

CARE COMMUNITY

RESIDENT EXPERIENCE SURVEY

Data begins: **AUG 13, 2021**

Data ends: **OCT 21, 2021**

Date reported: **OCT 26, 2021**

COMPREHENSIVE REPORT

ANALYSIS PREPARED FOR

SIENNA SENIOR LIVING

JP

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:

81

Surveys received:

70

Response rate:

86%

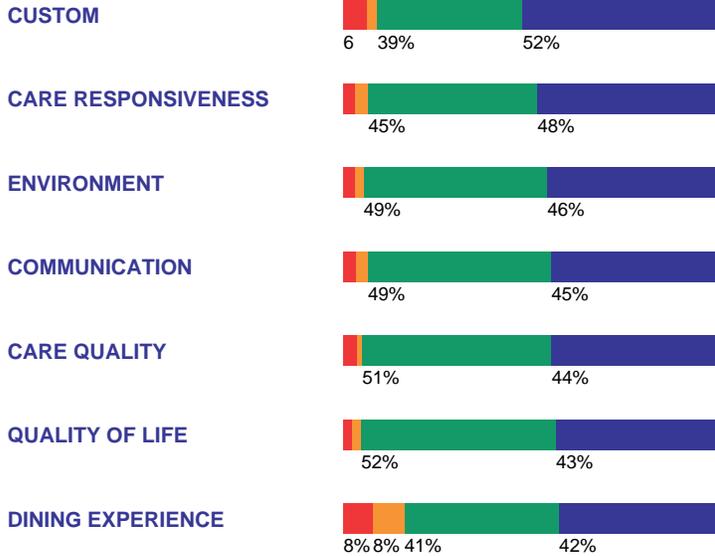
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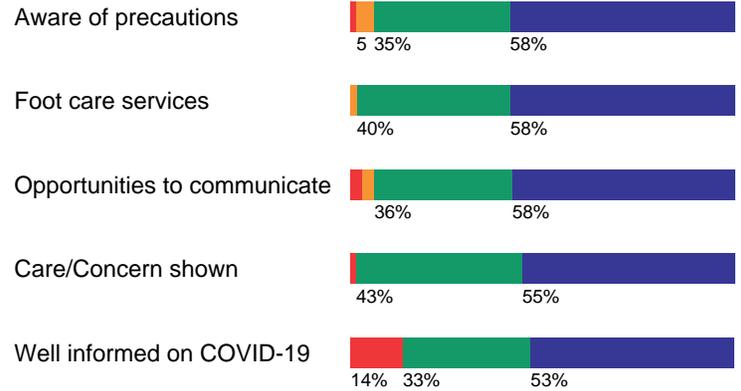


DOMAINS: Highest to lowest by 'Strongly Agree'



ITEMS: Top 5 by 'Strongly Agree'

