

CARE COMMUNITY

# RESIDENT EXPERIENCE SURVEY

Data begins: **AUG 15, 2019**

Data ends: **OCT 30, 2019**

Date reported: **OCT 30, 2019**

**COMPREHENSIVE REPORT**

ANALYSIS PREPARED FOR

**SIENNA SENIOR LIVING**

**REGION 7**

**VICTORIA MANOR**

220 Angeline Street South • Lindsay, ON K9V 5E9

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:

**76**

Surveys received:

**76**

Response rate:

**100%**

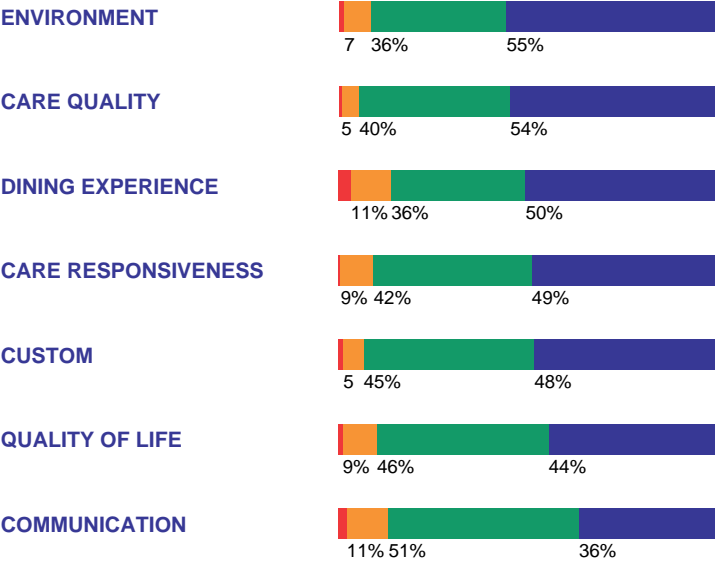
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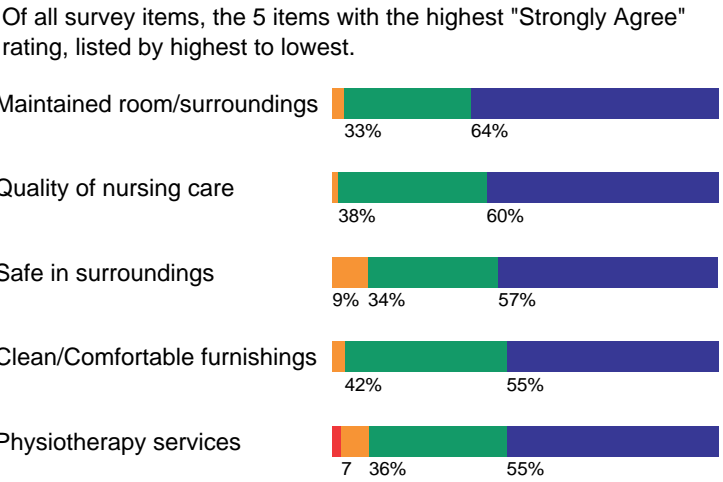
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DOMAINS: Highest to lowest by 'Strongly Agree'



ITEMS: Top 5 by 'Strongly Agree'

