

2019-2020 SL4 / LTC Resident Experience Survey

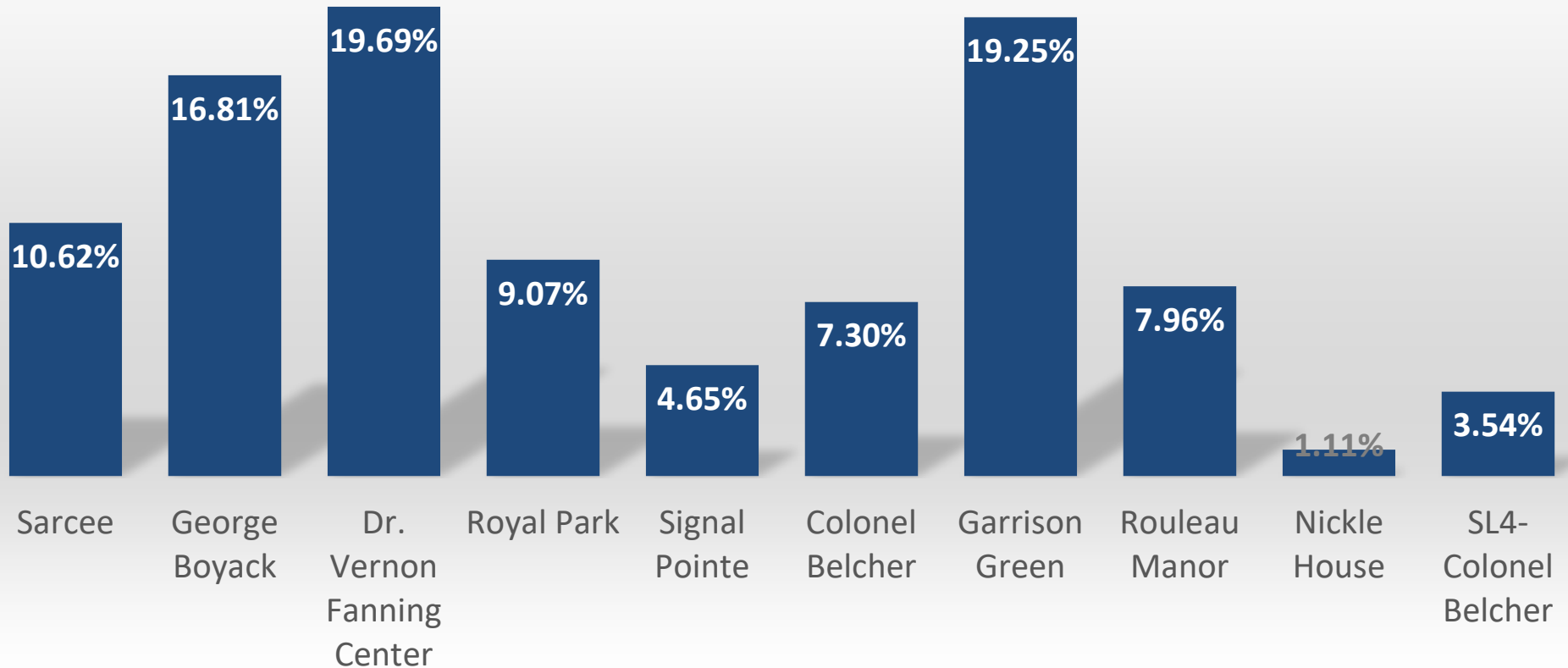


Providing our residents
with quality care in safe