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



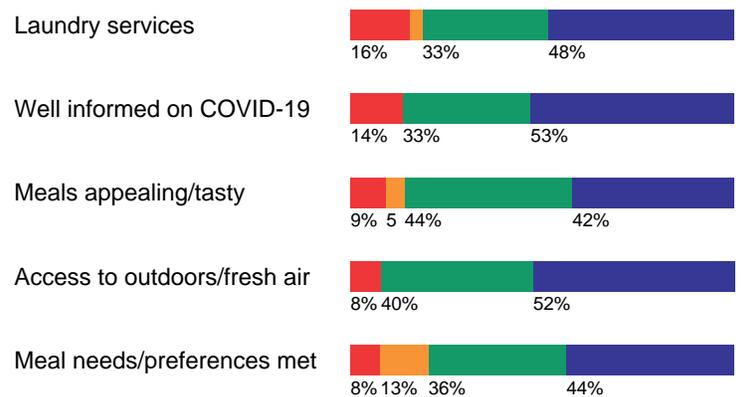
COMMENTS: Top words

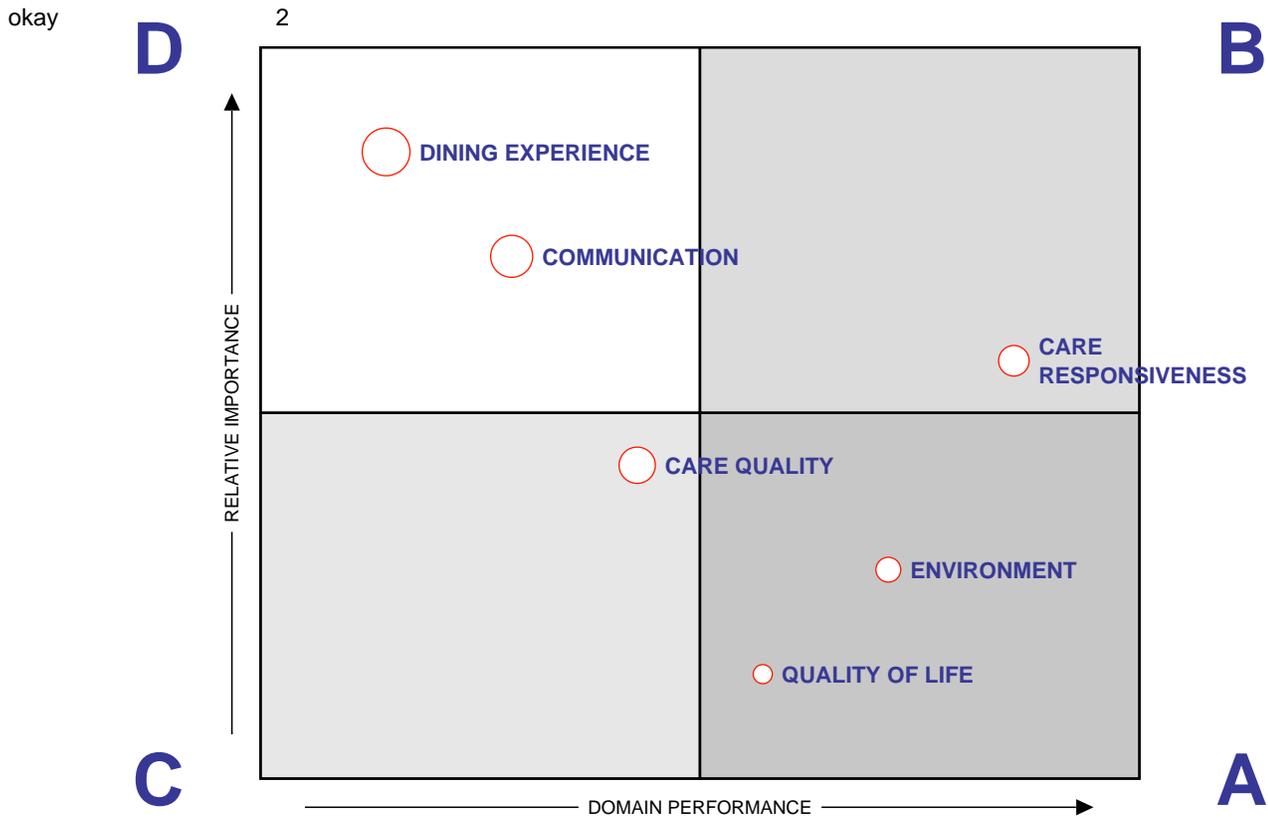
ITEM: What are three words you would use to describe your experience at our care community?

good	15
fine	13
nice	7
fun	5
caring	4
ok	3
clean	2
excellent	2
fair	2
happy	2
helpful	2
kind	2
lovely	2
no	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.





DINING EXPERIENCE

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Average	ENTITY	ORG.
Meals appealing/tasty	9%	5%	44%	42%	73	62	
Pleasant atmosphere for meals	6%	8%	44%	41%	73	67	
Meal needs/preferences met	8%	13%	36%	44%	72	62	