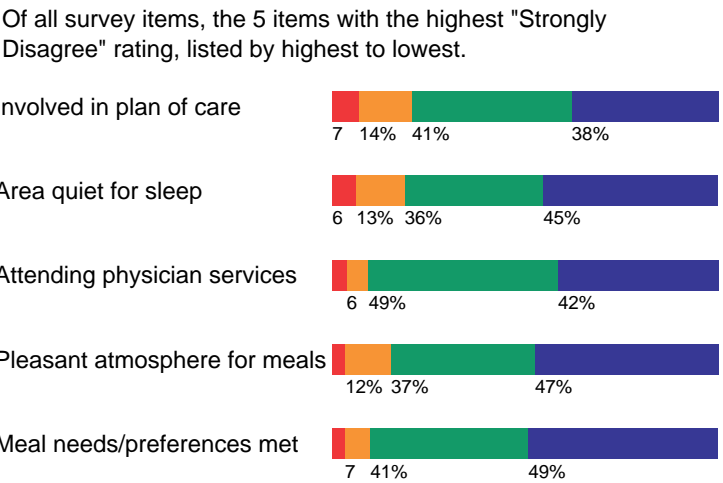


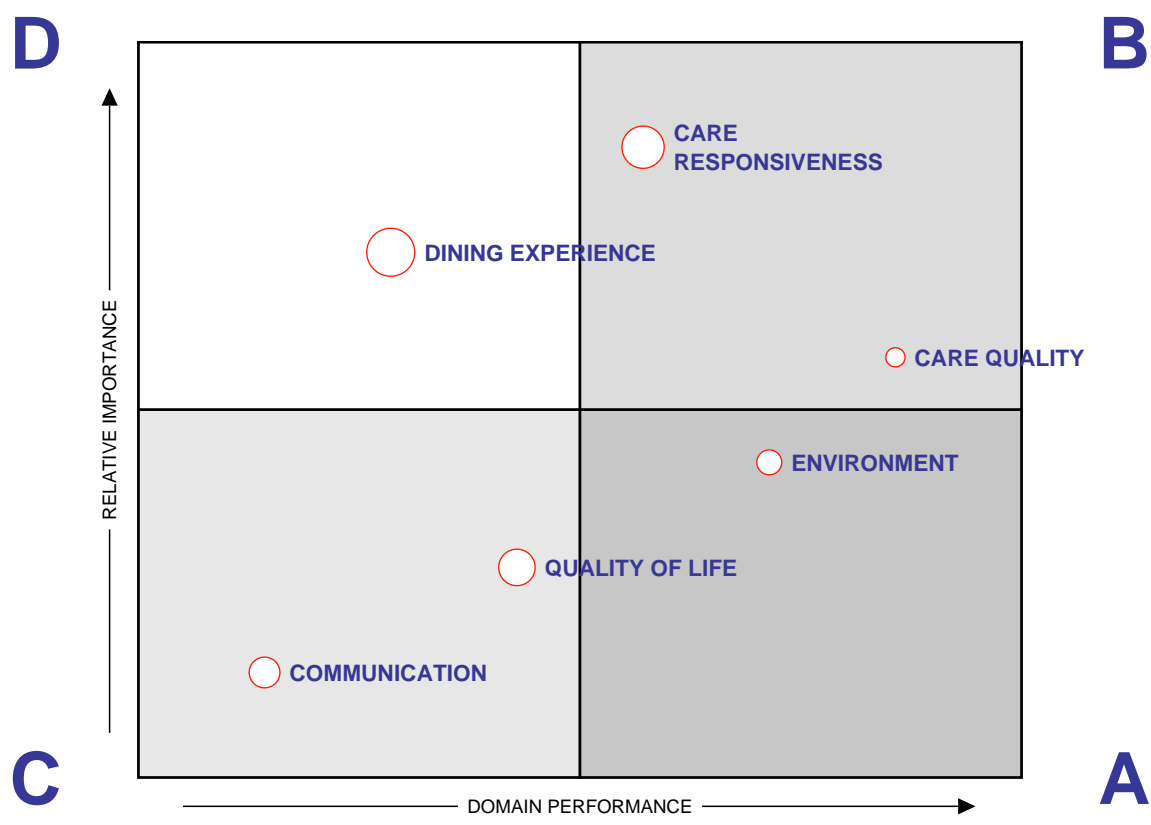
COMMENTS: Top words

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

good	11
comfortable	5
excellent	3
none	3
pleasant	3
caring	2
clean	2
friendly	2
fun	2
kind	2

ITEMS: Bottom 5 by 'Strongly Disagree'





