

CARE COMMUNITY

# FAMILY EXPERIENCE SURVEY

Data begins: **SEP 12, 2018**

Data ends: **NOV 8, 2018**

Date reported: **NOV 8, 2018**

**COMPREHENSIVE REPORT**

ANALYSIS PREPARED FOR

**SIENNA SENIOR LIVING**

**REGION 7**

**VICTORIA MANOR**

220 Angeline Street South • Lindsay, ON K0V 4R2

This report summarizes your survey results. The charts and graphs selected by your organization provide important information necessary to identify opportunities for improvement, as well as areas in which respondents feel you do well.

Surveys created:

**229**

Surveys received:

**71**

Response rate:

**31%**

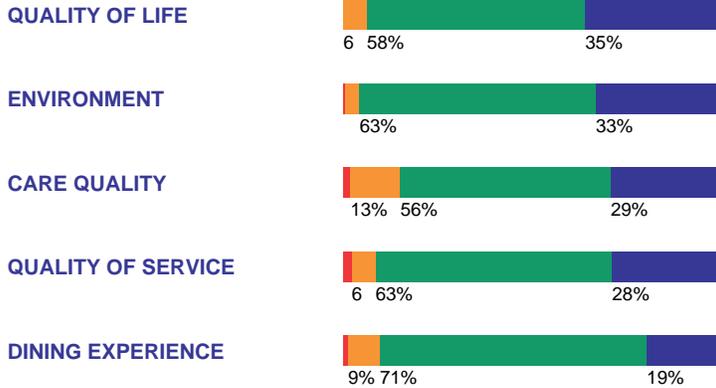
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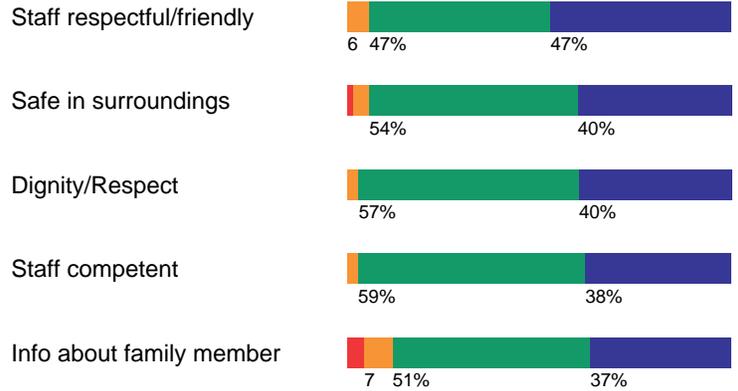


**DOMAINS: Highest to lowest by 'Strongly Agree'**



**ITEMS: Top 5 by 'Strongly Agree'**

Of all survey items, the 5 items with the highest "Strongly Agree" rating, listed by highest to lowest.



