

Glenmore Park RCTP 2 West

“Thank you! The nurses, Dr. Laatsch, LPNs and physio staff members have been fabulous and very concerned, helpful and positive during my recovery! God bless”

“I could not have had such care and treatment. Thank you for your help and such kindness”

“I am grateful for my time at Carewest. I was in need of special care and concern and certainly received it. Thank you”

“I received the best care, I was treated excellent. I will recommend this rehab centre to anyone. The staff are all very nice – I will miss this place. Bless you all”

Comments continued

Glenmore Park RCTP 2 West

“Dr. Laatsch was extra good to me and very kind to me. Most of the staff were very kind to me. Thank you to all of them. The food was never warm enough and the taste of the food not so good and it was getting worse since I was a Carewest client last time. Madelyn very friendly and helpful and smiling. Colia PT and therapists and Nicole were super helpful, but some staff were not so friendly and not so helpful”

“There are some beautiful people, angels that went above and beyond to care for me and I will miss them so much, but some were not. That was _____ - she doesn't have any sympathy. She doesn't know how to be gentle – especially when she washed me. The food here is not edible. Dr. Dirksen was excellent – she visited me every day and listened to me and my concerns. Nurses and therapists are excellent. Jaima has been more than helpful, Monica was very careful and cared about me. All other nurses and staff are so good. Thank you to all of them and all therapists for good care and help”

“I don't know who is the boss – doc, physio, occupational therapist. Would be nice to know how things are going – not left in the dark”

“Jumping from one patient to another at same time. Not informing people ahead of time of inconvenience, not returning to room when cleaning being done”

“I wish I could see my doctor more often to discuss my medications and progress. Thank you to all staff for being here for me and being so kind and helpful. All physiotherapists were wonderful and all staff were wonderful; all of them went above and beyond to help me. Exercise classes are wonderful”

“I don't like when kitchen staff spreads butter on the toast early in the morning – transfat that is not healthy. Thank you to all the staff – they were lovely and very good to me. I will miss them so much. I would like to come back here in fall after my surgery – I will move for this placement. All staff and program helped me a lot and they were wonderful”

“Thank you to all staff – it was nice meeting all of them”

“Thank you for your support”

“I understand my condition better and also my medications. Staff was excellent and had lots of time for me”

“You have some fabulous staff. Colia, Nicole, Sister, Jamile, Linda, Cybil, Donna, Kris. Thank you for making a bump in the road an easier journey”

“Thank you to everybody for helping me with my recovery and your hard work – therapists, nurses, doctors and all staff – good job”

Comments continued

Glenmore Park RCTP 2 West

“I’m very grateful for all services that I had received from this program. It is an excellent program. It could not be better. Thank you to all nurses, therapists and doctors – especially food services – food was delicious and excellent. Good job. This program it is very well established and functioning very well. Thank you again”

“I would like to say thank you to all staff for the care that they provided to me. Sometimes I had to wait for the nurses to come and help me but I can see how busy all of them are helping other clients”

“As I told you already, I don’t just complain, I was very happy with a lot of the girls and guy working here. When I say ‘awesome’ I mean they listened to me, they picked up my routine quick, they answered quickly when I rang, they made me feel at ease. The following are ‘awesome’ at what they do; Courtney, Rebecca, Sorhayda, Shirley, Linda, Jen, Jamal, Lalaine, Editha, Nancy and Thavia. After the floor wax incident, _____ made it to this list. She listened and improved. There were just a few nurses who went above and beyond, who weren’t above emptying commodes or pulling up pants. The ‘awesome’ nurses are Karen, Abbey and Alisa. I already voiced my concern with _____ and today I had her as my NA. I was tense all day. She does not put me at ease. She needs to retire. One more girl who was getting better every time I worked with her is _____. I’d like to say I really enjoyed my conversations with Lesley. I really appreciate how she called my doctors and made appointments for me. In the physio department I must say that Collia worked me into the schedule every day. She set out exercises that I found easy enough to do but saw results from doing them. She likes to joke and make me comfortable. She truly cares. Nicole was ‘awesome’. She seemed really tough at first but because I spent most of my physio time with her, I realized she’s somewhat like me. She’s sarcastic and bratty but I relate to people like that. I looked forward to physio every day. I really hope that the NAs listed are rewarded in some way for their ‘awesome’ work ethic. So, I think that is it. No more complaints from me. Thank you for listening to my feedback”