				Average	
				ENTITY	ORG.
DINING EXPERIENCE					
Meals appealing/tasty	<div><div>STRONGLY DISAGREE</div><div>DISAGREE</div><div>AGREE</div><div>STRONGLY AGREE</div></div>			78	63
	3	14%	29%	54%	
Meal needs/preferences met	<div><div>STRONGLY DISAGREE</div><div>DISAGREE</div><div>AGREE</div><div>STRONGLY AGREE</div></div>			78	63
	3	7%	41%	49%	
Pleasant atmosphere for meals	<div><div>STRONGLY DISAGREE</div><div>DISAGREE</div><div>AGREE</div><div>STRONGLY AGREE</div></div>			76	68
	3	12%	37%	47%	
				Average	
				ENTITY	ORG.
GLOBAL					
Recommendation to others	<div><div>POOR</div><div>FAIR</div><div>GOOD</div><div>EXCELLENT</div></div>			80	67
	5	5	35%	56%	

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**RATINGS BY DOMAIN**

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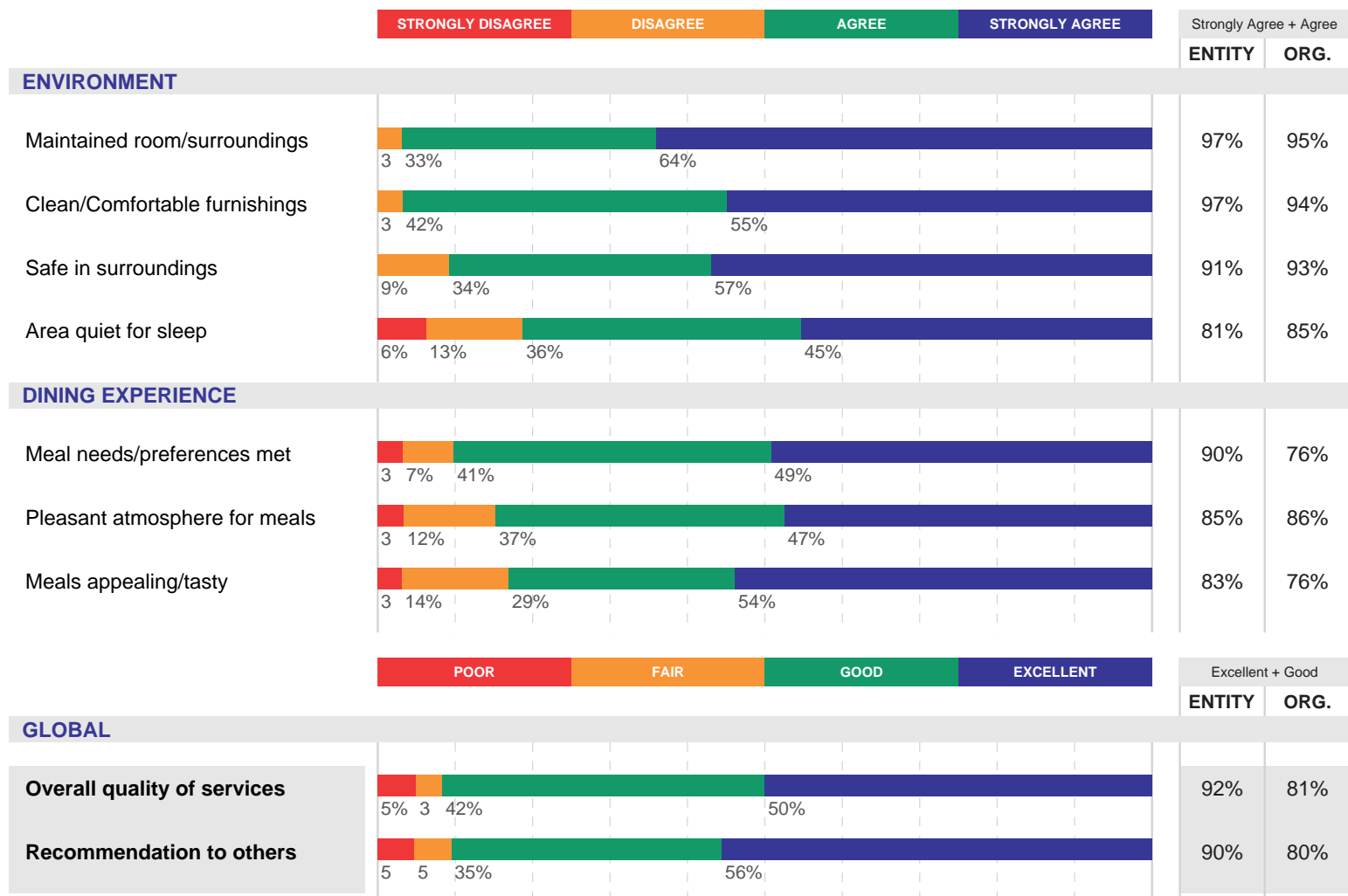
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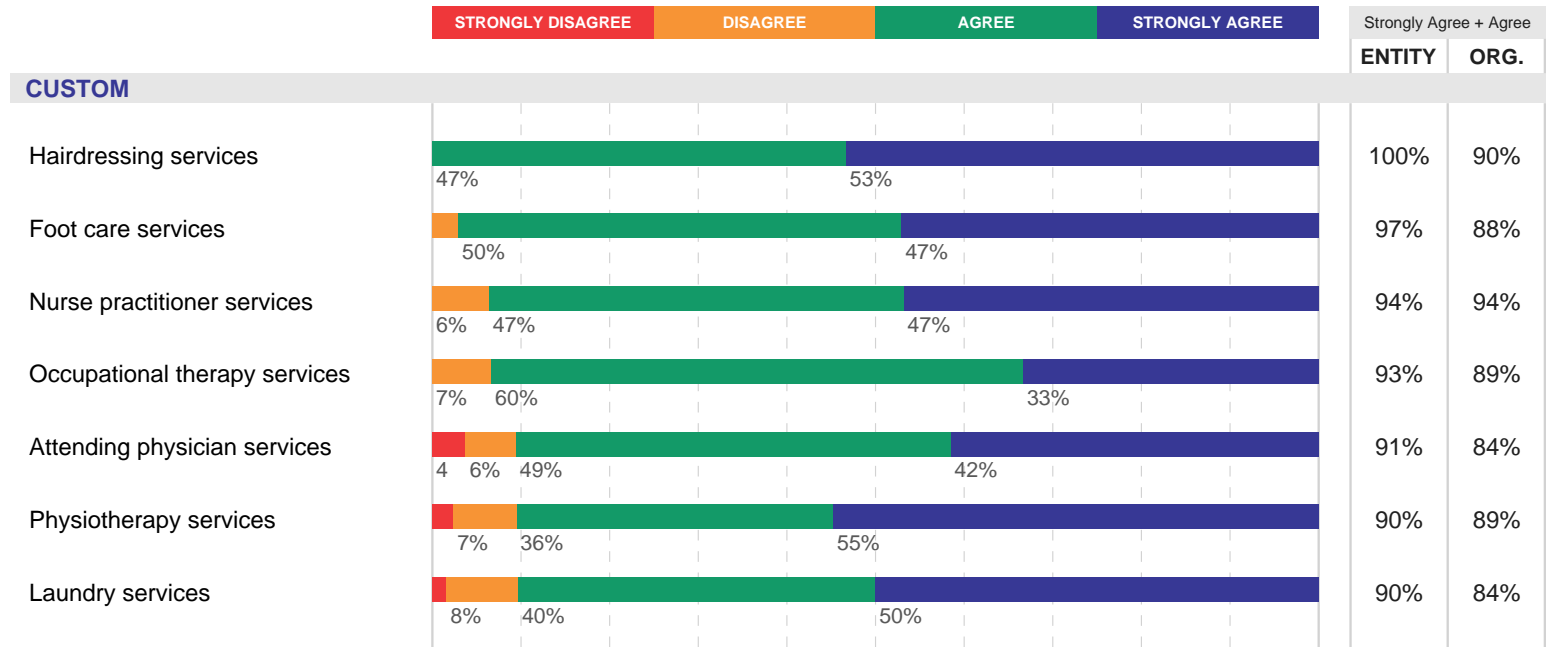
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					Average	
					ENTITY	ORG.
QUALITY OF LIFE						
Offers meaningful things to do	<div><div></div><div></div><div></div><div></div></div> <div>7%38%51%</div>				79	69
Respect Shown	<div><div></div><div></div><div></div><div></div></div> <div>9%46%46%</div>				79	73
Privacy needs respected	<div><div></div><div></div><div></div><div></div></div> <div>13%46%41%</div>				76	72