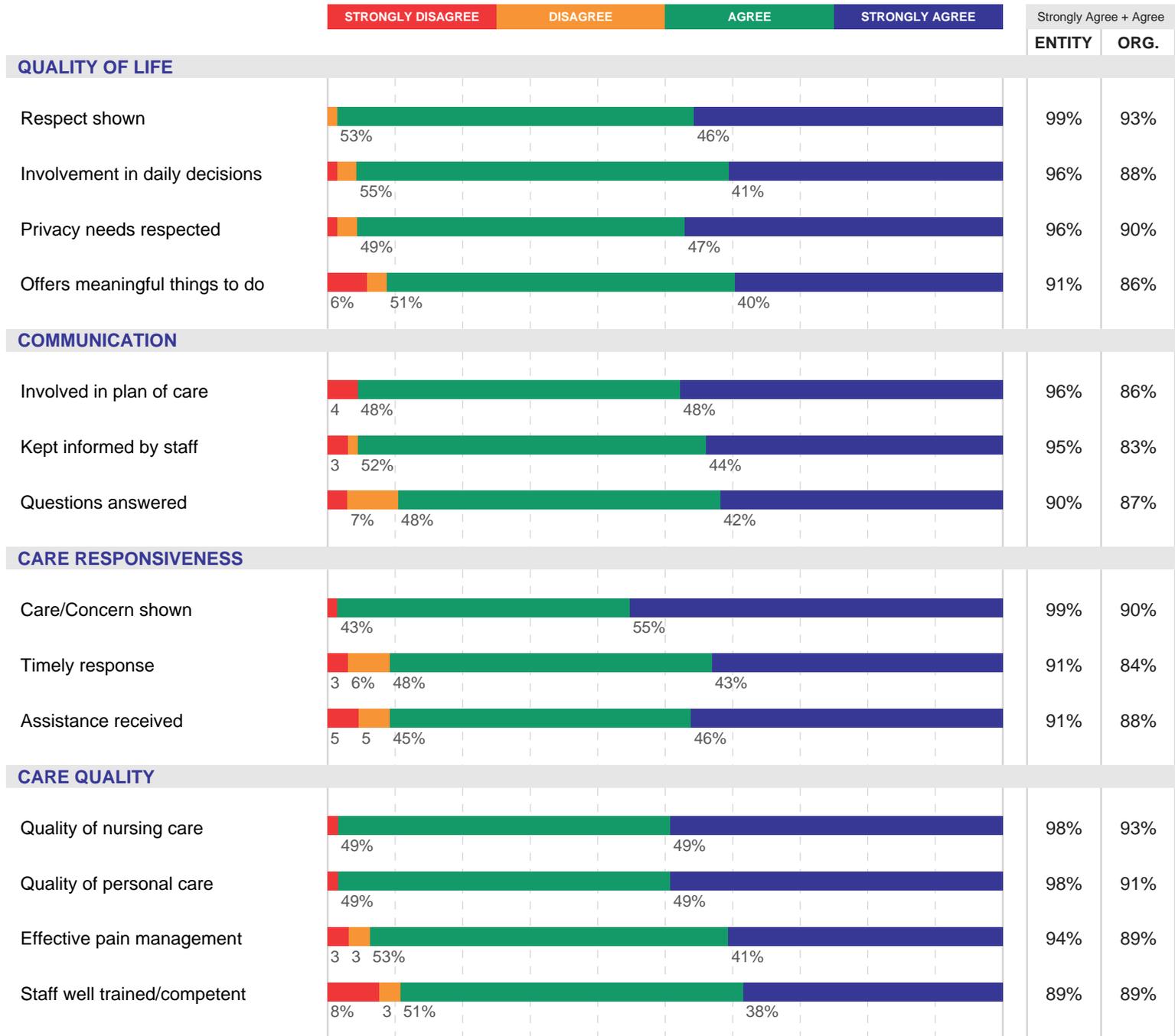


GLOBAL

	POOR	FAIR	GOOD	EXCELLENT	Average	ENTITY	ORG.
Recommendation to others	9%	8%	35%	48%	74	68	