Comments

Glenmore Park MSK 1 West

“There is too much confused directives given. One says wear a belt. Another says it is not needed. So I just went along with whoever was helping me at that time. Sometimes I wore a belt and was helped and sometimes not helped. On the whole I feel that here was well managed”

“No one wants to be in a situation where especially at first you are totally dependent on someone else, but if and when this happens I feel the MSK team at Glenmore more than met all my needs and expectations. Thanks for a fantastically ran unit of care”

“Very good care provided by Annabelle! Leilani, by physiotherapist, she was very good! And all the rest of your staff is very good!”

Comments continued

Glenmore Park MSK 1 West

“My stay at MSK extended over 9 weeks. Throughout each stage of recovery (fully reliant on assistance from staff to independence), I received great care from nursing and physio/OT staff. Most of the staff made a point to listen to my needs so they could assist me to the best of their abilities. They were also very encouraging especially at the beginning of my stay when I was overwhelmed by my injuries. They included me in making decisions about pain management – explaining pros and cons of taking medications as it pertained to the healing process. I am thankful to all who worked with me to the point of discharge”

“Is it possible to have a separate unit room for a client who needs considerable room for the large equipment to care for the client? It seems it would be needed. Vital for the safety of staff so they don't become injured doing their duty themselves”

“My only complaint was diabetic snacks – out of 4 weeks approximately 3 times got half sandwich – no fish, white bread and actually there with my name on it. Afternoon snack to the table at lunch – happened twice. Talk more than once to a person responsible – nothing helped”

“My personal nurses aides were very helpful”

“All of the nurses and assistants provided wonderful care however I had a few negative experiences with _____. I also witnessed her telling my roommate that she could not help her because _____ was too busy! _____ spent time chatting with some clients and ignoring others!”

“80% of nursing staff excellent”

“I have regained the use of my right shoulder after staying over 3 months at the MSK Carewest Glenmore Park. As a paraplegic with spinal cord injury, I find it difficult to express how grateful I am. This is God's gift to the patients who need the services. Carewest provides at MSK the extremely high standards of caring through its nursing staff, physicians, physiotherapists, kitchen, cleaning, recreation, etc. etc. Thank you so much Carewest!!”

“The staff at Carewest was very helpful with my needs, taking care of me answering my questions and helping me to recover. I will miss those who worked with me”

“I found the staff to be helpful and caring. I really enjoyed the different social activities set up for patients each day. The physiotherapy, though strenuous at times, was very beneficial for me”

“Staff were helpful and respectful. A smile goes a long way in the healing process. I will miss the smiles”

“Other than being understaffed at times the care was excellent”

“My care has been excellent and I have no complaints. Thank you”

Comments continued

Glenmore Park MSK 1 West

“The cleanliness of this building is not up to my standards. The bathrooms are gross. All of the sheets and pillowcases are stained. The nursing staff was great!”

“I have been very impressed with the care given by the staff and physio on 1 West. The gals and guys on the unit have been very caring and not once was I told ‘why aren’t you doing this by yourself’. That is so vitally important when you feel as if all your dignity has been stripped from you and you are so dependent on everyone to have the staff just take it in their stride and be so supportive is amazing. I will not even attempt to mention names as I am afraid I will leave someone out. I really found the physio on 1 West to be great in spite of my tears. I am way better prepared to cope at home than I was last time when my rehab was greatly affected by my right hip. We are so lucky to have these facilities in Calgary. If I ever have to come back to rehab I would choose 1 West. Dietary wise the soups are too watered down. The cream soups are great. Proper attention is not paid to special dietary requests. My tablemate was Muslim and some of the food served him left a lot to be desired and he was served food he did not eat and told they have nothing else. I cannot eat whole wheat – I can tolerate white flour in small amounts – the day before discharge finally got a sandwich on white bread. The rest of the time threw the brown away and ate the inside. The food was fabulous last year yet I can’t believe how many meals I walked away from this time and the number of times the kitchen ran out before we were all served or never had what was on the menu. After sealing the envelope I realized you had not inquired about the recreation program. I feel it is essential as the weekend without physio or recreation is very long and boring. Being able to play cards, color etc in the sunroom provides for better mental health and the opportunity to socialize. Karen does a great job and is very supportive to those having issues and helps them along. The regular cleaning lady is amazing and keeps our rooms spotless. I noticed the difference when she was away”