Involvement in daily decisions	<div><div></div><div></div><div></div><div></div></div> <div>8%53%38%</div>				75	69
COMMUNICATION						
Questions answered	<div><div></div><div></div><div></div><div></div></div> <div>8%57%35%</div>				75	68
Kept informed by staff	<div><div></div><div></div><div></div><div></div></div> <div>11%53%35%</div>				74	67
Involved in plan of care	<div><div></div><div></div><div></div><div></div></div> <div>7%14%41%38%</div>				70	69
CARE RESPONSIVENESS						
Care/Concern shown	<div><div></div><div></div><div></div><div></div></div> <div>5%47%48%</div>				81	71
Timely response	<div><div></div><div></div><div></div><div></div></div> <div>10%37%51%</div>				79	66
Assistance received	<div><div></div><div></div><div></div><div></div></div> <div>11%42%47%</div>				78	70
CARE QUALITY						
Quality of nursing care	<div><div></div><div></div><div></div><div></div></div> <div>38%60%</div>				86	73
Quality of personal care	<div><div></div><div></div><div></div><div></div></div> <div>342%53%</div>				82	72
Staff well trained/competent	<div><div></div><div></div><div></div><div></div></div> <div>543%52%</div>				82	71
Effective pain management	<div><div></div><div></div><div></div><div></div></div> <div>10%37%52%</div>				79	70