**CARE COMMUNITY
RESIDENT EXPERIENCE SURVEY
RATINGS BY DOMAIN**

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RATINGS BY DOMAIN

COMPREHENSIVE REPORT

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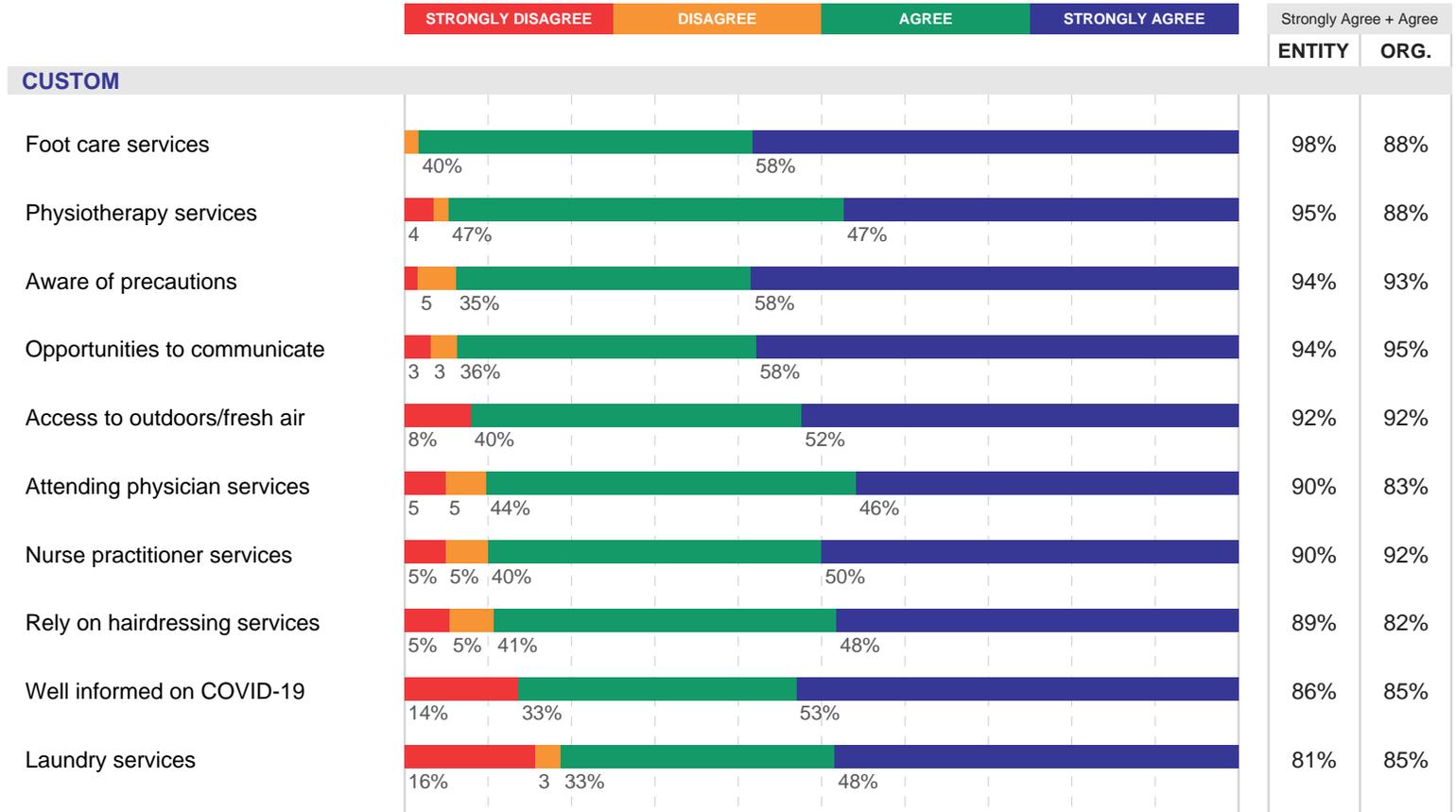


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RATINGS BY DOMAIN

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RATINGS BY DOMAIN

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	STRONGLY DISAGREE DISAGREE AGREE STRONGLY AGREE				Average	
					ENTITY	ORG.
QUALITY OF LIFE						
Respect shown					81	73
Privacy needs respected					80	71
Involvement in daily decisions					78	68
Offers meaningful things to do					75	69
COMMUNICATION						
Involved in plan of care					79	69
Kept informed by staff					78	66
Questions answered					76	68
CARE RESPONSIVENESS						
Care/Concern shown					84	70
Timely response					77	66
Assistance received					77	69
CARE QUALITY						
Quality of nursing care					82	73
Quality of personal care					82	71
Effective pain management					77	69
Staff well trained/competent					73	69