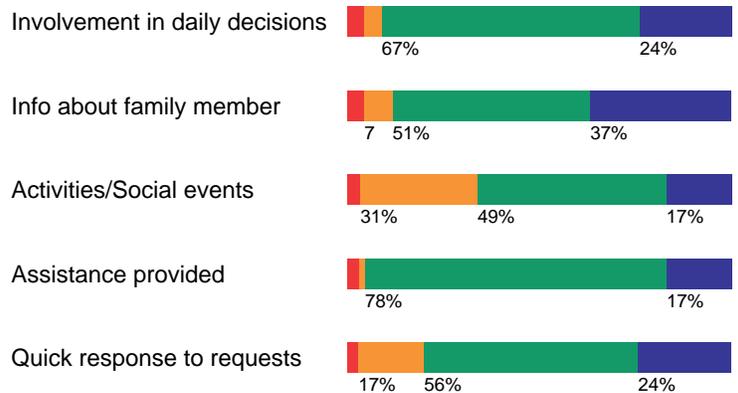
**COMMENTS: Top words**

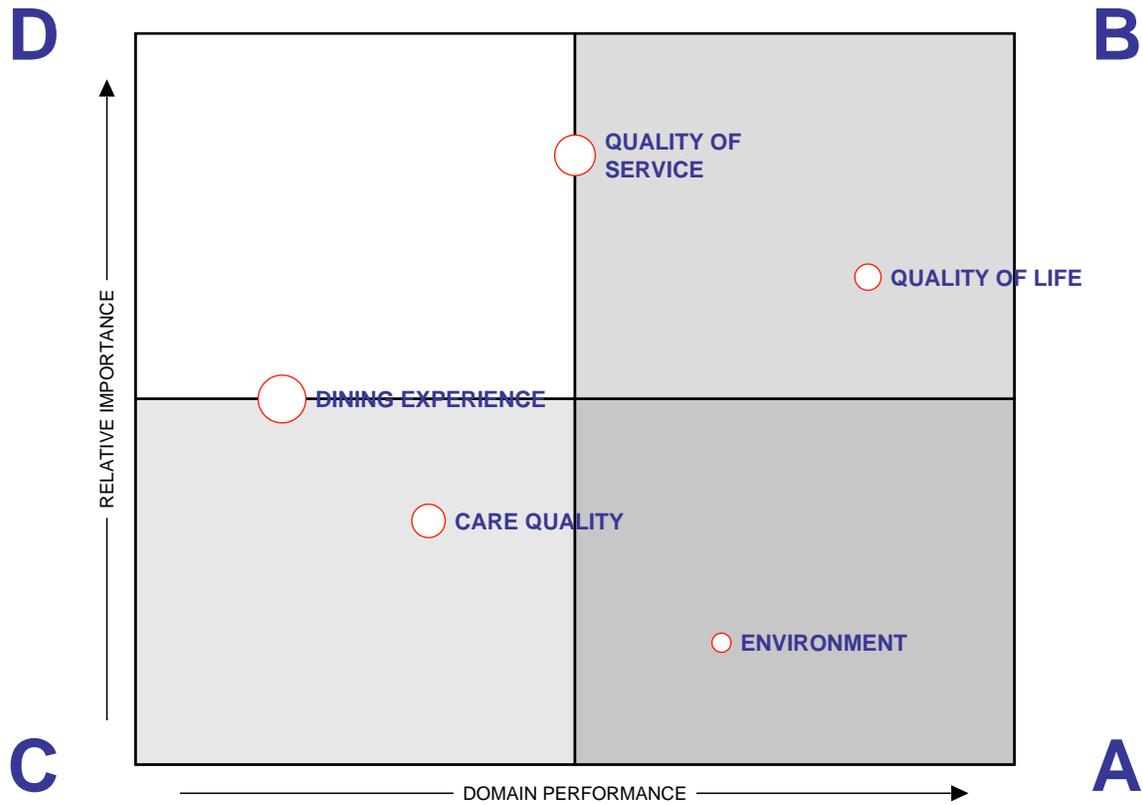
ITEM: What are three words you would use to describe your experience at our care community?

caring	20
friendly	15
clean	13
helpful	8
pleasant	7
comfortable	4
frustrating	3
knowledgeable	3
professional	3
respectful	3
welcoming	3
competent	2
efficient	2
encouraging	2
good	2

**ITEMS: Bottom 5 by 'Strongly Disagree'**

Of all survey items, the 5 items with the highest "Strongly Disagree" rating, listed by highest to lowest.





	<span style="background-color: #e67e22; padding: 2px;">STRONGLY DISAGREE</span> <span style="background-color: #f1c40f; padding: 2px;">DISAGREE</span> <span style="background-color: #27ae60; padding: 2px;">AGREE</span> <span style="background-color: #34495e; padding: 2px;">STRONGLY AGREE</span>				Average	
					ENTITY	ORG.
<b>DINING EXPERIENCE</b>						
Meals appealing/tasty	8%	65%	25%		71	65
Dining pleasant/comfortable	6%	76%	17%		70	66
Assistance provided	3%	78%	17%		69	68
Food options	19%	64%	17%		66	64

