

TRI-COUNTY MENNONITE HOMES

2015 Family Satisfaction Survey Summary Report

Greenwood Court and Nithview Community



Tri-County
Mennonite Homes

Aldaview Services
Greenwood Court | Nithview Community

Leadership in Service

Prepared by: Fresh Insights (www.freshinsights.ca)

January 2016

freshinsights

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Introduction

Tri-County Mennonite Homes (TCMH) is committed to providing high-quality, resident-centred services. In 2015, TCMH conducted a Family Satisfaction Survey with family members of Greenwood Court and Nithview Community residents, similar to the survey conducted in 2014. The Family Satisfaction Survey questions were adapted from a survey used by Ohio’s Department of Aging (<http://www.aging.ohio.gov>). In Ohio, they used the survey data to support Ohio’s Long-Term Care Consumer Guide.

TCMH contracted an independent consulting firm, [Fresh Insights](#), to conduct the 2015 Family Satisfaction Survey, analyze responses, and prepare a report. This report presents the main findings of both the quantitative and qualitative survey responses, and includes data from both the 2014 and 2015 survey.

Methodology

All family members of the 146 residents at Greenwood Court and Nithview Community were invited to complete the TCMH 2015 Family Satisfaction Survey. Greenwood Court and Nithview Community Executive Directors sent invitations by email or post to residents’ family members. Email invitations included a link to an online version of the survey. Invitations sent by mail included a self-addressed, postage paid return envelope. The mailed invitation also included a link to the online survey for those wishing to complete the survey online.

Data was compiled online for both survey formats using online survey software. Quantitative and qualitative data were analyzed using the survey software program, Excel, and MAXQDA10.

Sixty surveys were completed by family members of residents at Greenwood Court and Nithview Community, yielding a 41% response rate. See table below for number of respondents and response rate by home area.

| | Greenwood Court, Colonial | Greenwood Court, Heritage | Nithview Community, 1st Floor LTC | Nithview Community, 2nd Floor LTC | Nithview Community, 3rd Floor LTC |
|-------------------------|--------------------------------------|--------------------------------------|--|--|--|
| # of Respondents | 20 | 7 | 9 | 13 | 10 |
| Response Rate | 63% | 57% | 28% | 38% | 30% |

Key Findings

Family members are very happy, for the most part, with the residence and resident services offered at Tri-County Mennonite Homes. Family members shared how caring and kind the staff have been and how they respect the work they do in caring for their loved ones. Compared to last year, family members' perceptions of personal support workers, the cleanliness of the residence, and increase in food available to residents all showed a positive change. There was also a 10% increase in family members reporting they like the residence overall, compared to those who responded last year.

Areas which showed some decrease in satisfaction were primarily in laundry services and staff availability to support residents. While staff were praised for the ways in which they cared for the residents, family members shared that often support was spread too thin without enough staff to supervise or support their loved ones as needed, when needed. Family members specifically asked to not overwork staff by understaffing the residences. The report that follows shows highlights from the 2015 Family Member Satisfaction Survey.

Words from Family Members of Residents...

Greenwood Court 2015

Throughout this journey the staff has been extremely kind and caring. I would highly recommend Greenwood for the care offered and the facility itself. The main reason I would recommend it [is] that although I had looked at other facilities, I never saw the same kind of care. They have always treated my dad with kindness, patience and dignity. This includes everyone from maintenance, kitchen, administration, care givers and medical staff. It is your employees that makes this home the quality retirement and care facility that it is.

Nithview Community 2015

I think you're doing a very good job of caring for the residents and I'm so glad my dad is here. No place is perfect but the staff are always friendly and willing to help. Thank you for providing a great atmosphere and activities to comfort and care for their needs - physically as well as emotionally and spiritually.

I feel that Nithview is a great facility. The staff are wonderful. I feel like staff treat our mother with a great deal of respect and care.

Profile of Respondents

The information presented below provides characteristics of the family members who completed the survey.

Family member relationship to resident

- 64% of respondents were the resident's child/child's spouse.
- 22% were the resident's spouse.
- 5% were the resident's parent.
- 5% were the resident's niece or nephew.

Frequency of family member visits

- One quarter of respondents (25%) visited the resident daily.
- 31% visited the resident several times a week.
- 34% visited the resident once a week.