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RATINGS BY DOMAIN

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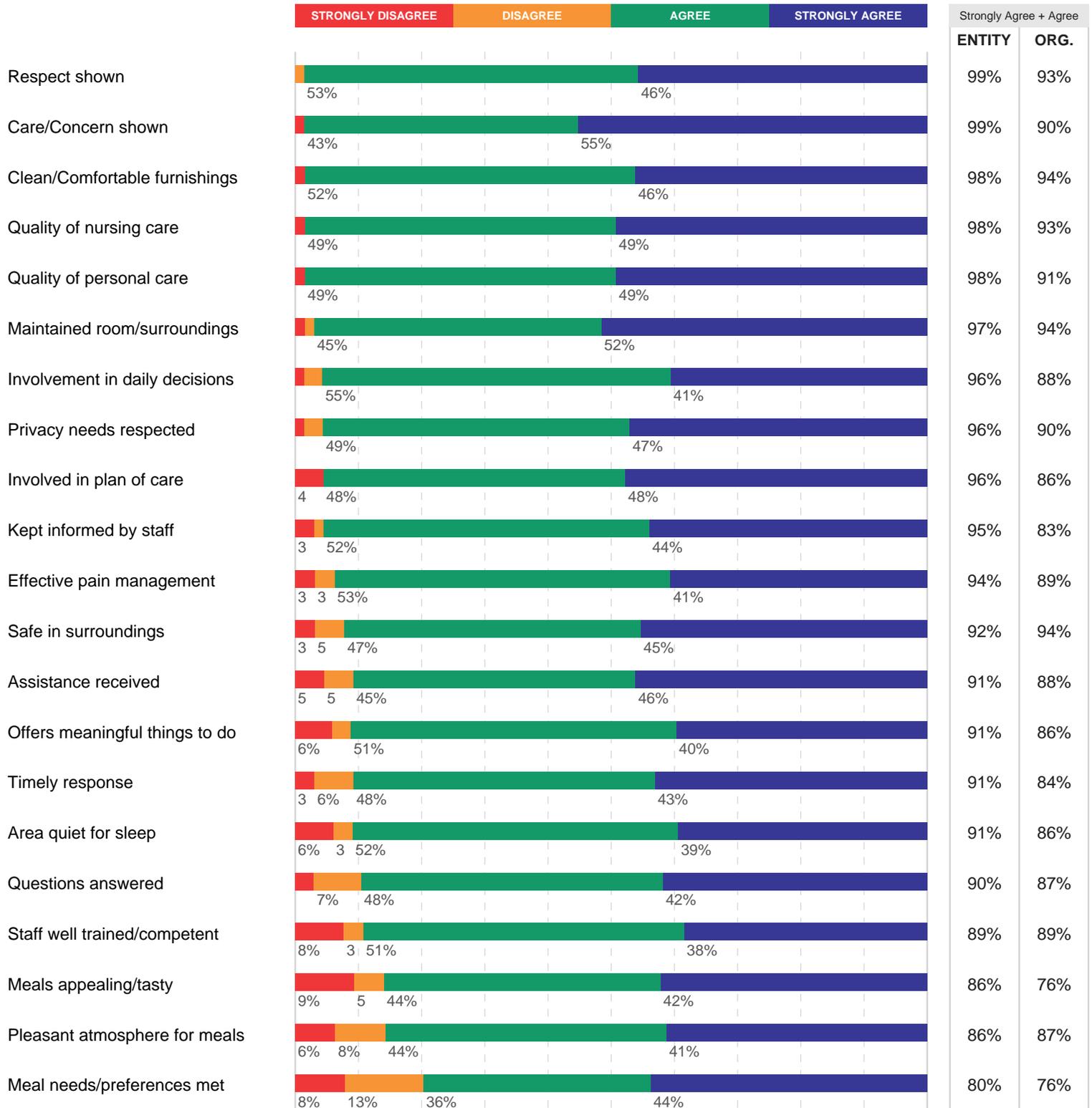
COMPREHENSIVE REPORT