and comfortable
environments

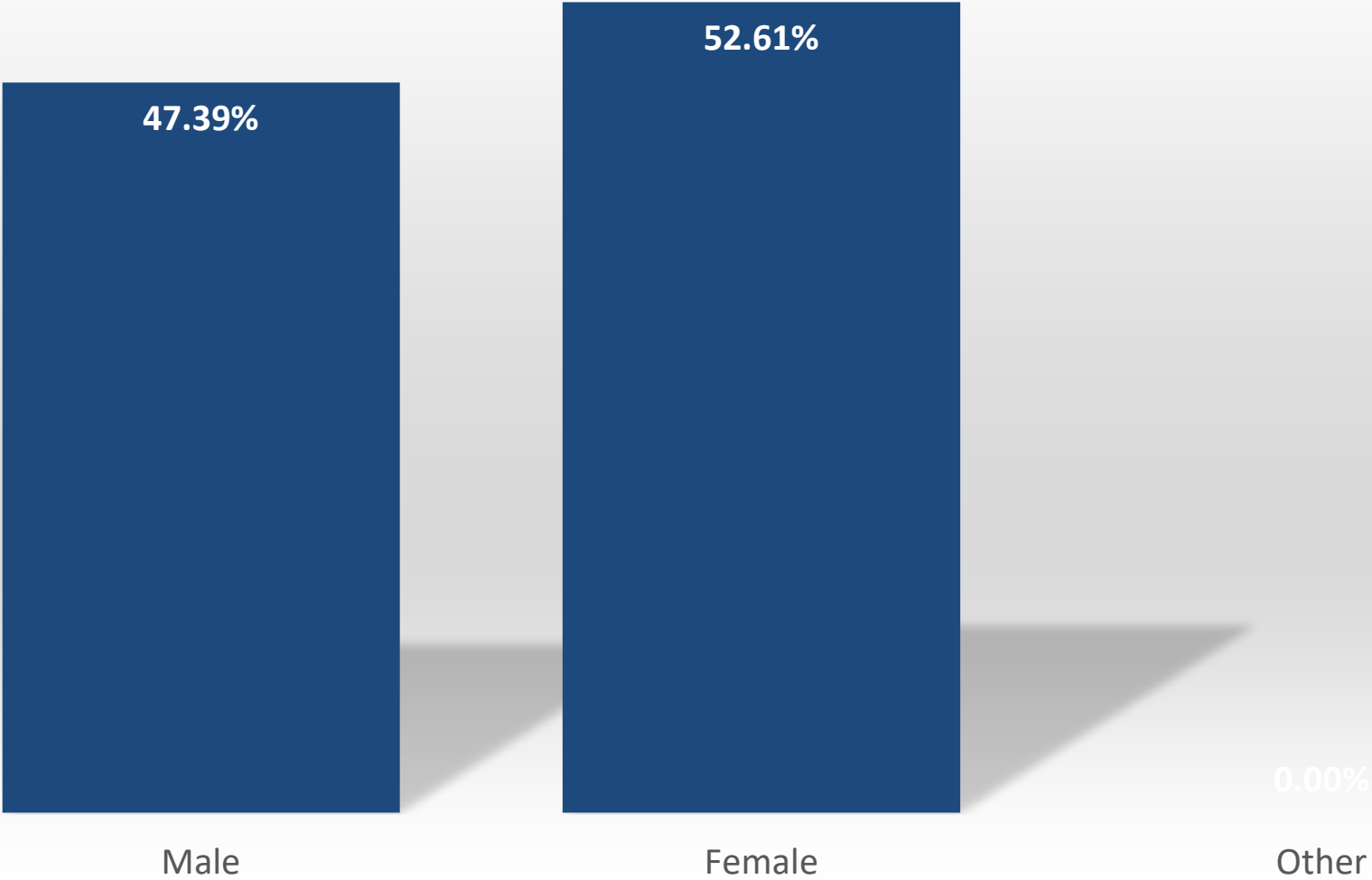
Survey Demographics 2019/2020

