



# Carewest LTC Resident and Caregiver Survey

January – March 2025





# Background

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Carewest conducted its first 2025 Resident Survey from end of Jan to mid March 2025

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7 sites (Signal Pointe did not get captured due to only 3 people being identified as possibly being able to do this)

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171 Residents surveyed through staff and Volunteers

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147 Caregivers responded to the survey

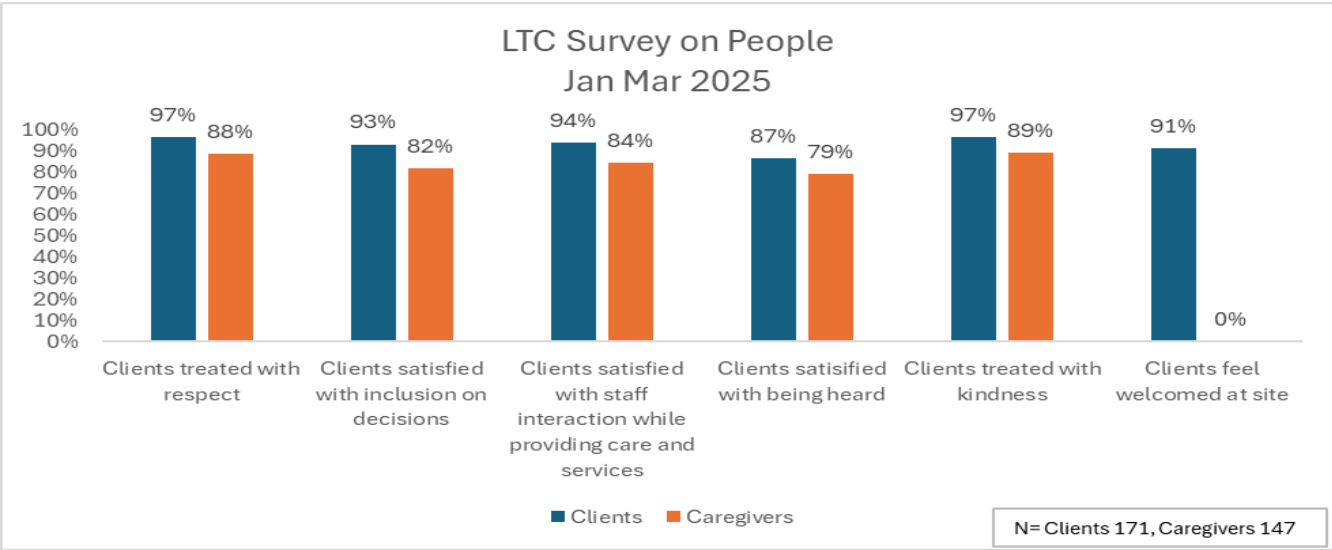
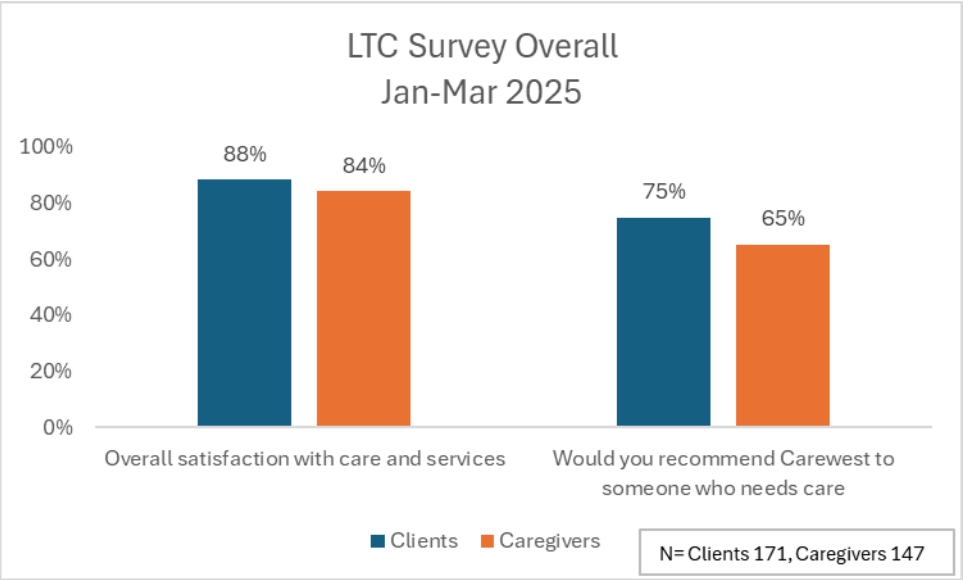