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RATINGS BY ITEM

COMPREHENSIVE REPORT

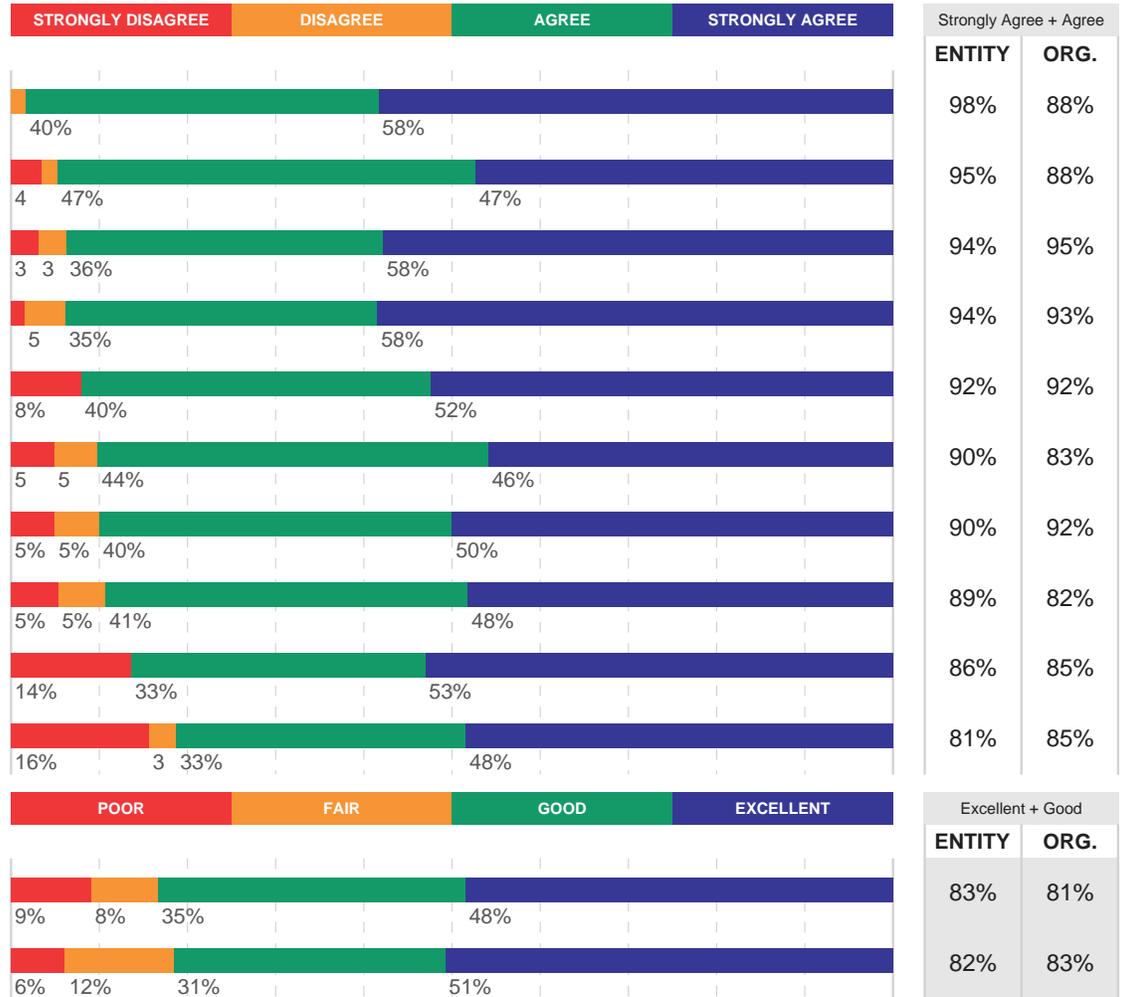


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RATINGS BY ITEM

COMPREHENSIVE REPORT

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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 / health care aides 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	Foot care services	I am satisfied with the foot care services at this care community (as applicable).
26	Physiotherapy services	I am satisfied with the physiotherapy services at this care community (as applicable).
27	Attending physician services	I am satisfied with the Attending Physician services at this care community (as applicable).
28	Nurse practitioner services	I am satisfied with the Nurse Practitioner Services at this care community (as applicable).
29	Rely on hairdressing services	I rely on hairdressing services at this care community.
30	Access to outdoors/fresh air	I have access to outdoor spaces and fresh air.
31	Well informed on COVID-19	I am kept informed about the impact of COVID-19 within the care community.
32	Aware of precautions	I am aware of the precautions taken to protect me during this pandemic.
33	Opportunities to communicate	I have opportunities to communicate with my family and friends during this pandemic.

COMMENTS:

- CARE QUALITY** What could we do to improve the way we provide care?
- QUALITY OF LIFE** What could we do to improve your quality of life?
- CARE RESPONSIVENESS** What could we do to improve the way we respond to your needs?
- COMMUNICATION** What could we do to improve our communication with residents and families?
- DINING EXPERIENCE** What could we do to enhance our dining services?
- ENVIRONMENT** What could we do to enhance the environment at our care community?
- GLOBAL: THREE WORDS** What are three words you would use to describe your experience at our care community?
- GLOBAL** Any other comments?