	<span style="background-color: #e67e22; padding: 2px;">POOR</span> <span style="background-color: #f1c40f; padding: 2px;">FAIR</span> <span style="background-color: #27ae60; padding: 2px;">GOOD</span> <span style="background-color: #34495e; padding: 2px;">EXCELLENT</span>				Average	
					ENTITY	ORG.
<b>GLOBAL</b>						
Recommendation to others	13%	44%	44%		77	74

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FAMILY EXPERIENCE SURVEY  
RATINGS BY DOMAIN**

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	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Strongly Agree + Agree	
					ENTITY	ORG.
<b>CARE QUALITY</b>						
Staff competent			59%	38%	97%	94%
Know who to talk to	6%		56%	36%	91%	91%
Opportunities for activities	14%		60%	26%	86%	86%
Quick response to requests	17%		56%	24%	80%	85%
Activities/Social events	3%	31%	49%	17%	66%	80%
<b>QUALITY OF LIFE</b>						
Dignity/Respect			57%	40%	97%	94%
Staff cares			62%	35%	97%	92%
Staff respectful/friendly	6%		47%	47%	94%	95%
Feels at home	14%		68%	18%	86%	86%
<b>QUALITY OF SERVICE</b>						
Info to family member	5%		75%	20%	95%	89%
Services available	9%		60%	31%	91%	88%
Involvement in daily decisions	4%	4%	67%	24%	91%	90%
Info about family member	4%	7%	51%	37%	88%	93%
<b>DINING EXPERIENCE</b>						
Assistance provided	3%		78%	17%	95%	84%
Dining pleasant/comfortable	6%		76%	17%	94%	83%
Meals appealing/tasty	8%		65%	25%	90%	80%
Food options	19%		64%	17%	81%	77%

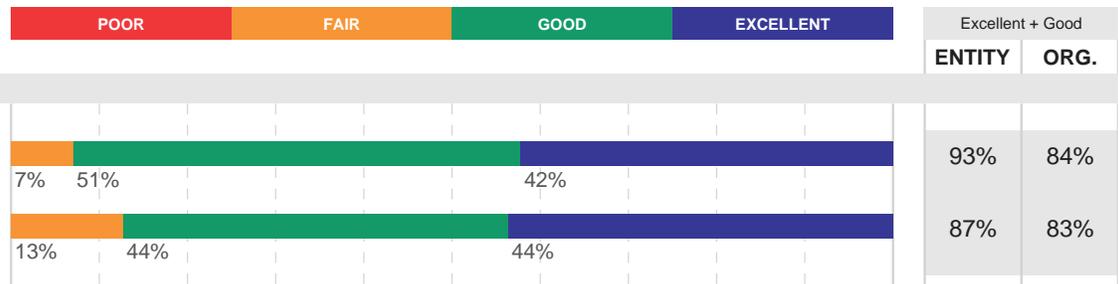
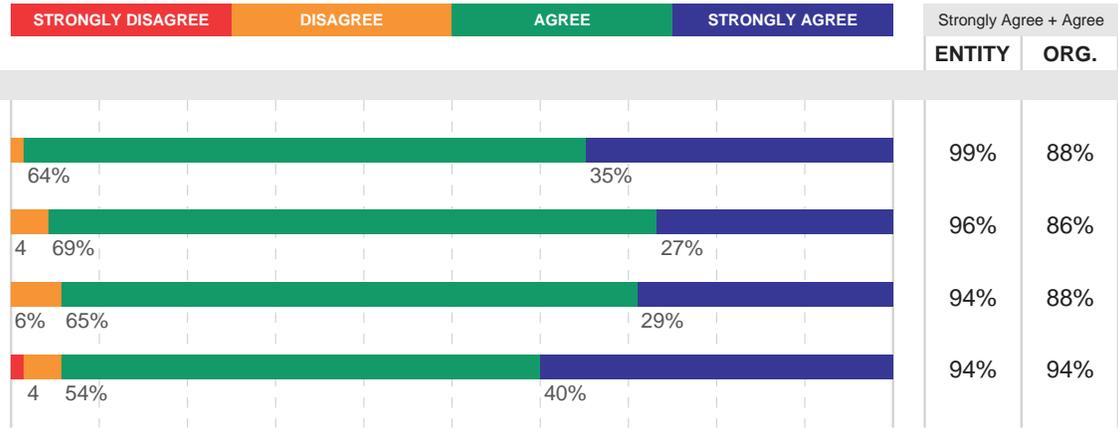
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	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Average	
					ENTITY	ORG.
<b>CARE QUALITY</b>						
Staff competent			59%	38%	78	76
Know who to talk to	6%		56%	36%	74	75
Opportunities for activities	14%		60%	26%	70	70
Quick response to requests	17%		56%	24%	67	71
Activities/Social events	3	31%	49%	17%	59	67
<b>QUALITY OF LIFE</b>						
Staff respectful/friendly	6%		47%	47%	80	79
Dignity/Respect			57%	40%	79	77
Staff cares			62%	35%	77	75
Feels at home	14%		68%	18%	68	69
<b>QUALITY OF SERVICE</b>						
Services available	9%		60%	31%	74	71
Info about family member	4	7%	51%	37%	73	77
Info to family member	5		75%	20%	71	71
Involvement in daily decisions	4	4	67%	24%	70	74
<b>DINING EXPERIENCE</b>						
Meals appealing/tasty	8%		65%	25%	71	65
Dining pleasant/comfortable	6%		76%	17%	70	66
Assistance provided	3		78%	17%	69	68
Food options	19%		64%	17%	66	64