Long Term Care and SL4 Resident Experience Survey Participants

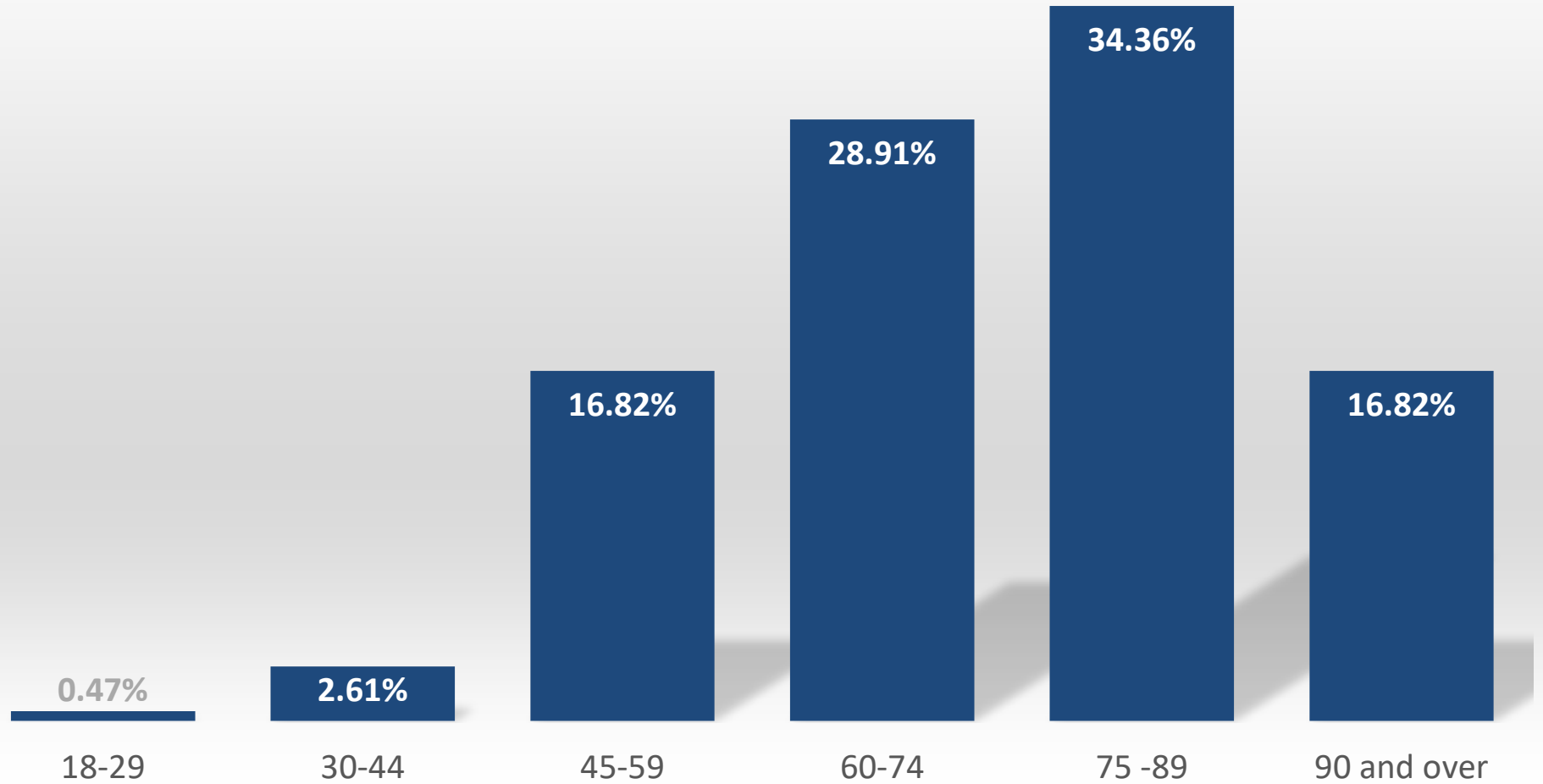
This resident lives at which Carewest site?