“Because of the large window, I felt cold in the bed and caught a cold. I was OK when given extra blankets. I heard similar complaints of others. I used to work in a greenhouse – I am a softy. Thank you for a wonderful stay”

“Fei and Polly are very caring. Thank you to all”

“Fei, Marlo and Brooklyn were wonderful and Andrea and Amanda. Some NAs language issues. Food terrible. Karen and rec programs very helpful”

“The physiotherapists I had were amazing. Made me feel comfortable, understanding and caring. They were Juliana and Bellezza”

“Excellent service”

“Get rid of _____ your _____. If she treats all people like she treated me, she should get fired!”

Comments continued

Glenmore Park MSK 1 West

“The food did not have much taste a lot of the time. The vegetables were over cooked so they had no flavor”

“Staff very sociable”

“Please include toothpicks at the dining room. The internet needs to be updated. The wifi should be available 24/7. I could only access it 20 minutes at a time. The policy for renting TVs needs to be addressed. I was told not to bring cash or credit cards to hospital. The office insisted on cash \$70.00 advance for rent or cheque – cash and cheques are antique. Credit cards or debit cards should be accepted. This is 2000’s not 1950’s. Then if a refund is required it takes 5-6 weeks to refund. Why not cash?”

“The staff, the physio department were very good to my mother. Although she had little problem in understanding, but they did their best to understand her English. She had a wonderful time over here. Thanks to Karen for entertaining them and teaching her everything. She was very very happy over here. Felt like home to her. Once again thanks to everybody”

“The staff treated my dad with much care and respect in spite of his somewhat disagreeable nature at times. Thank you so much for all you do for all those in your care. We as a family truly appreciate you!”

“Food quality. Fei, Polly and Stevenson were great! Physio staff – awesome!”

Comments

Glenmore Park GMH 2 South

“Thank you. Very grateful unit was here for me. Best to all”

“My nurses were wonderful – especially Val and Gina. The doctors were very good and helped me a lot. I had a very good experience here. All the staff were terrific”

“Due to breathing has to breath in through nose and out through mouth”

Comments continued

Glenmore Park GMH 2 South

“Excellent care and beautiful people to work with. Got a lot of satisfaction helping others on the unit. Great place for care”

“I received the best care I have ever received in a hospital. All the nurses helped me in every possible way they could. They were fantastic listeners, even gave me a hug of reassurance when needed. They did their jobs above and beyond the call of duty. I will be spreading the news about the awesome care here at Carewest 2 South. Thank you so much for helping me have a better life”

“My care has been excellent, especially my prime nurse Vanessa, but all the staff have treated me with care and respect. One negative - _____ and _____ should not be teaching classes unless they are able to improve their spoken English”

“My care and health while here was fantastic in all ways. The staff went above and beyond my expectations and I am so grateful for everything”

“This was the very best experience of health and mind/body care that I have every received, and the entire staff at all levels should be highly commended”

Comments

Sarcee RCTP Unit 2

“There is a strong tendency to overheat the rooms”

“This program intended to solve many situations which it is not capable of doing. Needs more tools to bring the tasks to a timely conclusion”

“We found the staff to be so helpful and kind. So appreciated”

“Everything was okay. Was able to walk around unit”

“Care was fantastic for my mom! A tough job and credit to everyone! Thanks”

“Everyone here helped me to get back on my feet and walk again. Service for me, the staff physio, and all again were ‘super’. The meals were very good also”