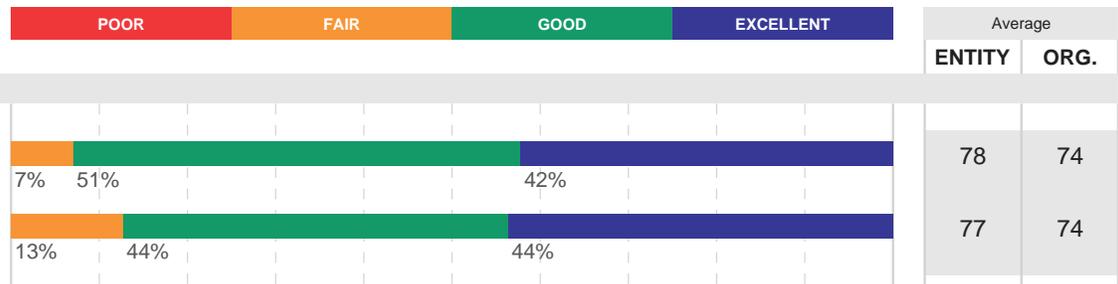
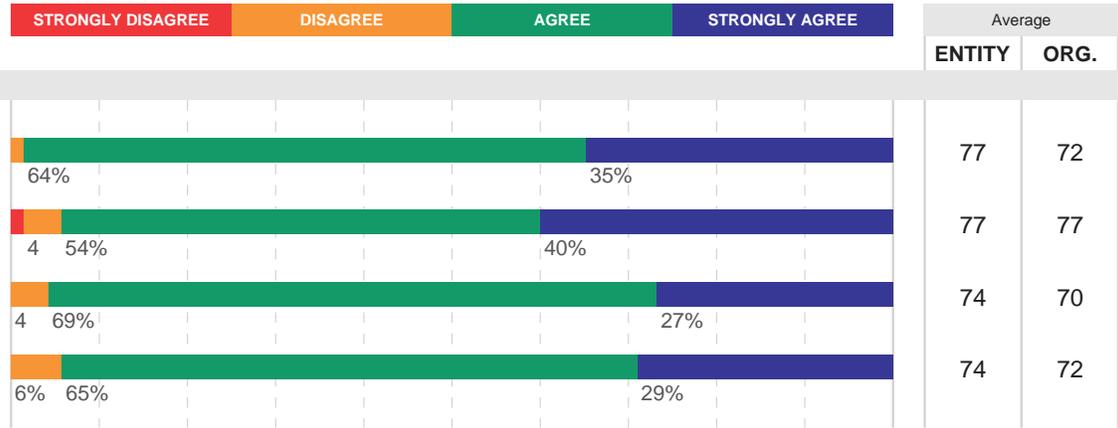
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RATINGS BY DOMAIN**