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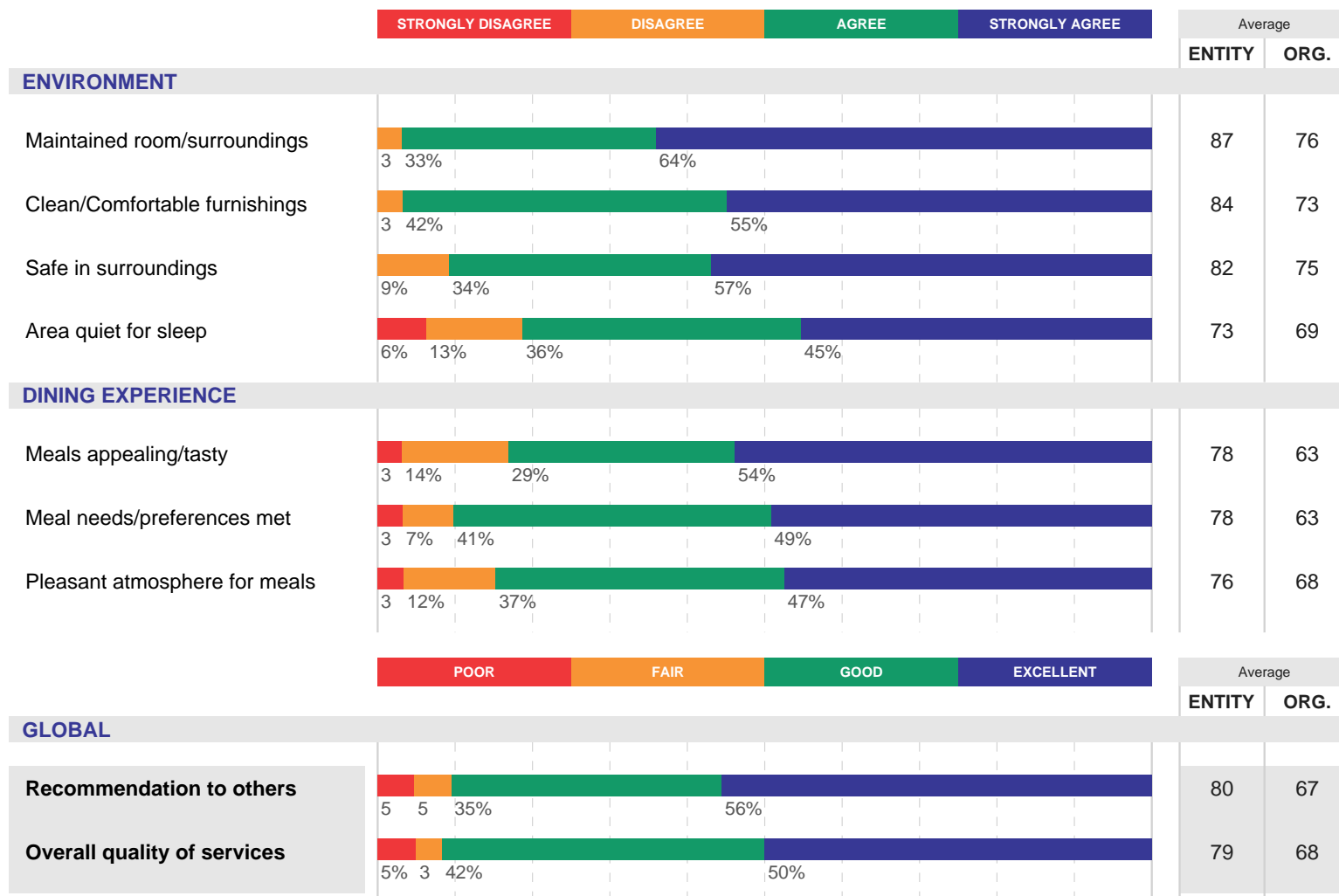