# Approach

- Sites sent emails out to clients re: survey
- A staff member started out at 4 sites.
- Sites pulled lists of those residents that were their own decision maker
- Surveyor then went to site and asked for consent and whether they would be interested.
- Mid way through Volunteer services took over for the last 4 sites.

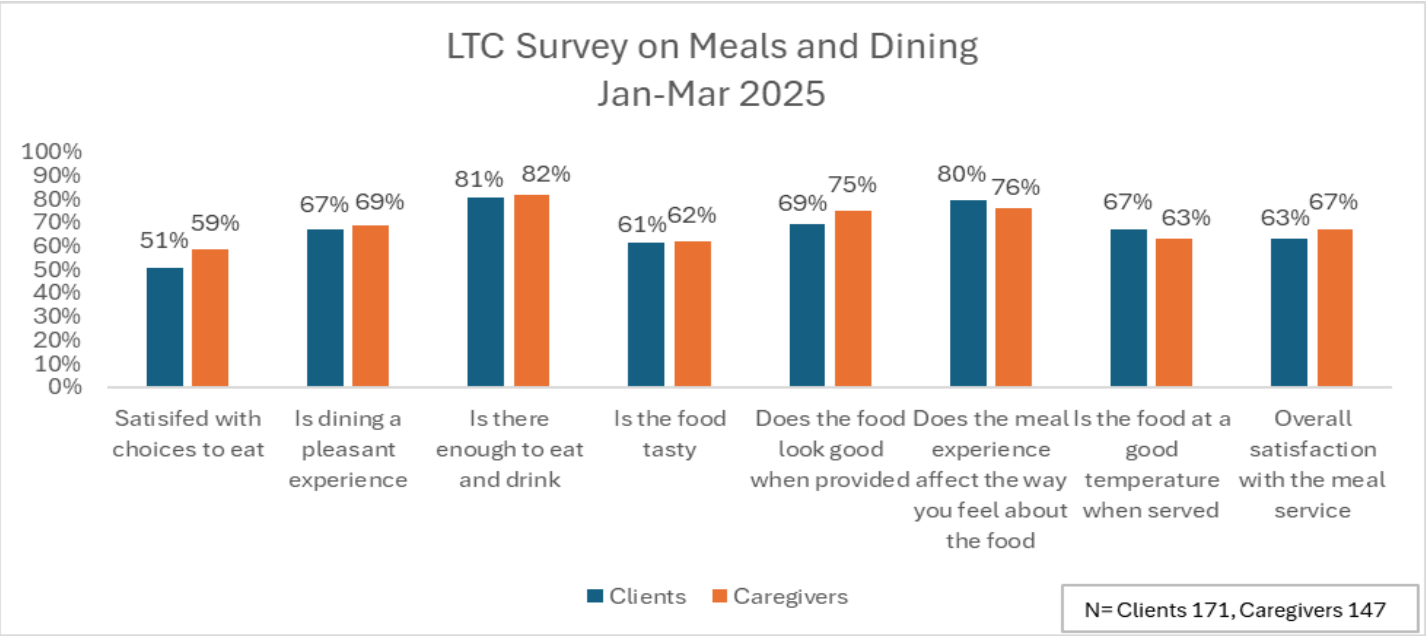
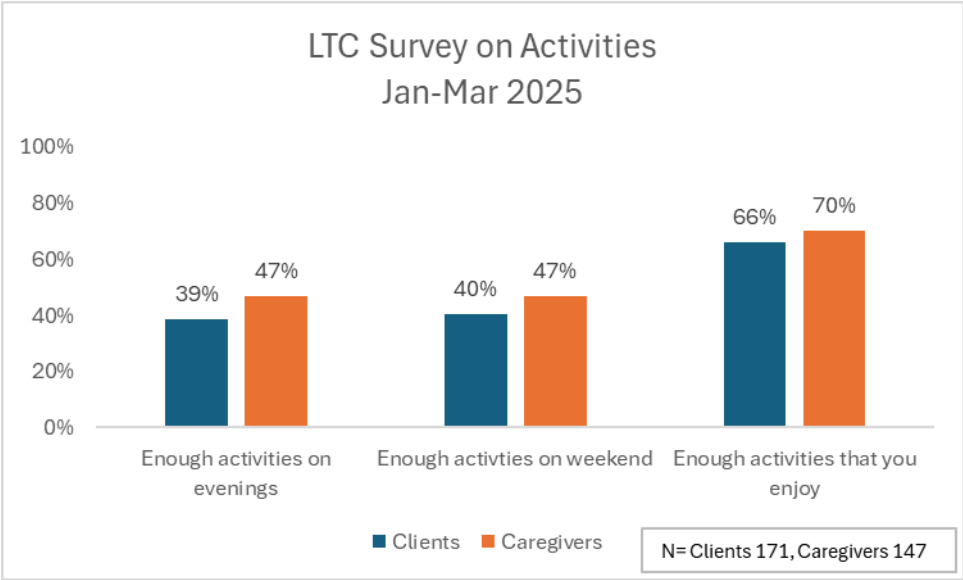