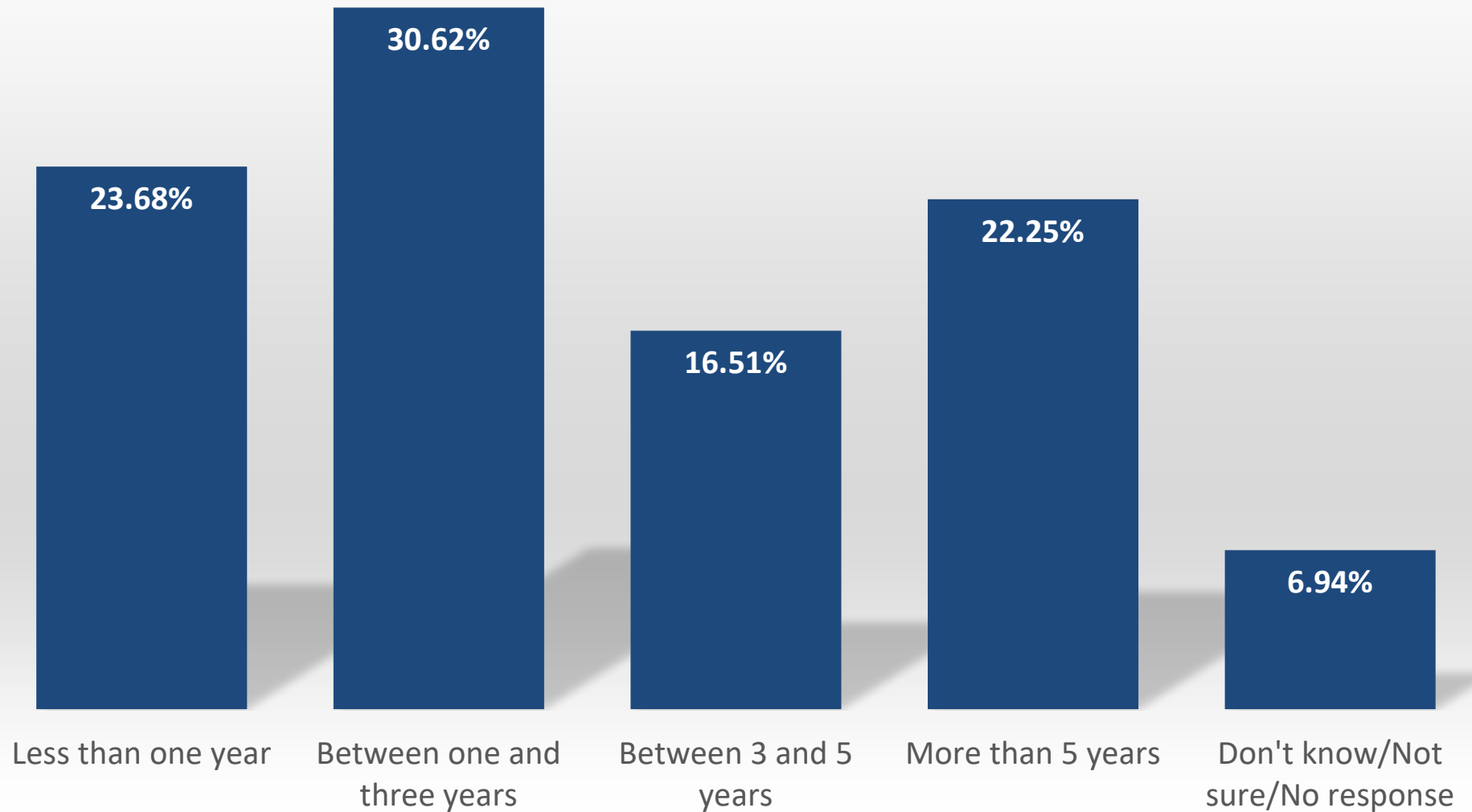
Gender



What age range does this resident fall within?



How long have you lived here?