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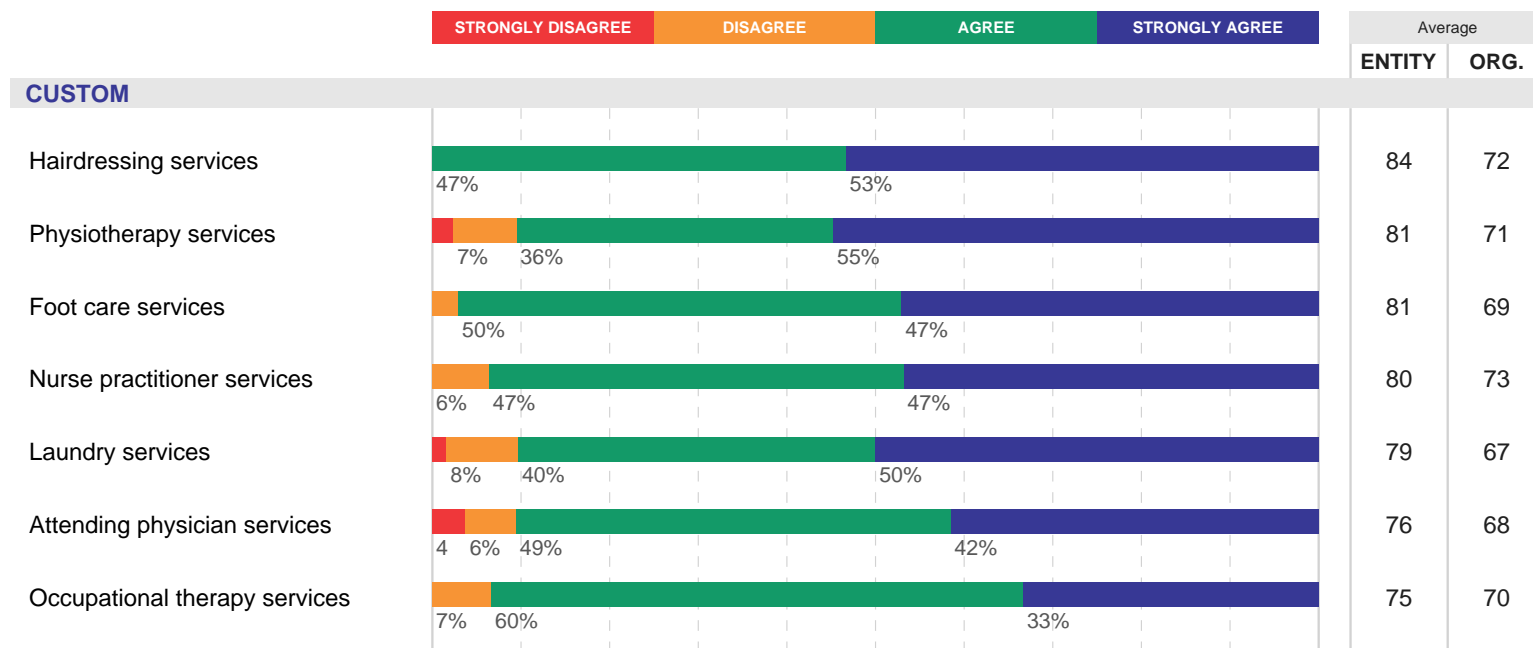


