



Resident and Family Satisfaction Survey – 2013 – Summary of Results

At the Bennett Centre our goal is to provide “**Long Term care that feels like home**”. To be successful, we want to provide excellent customer service and promote continuous quality improvement. Feedback through this survey can help us serve residents and families better!

Are you a: Resident - 2 Family member – 24 Other – 0 **Total Respondents = 26**

Directions: Please rate the **quality of service provided** by placing an “X” over the number that best reflects your satisfaction with our service or use “Not Applicable” if you have no opinion.

Health and Personal Care	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score
1. Quality of nursing and medial care and communication	3	2	1	0	2.84
1. Quality of care and support by Personal Support staff (PSW’s)	3	2	1	0	2.72
1. Attention specifically to personal care and grooming needs	3	2	1	0	2.48
1. Quality and range of “continence care products” supplied to residents	3	2	1	0	2.74
Environment	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score
1. Cleanliness of home & resident’s room	3	2	1	0	2.84
1. Absence of odors	3	2	1	0	2.64
1. Care of clothing and belongings	3	2	1	0	2.06
1. Resident safety and security	3	2	1	0	2.68
Customer Service	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score
1. Overall responsiveness of staff to your questions/concerns	3	2	1	0	2.80
1. Warm, friendly approach by staff	3	2	1	0	2.88
1. Respect for resident dignity & privacy	3	2	1	0	2.84
1. Timely and clear communication is provided	3	2	1	0	2.83
Management of the Home	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score
1. Overall responsiveness of management to issues/concerns	3	2	1	0	2.72
1. Timely information on impending changes affecting residents/families	3	2	1	0	2.72
1. Good systems are in place to support the operation of the Home	3	2	1	0	2.72

Recreation/Activities	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score
1. Variety of activities of interest	3	2	1	0	2.62
1. Access to community outings	3	2	1	0	2.71
1. Attentiveness of Recreation staff	3	2	1	0	2.62
Meals and Dining Experience	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score
1. Variety of the menu	3	2	1	0	2.48
1. Appearance/aroma of the meals	3	2	1	0	2.45
1. Timely service of meals	3	2	1	0	2.48
1. Taste of meals	3	2	1	0	2.38
1. Meals are a pleasurable experience	3	2	1	0	2.47
1. The meal requested is the meal served	3	2	1	0	2.58
Support Services	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score
1. Beauty Salon services	3	2	1	0	2.61
1. Physiotherapy Services	3	2	1	0	2.29
1. Restorative Services	3	2	1	0	2.20
1. Dental Services	3	2	1	0	2.46
1. Footcare Services	3	2	1	0	2.61
Overall Rating of Satisfaction	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Average Score
1. What would be your overall level of satisfaction with the Bennett Centre	3	2	1	0	2.76

Would you recommend the Bennett Centre to family or friends? Yes - 25 No - 1

What 3 things do you think we do well in our home?

1. See Comments to follow

2. _____

3. _____

What are your 3 suggested areas for improvement?

1. See Comments to follow

2. _____

3. _____

This survey can be submitted anonymously, but we will be drawing for two prizes among names submitted. Also, we will be happy to contact you about your comments and suggestions if you leave your name and a phone number. ***Please contact me to discuss my survey comments (none requested follow- up contact)***

Name - 22 out of 26 identified themselves (3 of these won gift baskets supplied by vendors)

Staff Summary of 2013 Results

Brief Summary of results

a) Results of Scored Questions

- Total responses are up – **26** surveys filed (21 in 2012, 21 in 2011, 26 in 2010, 23 in 2009)
- Many results fall between “Satisfied” and “Very Satisfied” but **11** indicate “Dissatisfied”, an improvement from the previous year (14 in 2012, 32 in 2011, 0 in 2010 survey)
- The Overall Satisfaction score (question 30) is high at **2.76** up from 2.55 in 2012 and 2.74 in 2011. The average individual question score is **2.61** so the overall satisfaction score is consistent with the individual question score. The maximum average score would be 3.0.
- Highest individual question average scores were **2.88** for Question 10 “Warm, friendly approach by staff, and **2.84** for Question 1, “Quality of nursing and medical care and communication”, Question 5., “Cleanliness of home and resident’s rooms” and Question 11., “Respect for resident dignity & privacy”.
- Lowest 3 average scores were: **2.06** for “7. Care of clothing and belongings” (two years in a row), **2.20** for Question 27. “Restorative Services and **2.29** for Question 26. “Physiotherapy Services”.

b) Question: “Would you recommend our home to a Friend?”

- 25 out of 26 responding to this question indicated “Yes” (100%)
- Only one respondent reported that they were sufficiently dissatisfied in their comments that they would not recommend the Bennett to others (zero in 2012 of 19 responses).

c) Things we do well in our home from written responses, grouped where possible – (last year)

1. Staff Personal touches, affection reassurance, friendliness, care – **17** (15)
2. Home is welcoming and clean – **9** (5)
3. Well organized and fun activities - **5** (4)
4. Family and visitors feel welcome - **4** (7)
5. Staff communication and cooperation – **4** (5))
6. Resident health and safety – **4** (4)
7. Good meals and meal service – **4** (4)
8. Attention to medical needs – **1** (new)
9. Maintaining Resident dignity and respect – **1** (new)
10. Treat residents as individuals -**1** (new)
11. Monthly newsletter for families – **1** (new)
12. Good access to animals – **1** (new)

d) Areas Suggested for Improvement from written responses (last year)

1. Better care of personal items and clothing/laundry - **4** (7)
2. Reduce rotation of staff – **2** (new)
3. Notify family when clothing is in disrepair – **1** (new)
4. Better drinks on snack cart – **1** (new)
5. Caller ID on phone calls - **1** (1)
6. Hairdresser should follow family’s requests for styling – **1** (new)
7. Avoid clutter in resident rooms – **1** (new)
8. Communication in residents mother tongue (French) – **1** (new)
9. More access to animals – **1** (new)