# Results





# Results



# Themes

## Overall

- Kind and respectful staff
- Connections were the highest rated category

## Activities

- >66% satisfied with activities
- Would like:
  - Weekends and evenings in high demand
  - Variety (broader offerings)

## Meals

- Adequate amount of food and hydration
- Strong correlation between dining experience to food quality
- Would like:
  - Choice and enhance the taste of food
  - Meals at correct temperature





# Meals and Dining Action Plan

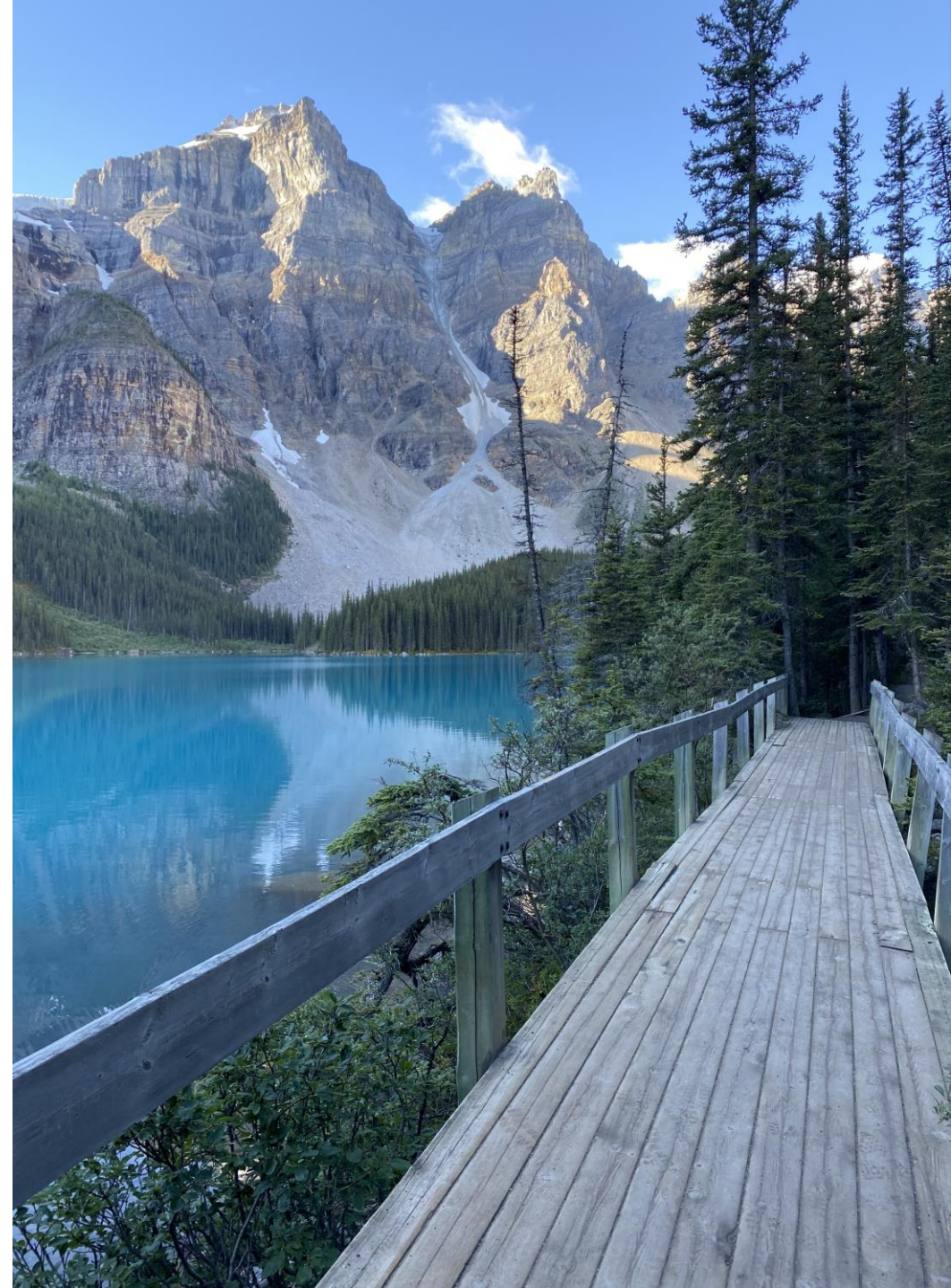
- Food Services will implement two distinct menus:
  - one for Long-Term Care (LTC) and one for Post-Acute Care.
  - This change is designed to enhance flexibility and better meet the needs of our clients.
- Key benefits of this approach include:
  - Improved accommodation of special requests
  - Greater flexibility in therapeutic diet liberalization for LTC clients.
  - More themed and special meals to enhance resident engagement and enjoyment.
  - Menus more closely aligned with the preferences and needs of LTC residents.

This supports our ongoing commitment to personalized; high-quality nutrition services tailored to the unique needs of each individual and care setting.





# Examples





# Activities Action Plan

- Based on this survey the following programming has been added or in progress:
  - Resident and Volunteer-led Karaoke at Fanning
    - Currently Thursday afternoons but will transition to Friday evenings this fall
  - Spring concert series Friday evenings at Fanning & Sarcee, resuming in the fall
  - Additional non-denominational church services at Garrison Green and George Boyack
  - Recruitment of 15 new 1:1 visitor volunteers to engage with our more socially isolated residents
  - Targeted OT/PT volunteers to engage with LTC clients in rehab programs: successfully implemented at Garrison Green in July with future expansion to other sites
  - A pilot for Sarcee for volunteer accompaniment on client appointments, with potential expansion to other LTC sites in the future
  - Launch Night Owls Program Grant – 2 yr funding for evening Rec Therapy at 3 sites





# Fall 2025 LTC Survey

- Let residents know that we want their input, **make it special!**
  - Prior to survey, deliver invitations to residents who are eligible to participate in survey
  - Posters up on unit for awareness of staff and residents
- Centralize the volunteer\*(rather than having the volunteer searching to find people they do not know)
  - Successful Sarcee trial
  - Will still go to residents who are unable to come to central location