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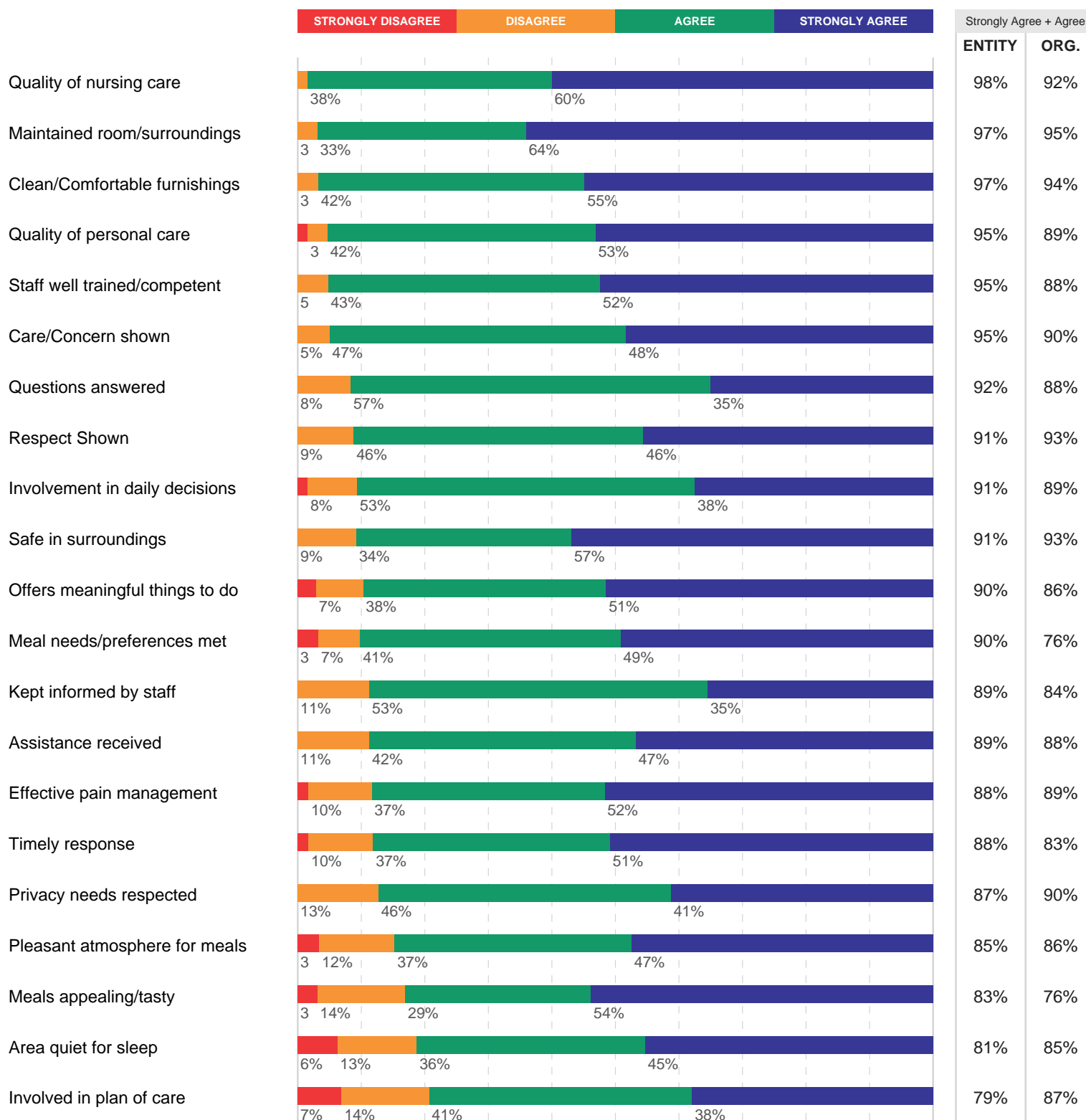