Person Centred Care	CB - SL4	NH	CB	FC	GG	GB	RM	RP	SA	SP	CW 19/20	CW 17/18	CW 15/16
Do the people who work here treat you with kindness?	100.0%	100.0%	100.0%	89.8%	97.5%	98.5%	91.7%	95.1%	95.8%	100.0%	93.2%	92.1%	95.7%
Are you treated with respect here?	100.0%	100.0%	100.0%	86.2%	97.5%	91.7%	80.6%	95.0%	95.8%	95.0%	90.5%	90.4%	90.6%
Can you find a place to be alone when you want to?	100.0%	100.0%	100.0%	64.0%	100.0%	49.0%	100.0%	100.0%	93.6%	100.0%	75.7%	77.3%	80.5%
Do the people who work here provide your care gently?	100.0%	100.0%	100.0%	83.2%	93.8%	93.9%	85.3%	95.0%	97.9%	93.8%	88.1%	85.6%	86.7%
Do the people who work here respect your modesty?	100.0%	60.0%	96.8%	89.8%	97.6%	87.1%	87.5%	90.0%	100.0%	94.7%	89.6%	83.2%	86.7%
Are the people working here interested in in the things you've done in your life?	46.2%	60.0%	62.1%	33.7%	81.5%	44.1%	55.9%	90.0%	83.7%	42.1%	56.8%	49.8%	47.9%
Do the people here talk with you while providing your care?	78.6%	80.0%	90.0%	68.5%	86.6%	80.0%	73.5%	95.0%	91.5%	68.8%	76.4%	72.3%	72.3%
Do the people who work here listen to what you say?	78.6%	80.0%	89.7%	83.9%	87.7%	85.5%	66.7%	92.5%	100.0%	80.0%	80.0%	76.2%	80.4%
Do the people who work here knock on your door before they enter?	92.9%	100.0%	64.5%	69.8%	92.7%	85.1%	69.7%	100.0%	85.1%	94.4%	79.3%	75.3%	79.4%
Do the people who work here ever get angry at you?*	92.9%	60.0%	90.3%	96.5%	88.9%	85.1%	90.9%	92.5%	85.1%	94.7%	85.8%	78.6%	83.8%
*answered "no"													

Sample Comments/Themes:

“The people here are great.”
 “They are nice people.”
 “Amazing staff”
 “Love all the staff”

“Don’t want them to knock if I am sleeping.”
 “I would like the staff to speak English.”
 “They talk in their own language over me.”
 “Some nurses are gentler than others”

Comfort	CB - SL4	NH	CB	FC	GG	GB	RM	RP	SA	SP	CW 19/20	CW 17/18	CW 15/16
Do you find the temperature of this building comfortable?	92.9%	40.0%	90.6%	62.9%	84.9%	87.7%	75.0%	90.0%	83.3%	65.0%	77.1%	77.5%	78.6%
Can you get help when you need it?	92.9%	100.0%	77.4%	70.8%	86.9%	89.9%	72.2%	92.7%	93.8%	75.0%	81.1%	80.5%	83.9%
Do you get the help you need to look and feel clean?	100.0%	80.0%	100.0%	94.4%	93.0%	94.7%	97.2%	97.6%	97.9%	77.8%	93.5%	86.4%	89.3%
Are you bothered by noise when you are in your room?*	85.7%	80.0%	87.1%	73.0%	82.4%	61.1%	88.9%	95.1%	77.1%	72.2%	76.4%	69.2%	76.6%
*answered "no"													
Rooms	CB - SL4	NH	CB	FC	GG	GB	RM	RP	SA	SP	CW 19/20	CW 17/18	CW 15/16
Is your room kept clean by the people who work here?	100.0%	80.0%	93.6%	89.9%	97.7%	98.7%	97.2%	97.6%	95.8%	100.0%	95.1%	92.5%	94.7%
Are your bedding and towels here clean and in good condition?	100.0%	100.0%	100.0%	97.7%	100.0%	98.7%	97.2%	100.0%	97.9%	90.0%	96.9%	95.9%	96.0%
Are you able to have some of your own things here in your room?	100.0%	100.0%	100.0%	98.9%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	98.2%	95.5%	98.2%
Are you happy with your room?	100.0%	100.0%	100.0%	83.9%	95.2%	92.0%	86.1%	100.0%	90.9%	100.0%	90.2%	91.0%	93.3%