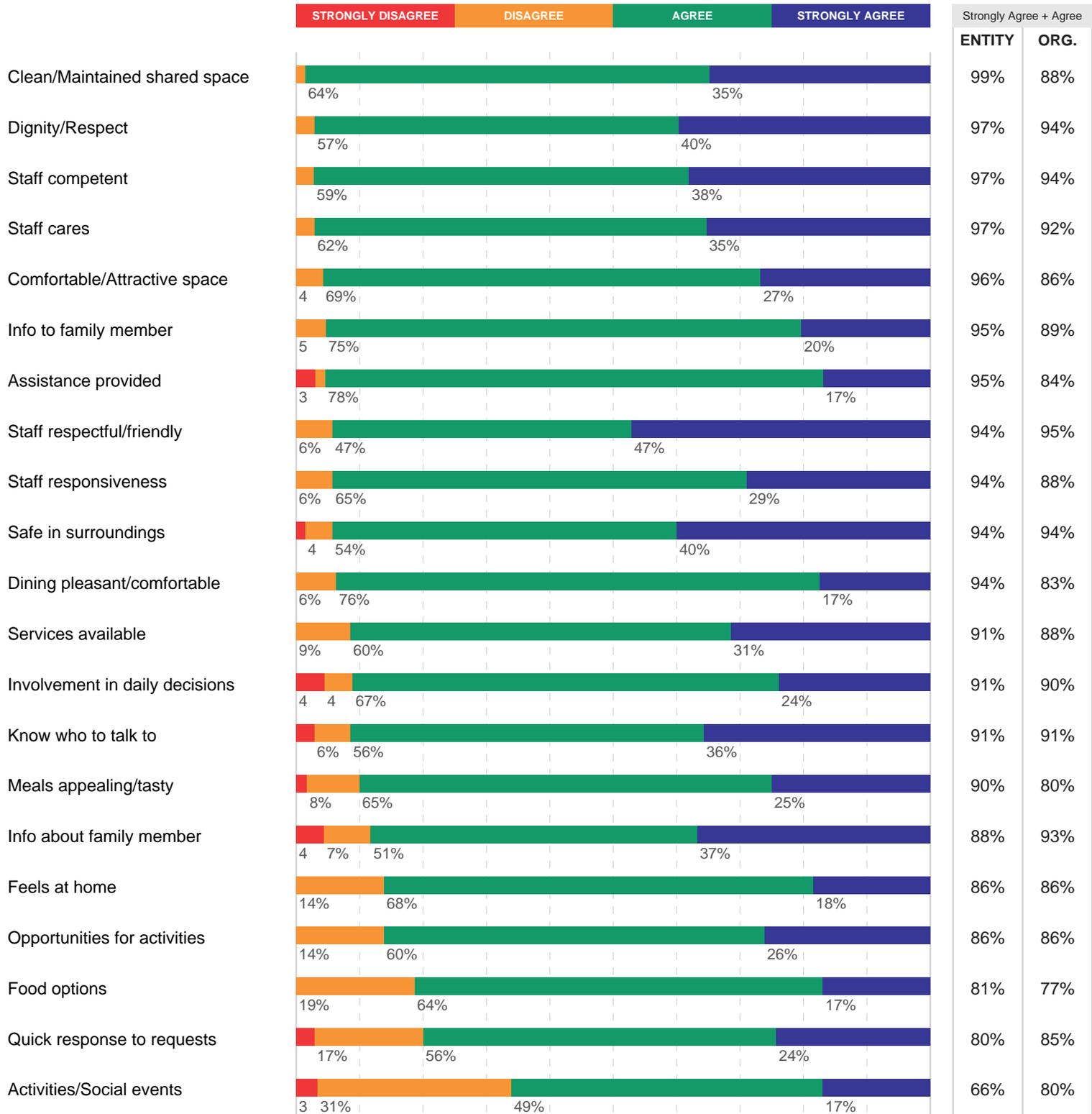
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**CARE COMMUNITY  
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RATINGS BY ITEM**

