**2023 Annual Family Satisfaction Survey Results**

**NURSING DEPT**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Question | Yes | % | No | % | Comments |
| 1. Nursing care needs are being met professionally and are managed appropriately with respect to each resident | 17  Denom. 17  1 no reply | 100 | 0 | 0 | -nursing care was managed appropriately.  -very pleased  -staff have been helpful calling and addressing of mum’s needs  -care needs are generally taken care of |
| 1. The call bell is within reach of the resident | 16  Denom. 17  1 no reply | 94 | 1 | 6 | -I don’t know  -find the call bell system outdated. “metal balls” on cords are too heavy and trip the button. Black plastic switches fall off the wall. My mum can’t reach the bathroom cord safely if she wanted to pull it. |
| 1. Proper/suitable incontinent products are proved by Clarion | 17  Denom. 17  1 no reply | 100 | 0 | 0 | -yes, diapers are good, but pull up briefs are too thin and leak so mum is stuck in a diaper when she doesn’t need to be and they are too difficult to change |

**MEDICAL DEPT**

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| --- | --- | --- | --- | --- | --- |
| Question | Yes | % | No | % | Comments |
| 1. I am pleased with the care provided by the attending physicians | 17  Denom. 17  1 no reply | 100 | 0 | 0 | -nursing staff is professional, instrumental helpful.  -if anything happened, they called immediately.  -any issues have been dealt with immediately  -all staff are great and helpful when mum fell and went to hospital |

**PHYSIO DEPT**

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| --- | --- | --- | --- | --- | --- | --- |
| Question | Yes | % | No | | % | Comments |
| 1. The physiotherapy staff and assistants are well informed and aware of resident’s abilities and physical condition | 16  Denom. 16  2 no reply | 100 | | 0 | 0 | -?  -great |

**DIETARY DEPT**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Question | Yes | % | No | % | Comments |
| 1. Healthy meal options are provided | 17  Denom. 17  1 no reply | 100 | 0 | 0 | -thank you to the dietician for identifying mom wasn’t eating properly and helped to adjust proper meals  -I think the meals are “healthy” for the most part. Wondering if the soup is canned. I see a lot going in the garbage. Residents seem to enjoy the loaded potato, mushroom, and chicken noodle. Would be nice if dietary connected to special days rather than leaving it to the activity dept. |

**ACTIVITY DEPT**

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| --- | --- | --- | --- | --- | --- |
| Question | Yes | % | No | % | Comments |
| 1. The wide variety of activity programs are relevant and appropriate to resident’s needs and interests | 16  Denom. 16  2 no reply | 100 | 0 | 0 | -coordinator does what she can taking mom’s abilities into consideration  -excellent. Activity staff try to satisfy many diverse needs and abilities. Why is there no cable TV available in the lower floor common area? |

**HOUSEKEEPING DEPT**

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| --- | --- | --- | --- | --- | --- |
| Question | Yes | % | No | % | Comments |
| 1. I am happy with the cleanliness of Clarion | 15  Denom. 16  2 no reply | 94 | 1 | 6 | -place is great, be proud of personal taking care of it  -not always, toilet is dirty, garbage not emptied  -very neat and clean  -good except for a spike in the ant population in the lower dining room every once in a while |
| 1. The rooms are clean and odour-free | 18  Denom. 18 | 100 | 0 | 0 | -always  -mum’s room is very clean. Katarina is exceptional. She cares about her role very much and takes pride in her work. She is also very pleasant with mum |

**LAUNDRY SERVICES**

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| --- | --- | --- | --- | --- | --- |
| Question | Yes | % | No | % | Comments |
| 1. I am satisfied with the laundry service | 13  Denom. 14  4 no reply | 92 | 1 | 8 | -if any issue came, staff would call me  -clothes are missing  -keep losing items  -at first, problems getting her name labeled but fine now  -n/a I do mum’s laundry |

**MAINTENANCE DEPT**

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| --- | --- | --- | --- | --- | --- |
| Question | Yes | % | No | % | Comments |
| 1. Repairs are made in a timely manner | 15  Denom. 15  3 no reply | 100 | 0 | 0 | -how does once contact the maintenance dept?  -not sure, although mum’s window screen has a very large hole in it taped up with packaging tape. Its been like that since she moved in. the AC is extremely drafty because the edges are not sealed. Can’t imagine how much heat rooms are losing through them. We tried to seal mum’s off ourselves. |

**FAMILY COUNCIL**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Question | Yes | % | No | % | Comments |
| 1. I am aware that the Family Council works with staff and families to enhance the quality of life for our residents | 16  Denom. 16  2 no reply | 10 | 0 | 0 | -would like higher stools for feeding my husband in the dining room  -?  -staff great at explaining process and made great effort getting to know mom  -yes, but only because Raz put my name forward to join a meeting. I think the families of the residents may need a reminder that this council exists and needs support. |

**CLIENT CENTRED**

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| --- | --- | --- | --- | --- | --- |
| Question | Yes | % | No | % | Comments |
| 1. The staff listens to resident’s questions or concerns | 16  Denom. 16  2 no reply | 100 | 0 | 0 | -mom wanders into other rooms and such, and staff is good at settling her down  -most of staff do their very best but they are often short staffed and that impacts how much time they can spend with each resident |
| 1. My opinions and suggestions are welcomes and reviewed by Clarion’s management staff | 15  Denom. 15  3 no reply | 100 | 0 | 0 | -no suggestions but I am sure they would be welcomed  -no suggestions  -not sure but I believe so. We are relatively new |
| 1. I would recommend Clarion Nursing Home to others | 16  Denom. 16  2 no reply | 100 | 0 | 0 | -yes, I am thinking down the road for myself  - I already have  -but I would be quick to point out that there are some discrepancies in the amount of natural light and size of common spaces between the upper and lower floors |

**INFECTION CONTROL CENTERED**

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| --- | --- | --- | --- | --- | --- |
| Question | Yes | % | No | % | Comments |
| 1. I have received enough information about COVID-19 to reduce any fear I may have about the spread of the virus in the home | 16  Denom. 16  2 no reply | 100 | 0 | 0 | -very proactive to make her and I feel safe  -called and explained, thanks |
| 1. I have received information about the infection control procedures in the nursing home | 16  Denom. 16  2 no reply | 100 | 0 | 0 | -procedures are very good  - I don’t think I have received anything recently. |