Sample Comments/Themes:

"I am always comfortable here no complaints."
 "The people are friendly."
 "The staff are excellent, professional, kind and understanding. Need more of them!"
 "Too hot in my room"
 "Too cold"

Activities	CB - SL4	NH	CB	FC	GG	GB	RM	RP	SA	SP	CW 19/20	CW 17/18	CW 15/16
Are there enough activities here that you enjoy being involved in?	85.7%	60.0%	80.7%	58.1%	81.9%	76.6%	35.3%	70.0%	84.4%	61.9%	68.2%	53.0%	60.5%
Are there enough activities for you to do here?	85.7%	40.0%	74.2%	37.7%	79.0%	66.7%	32.4%	70.7%	81.3%	55.0%	61.1%	49.4%	52.3%
Are there activities for you to do here on the weekends?	28.6%	20.0%	32.3%	2.3%	61.7%	20.0%	5.9%	46.3%	63.8%	25.0%	31.1%	17.8%	21.3%
Are there activities for you to do in the evenings here?	28.6%	20.0%	33.3%	3.5%	58.8%	31.3%	6.1%	43.9%	63.8%	45.0%	33.2%	24.9%	22.8%
Have the staff here asked you what activities interest you?	64.3%	60.0%	61.3%	43.0%	74.1%	37.7%	42.4%	90.0%	74.5%	57.1%	57.4%	42.5%	43.5%
Do you know where to find information about activities going on here?	85.7%	60.0%	83.9%	73.3%	96.3%	72.2%	64.7%	92.5%	95.7%	61.9%	80.3%	64.9%	69.5%

Sample Comments/Themes:

"I like the trips."
 "Very nice people."
 "I am involved in Linkages every other week here. Connecting generations."
 "Lots to do, I just don't."
 "I am fine with the activities they have here."
 "Bingo, outings, deliver mail throughout building as volunteer. Something to do on evenings and weekends."
 "The trick is getting someone to take me. The volunteers take me to church."
 "Poor eyesight limits activities."
 "Enjoy restaurants/outings. Dead on evenings and weekends. Makes for a long day."
 "Everything is "gotta use your hands" and I can't use my hands."
 "Not enough."

Food and Dining	CB - SL4	NH	CB	FC	GG	GB	RM	RP	SA	SP	CW 19/20	CW 17/18	CW 15/16
Do you like the taste of the food here?	100.0%	100.0%	77.4%	42.7%	72.2%	72.6%	76.5%	75.6%	78.7%	81.0%	66.8%	66.0%	68.0%
Does the food here look good when it gets to you?	92.3%	80.0%	72.4%	54.6%	71.8%	77.1%	75.0%	84.6%	87.5%	75.0%	70.9%	73.1%	71.1%
Is the food here at a good temperature when it gets to you?	92.3%	100.0%	80.7%	52.8%	66.7%	73.0%	82.9%	87.8%	87.5%	94.4%	70.7%	70.2%	73.3%
Are you satisfied with the choices you have for what to eat at mealtime?	92.9%	60.0%	77.4%	42.1%	73.4%	90.0%	74.3%	75.6%	87.0%	75.0%	67.7%	67.1%	61.9%
Do you get enough to eat and drink here?	100.0%	100.0%	93.6%	63.2%	96.2%	97.1%	86.1%	97.6%	95.8%	95.0%	86.6%	87.8%	90.8%
Do you find dining here to be a pleasant experience?	100.0%	60.0%	93.6%	66.3%	91.0%	80.3%	62.9%	90.0%	95.7%	82.4%	79.6%	72.0%	72.9%

Sample Comments/Themes:

“I like the dining room.”