# RATINGS BY ITEM

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# CARE COMMUNITY RESIDENT EXPERIENCE SURVEY ITEMS BY DOMAIN

ITEM NO. LABEL

ITEM AS IT APPEARS ON THE SURVEY

## CARE QUALITY

11	Quality of nursing care	The nurses provide high-quality nursing care.
12	Quality of personal care	The personal support workers provide high-quality care.
13	Staff well trained/competent	Staff is well trained and competent.
14	Effective pain management	My pain is managed effectively.

## QUALITY OF LIFE

1	Respect shown	Staff behave respectfully toward residents and families.
2	Involvement in daily decisions	My preferences and choices are incorporated into my daily routine.
3	Offers meaningful things to do	I am offered opportunities for meaningful things to do.
4	Privacy needs respected	My need for privacy is respected.

## CARE RESPONSIVENESS

8	Timely response	My requests are responded to in a timely fashion.
9	Care/Concern shown	Staff show care and concern for my needs.
10	Assistance received	I receive all the assistance that I need.

## COMMUNICATION

5	Questions answered	My questions are answered to my satisfaction.
6	Involved in plan of care	My family and I are actively involved in my plan of care.
7	Kept informed by staff	Staff keep me informed of information that affects me.

## DINING EXPERIENCE

19	Meals appealing/tasty	Meals served to me are appealing and tasty.
20	Meal needs/preferences met	Meals meet my needs and preferences.
21	Pleasant atmosphere for meals	Meals are served in a pleasant atmosphere.

## ENVIRONMENT

15	Maintained room/surroundings	My room and surroundings are clean and well maintained.
16	Area quiet for sleep	The area around my room is kept quiet for sleep.
17	Clean/Comfortable furnishings	The furnishings are clean and comfortable.
18	Safe in surroundings	I feel safe in my surroundings.

## GLOBAL

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?

## ORGANIZATION-SPECIFIC

24	Laundry services	I am satisfied with the quality of laundry services at this care community.
25	Hairdressing services	I am satisfied with the hairdressing services at this care community (as applicable).
26	Foot care services	I am satisfied with the foot care services at this care community (as applicable).
27	Physiotherapy services	I am satisfied with the physiotherapy services at this care community (as applicable).
28	Attending physician services	I am satisfied with the Attending Physician services at this care community (as applicable).
29	Nurse practitioner services	I am satisfied with the Nurse Practitioner Services at this care community (as applicable).
30	Occupational therapy services	I am satisfied with the Occupational Therapy Services at this care community (as applicable).

## COMMENTS:

### CARE QUALITY

### QUALITY OF LIFE

### CARE RESPONSIVENESS

### COMMUNICATION

### DINING EXPERIENCE

### ENVIRONMENT

### GLOBAL: THREE WORDS

### GLOBAL

What is one thing we could do to improve the way we provide care?

What is one thing we could do to improve your quality of life?

What is one thing we could do to improve the way we respond to your needs?

What is one thing we could do to improve our communication with residents and families?

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

What is one thing we could do to enhance the environment at our care community?

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

Any other comments?