“I feel that the staff ‘shepherded’ us clients to meals. Too long a wait for meals”

“The nurses, physiotherapy, and support staff were fantastic in helping rehabilitate my mom so she could go home. All my thanks”

“We would like to thank the staff for all the support shown to dad and our family during this time and he really enjoyed the physio team – Ankush, Norman and Karen”

“I thank the staff and all other people that have made my stay pleasant. Thank you”

“The staff have too many people to look after”

“Thanks to all the nurses, LPNs, physio staff, social worker for their care – and especially the night staff who put up with my insomnia. I also appreciated Louise’s help and upbeat personality”

“The bingo lady downstairs was rather rude but I appreciate all that the staff did for me. Physio was very helpful. Wifi would be a good addition for less mobile patients”

“Thanks a lot to Marlene, CJ, Nanette, Michele, Janet and Cecilia!”

“I observed the head temperature equipment is not wiped between clients”

“The room was poorly set up for two. The bed was not able to be under the room light and the call bell was stretched across the dresser drawer. Norman and the OT were available and helpful at any time. Just great!! The activity lady was very good too. After meals clean up is noisy and the rooms close to the dining room needed their doors shut so they could hear. It was not always convenient to ask someone to look after the small things. Overall we are very happy with the care”

“Some of the casual staff should introduce themselves and ‘slow down’ and explain what they want from you”

“I did not like sharing the bathroom (toilet) with 3 other people. Also, I preferred women looking after me other than men. I give the nursing staff a lot of credit for the work they do”

“Sometimes I was examined and condition discussed in dining room in front of everyone”

Comments continued

Sarcee RCTP Unit 2

“Suggest to beautify outside structure (east side) instead of brown wall i.e. painted plywood with outside scene on it”

“The staff should be open to learn. I thank everyone who supported me when I had pain. Thank you very very much for everything, taking care of me, i.e. showering, changing the bed, medications etc. I cannot thank you enough for what you did for me”

“I found there was a lack of communication for my discharge”

“Had to wait awhile in the east dining room for meals and the room does get hot”

“One staff person treated me roughly in the middle of the night but I’ve never seen her again (it was reported). I had a lot of fun and laughs with some of the staff”

“It’s an excellent service provided when you’re a senior and live alone. It has kept me independent”

“I’ve loved the activities here. Have respected the solution to the clients safety. The staff made us welcome including family and friends as part of the team”

“We are so lucky to have a place like this to go to. I had excellent care here and if I needed anything the staff were here to help quickly. The doctor (Dr. Wong) was awesome!”

“Everything was very well looked after and the staff were good”

“I hope anyone coming ‘after’ me will get the same good care I got”

“I feel that I have been very well cared for and the meals are very good. The staff have been very good and caring”

“Waited about 3 days before starting physiotherapy”

“The wait between the soup arriving at 12:00 noon and the entrée at lunchtime is too long”

“Everybody was very nice”

“Please trust in the clients a little bit more i.e. dressing themselves (in my case)”

Comments continued

Sarcee RCTP Unit 2

"I feel the service was above and beyond and relentless in their pursuit to satisfy regardless of age, creed or colour. Norman, Eddy now a new man. Here in 7 days gained 6 lbs; I lost 19 lbs in 2 weeks in the hospital"

"It's a wonderful place for clients to recuperate and are not strong enough to go home although not sick enough to be in the hospital"

"It was very nice to come here in the interim after being in the hospital. Thank Carewest Sarcee for their generosity"

"Daughter says very clean place. Concerned about his diet (they wanted him to eat more)"

"TV too expensive. Admission process was long and boring (offer coffee or something) – need a hostess/staff to greet them"

"I hate to go home cause the care and food was so good. Staff excellent"

"Meal portions too big. Everybody here is wonderful and caring. God bless them all"

"It would be nice if everyone would dress in regular clothes – it does not seem right when clients come to the dining room in night shirts. It would be nice if clients have more communication and have the opportunity to participate"

"Not enough staff to assist in the dining room. The seating in the dining room seems chaotic. Abide by the rules that the TV should be 'off' during meal times as per notice by TV"

"I was quite content here"

"I was sick for a couple of days so I should have had an extension on my stay or at least discussed it"

"Our activities director was very involved"

"I just want to go home"

"Need to change up the menu – example 4x chicken in one week and too much squash"

Comments

Dr. Vernon Fanning RCTP 2 West

"The care and compassion was beyond words. All the staff were kind and considerate. I totally enjoyed my staff in the Fanning Centre. Yours truly"

"I am happy with staff and the care"

"Thank you very much for the care"

"Everything is good. The staff are good!"