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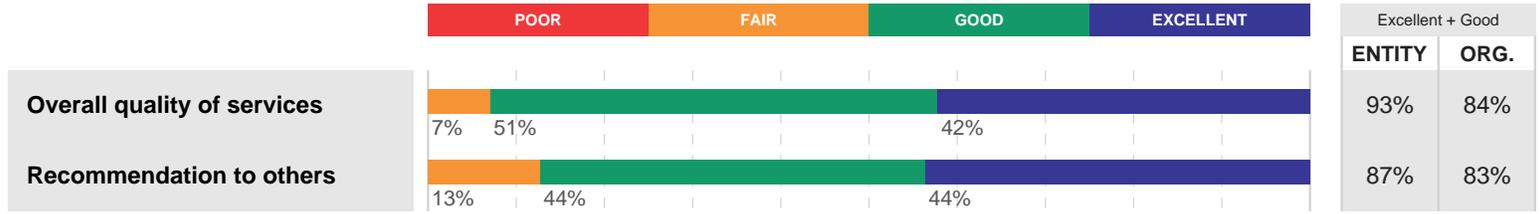


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# RATINGS BY ITEM

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**CARE COMMUNITY  
FAMILY EXPERIENCE SURVEY  
SURVEY ITEMS BY DOMAIN**

ITEM NO.	LABEL	ITEM AS IT APPEARS ON THE SURVEY
<b>CARE QUALITY</b>		
5	Staff competent	Staff helping my family member are competent at what they do.
6	Quick response to requests	My requests are responded to quickly.
7	Know who to talk to	I know who to talk to if I have an issue or concern.
8	Activities/Social events	My family member is comfortable attending activities and social events.
9	Opportunities for activities	My family member has opportunities to engage in activities throughout the day.
<b>QUALITY OF LIFE</b>		
1	Feels at home	My family member feels at home.
2	Staff cares	Staff working here really do care about me and my family.
3	Dignity/Respect	My family member is treated with dignity and respect by staff.
4	Staff respectful/friendly	Staff are respectful and friendly.
<b>QUALITY OF SERVICE</b>		
10	Services available	Services to meet my family member's personal needs are readily available.
11	Involvement in daily decisions	I am involved in making decisions about my family member's daily routines and healthcare.
12	Info to family member	Staff gives my family member the information he/she needs.
13	Info about family member	Staff gives the family information needed about their family member.
<b>DINING EXPERIENCE</b>		
14	Meals appealing/tasty	Meals served are appealing and tasty.
15	Dining pleasant/comfortable	The dining experience is pleasant and comfortable.
16	Assistance provided	Adequate assistance is provided during meals.
17	Food options	My family member can eat what he/she wants when hungry.
<b>ENVIRONMENT</b>		
18	Comfortable/Attractive space	The living space is attractive and comfortable for my family member.
19	Clean/Maintained shared space	Shared spaces in this community are clean and well maintained.
20	Staff responsiveness	Staff is responsive when I report a problem or repair need.
21	Safe in surroundings	My family member is safe and secure living here.
<b>GLOBAL</b>		
22	Recommendation to others	Overall, how would you recommend this care community to others?
23	Overall quality of services	How would you rate the overall quality of services provided by this care community?

**COMMENTS:**

**CARE QUALITY**

What is one thing we could do to improve the quality of care for your family member?

**QUALITY OF LIFE**

What is one thing we could do to improve your family member's quality of life?

**QUALITY OF SERVICE**

What is one thing we could do to improve our service?

**DINING EXPERIENCE**

What is one thing we could do to enhance our dining services?

**ENVIRONMENT**

What is one thing we could do to enhance the environment here?

**GLOBAL: THREE WORDS**

What are three words you would use to describe your experience at our care community?

**GLOBAL**

Any other comments?