“More than enough food here. I have no complaints about the food.”

“Food is good.”

“Food and meal times are good at times.”

“Food is cold. Like choice but most food is too bland.”

“It’s ok – could be more spice.”

“Cold sometimes.”

“More choices of food would be good.”

“Favorite meal is breakfast.”

“Fantastic food.”

Autonomy	CB - SL4	NH	CB	FC	GG	GB	RM	RP	SA	SP	CW 19/20	CW 17/18	CW 15/16
Can you go to bed at the time you want?	100.0%	60.0%	96.7%	80.9%	81.7%	90.8%	100.0%	75.0%	74.5%	100.0%	83.3%	81.5%	84.4%
Can you get up in the morning at the time you want?	92.9%	60.0%	86.7%	84.3%	82.9%	57.1%	97.1%	72.5%	77.1%	81.0%	78.2%	75.2%	73.5%
Do people here let you decide what clothing to wear?	100.0%	80.0%	93.3%	95.5%	94.0%	75.8%	91.2%	97.6%	81.3%	90.0%	88.8%	83.8%	90.2%
Do the people who work here know what you like and don't like?	78.6%	80.0%	60.0%	52.8%	92.8%	70.6%	66.7%	100.0%	78.3%	52.4%	72.0%	70.5%	72.3%

Sample Comments/Themes:

“The nurses are good.”
 “They let me stay here in lounge as much as I want, I love that.”
 “I can voice my own opinion and make my own decisions.”
 “I will tell them what I don't like.”
 “Staff help me.”
 “Too variable with time. Some don't care.”
 “I would like to choose my own clothes to wear each day.”
 “Staff decide.”
 “Always a rush to put me to bed.”
 “Difficult with new staff.”

Safety	CB - SL4	NH	CB	FC	GG	GB	RM	RP	SA	SP	CW 19/20	CW 17/18	CW 15/16
Are your personal items safe here?	100.0%	100.0%	80.0%	73.0%	95.1%	82.4%	75.8%	97.6%	93.8%	70.0%	83.3%	82.0%	80.5%
Do you feel safe here?	100.0%	100.0%	96.8%	95.5%	95.1%	94.4%	87.9%	97.6%	95.7%	95.2%	94.5%	94.2%	93.1%

Sample Comments/Themes:

“No complaints.”
 “I feel very safe.”
 “Security is working well.”
 “I keep my valuables locked up.”
 “Sometimes it concerns me when I hear people fighting.”
 “Try to keep my most valuables locked up.”
 “Residents take items out of my room all the time. My things are missing. I have to keep buying new things.”
 “Had items go missing.”

Overall	CB - SL4	NH	CB	FC	GG	GB	RM	RP	SA	SP	CW 19/20	CW 17/18	CW 15/16
Overall, are you satisfied with the care and services you received here?	100.0%	100.0%	100.0%	91.9%	91.6%	92.7%	82.9%	95.1%	89.4%	95.0%	92.3%	91.6%	92.8%
Would you recommend this facility to someone who needs care?	100.0%	100.0%	96.8%	65.5%	88.0%	86.6%	70.6%	95.1%	87.2%	82.4%	81.4%	83.6%	80.5%

Sample Comments/Themes:

“The staff are 110%. They treat me very well.”

“It is easy living here. No pressure. Staff are excellent. Laundry is terrific. Enjoy the summer here. Bus tours are excellent here.”

“Very clean here. Staff approachable.”

“Very satisfied. Good day tours here. Very interesting.”

“People are good to me.”

“Well cared for.”

“I like it here.”

“Very satisfied.”

“Excellent place. Super-duper place. Clean and everyone friendly.”

“Very happy here. They are nice people.”

“So clean here!”

“It's become my home.”

“Problems with roommate”

“Except for food choices. I'm concerned about what the future might bring - cutbacks, etc - and my health.”