"Most staff were competent and helpful. Some staff could please treat us less like street people when serving food. Some staff should hear their loud voices and wait until you finish eating before dumping food in a garbage bin"

"Thank you to all staff"

"More chairs for visitors in rooms. More waste baskets in bathroom"

"I am sorry to say the two I did not like was _____ she was very rude. She talked down on me like I was stupid. I was not impressed with _____ although he did help me"

"I felt I was needed as I helped in the 'craft kitchen' and this is a part everyone can enjoy. My two months here was well spent. Thanks"

"Filled out by her daughter. We were very pleased with her care and the concern of the staff"

"Enjoyed my stay and felt I had great care (I thank you)"

"All I can say is thank you!"

"I have excellent care at Fanning RCTP. Thank you to all team members who takes care of me!"

"Thank you for the care. Love to all"

"I would like to say how pleased I am with all the care and attention I received from all the staff especially I had a problem as I could not site in the dining room so they kindly brought them to me in my room. Everyone was truly wonderful. Thank you"

Comments continued

Dr. Vernon Fanning RCTP 2 West

“It is a wonderful place for rehab. We are so lucky to have a place like this to come to”

“I found this a very well run place and was able to regain my health here”

“Great facility”

“In the fourteen weeks I have been confined inside at Carewest I received very good care. I am now in my own home, glad to be there and very appreciative of all your care”

“I am glad I came here to rehab. I couldn't have done it at home alone. Thank you to everyone”

“Some were very nice but others treated me very bad like I didn't exist. Made me cry lots”

“From the management up to staff – well satisfied. Their service made me happy – very satisfied with the good service. Thank you so much I won't forget while I'm alive forever”

“I am pleased to have had this treatment. Thank you”

“I do think it's a question of dignity and respect that a woman showers a woman. We shouldn't even have to say”

“The staff was exceptional, caring always pleasant and comforting”

“Excellent care”

“There was no physiotherapist for the first month or so. I feel if there had been more physio offered for you I'd have been out of this hospital much sooner”

“Thanks to all for the great care”

“Food servings were too large – a lot of waste. Bathroom was not well cleaned”

“New mattresses a must. Maybe herbs etc to give foods flavor. Most people hate brussel sprouts and they're served often. The nurses, nurses aides are so patient, kind, helpful. Lara, Kathy and Rachael in physio are amazing! It is, in my opinion, morally wrong to have men giving women showers, helping women in the toilet etc. I was able to be independent dressing etc. and was fortunate enough to have one of the NAs shower me. Thanks to all of you”

Comments

Dr. Vernon Fanning Neuro-Rehab 2 East

“Thank you to all the personnel!”

“I thank all staff doctors and nurses and the therapists and pharmacy”

“Excellent service and therapy”

“Room moves are annoying and seem to be based on convenience for the staff”

“I thought the nurses and staff were great”

“I felt all over very very satisfied. My doctor was very very helpful. Always ready to listen to my concern. Take a time to talk to me. I was very very impressed. All nurses and OT staff. I can’t describe about care centre”

“Menu”

“Bouquets go out to the RNs on the blue pod. They are very patient and understanding”

“I was proud to be a Calgary Albertan with such a great facility, but as always the food leaves a lot to be desired, but I think it is probably healthy and nutritious”

“Overall, everything was done in very professionally and excellent job”

“I was surprised how little fresh fruit and vegetables were being served. Too much beef dishes, pasta should be whole grain – i.e. follow the advice that’s on the posters everywhere”