Staff contact during visits

- 53% of respondents always talked to Personal Support Workers (PSWs) when visiting the resident (see Figure 1).
- 46% always talked to Nurses.

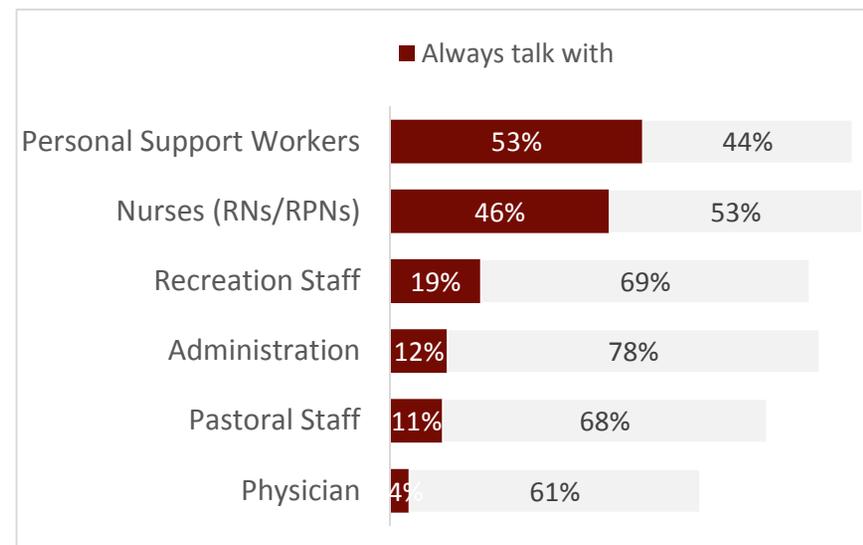
Family members also noted speaking with housekeepers, volunteers and maintenance staff. These staff members form an important part of the residents' community.

Nithview Community 2015

The care these PSWs give [my parent] is so special to me. I could give name after name after name of these special girls. PSWs, RPNs and RNs always calling me by my name and the resident by name.

I always highly recommend Nithview Home to everyone and would not want my [parent] to be anywhere else. The resident is happy and content to be in LTC and always comments to me "this is the place for me." Down the road, when the time comes for me I want to go to Nithview, New Hamburg.

Figure 1: Staff that family members talk with during visits



Admissions & Administration

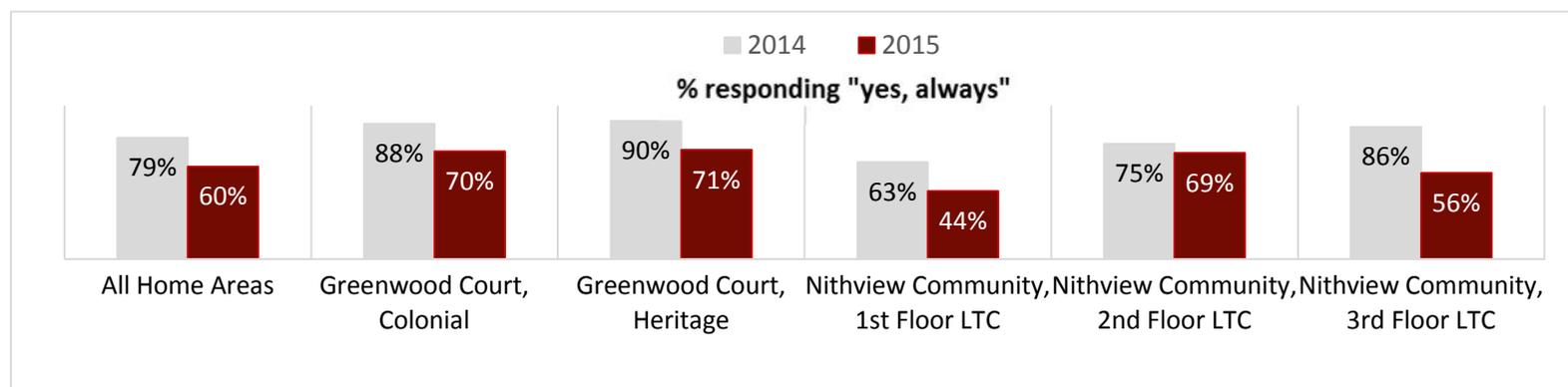
Residents' family members were asked about their admissions experience at Tri-County Mennonite Homes. In 2015:

- 93% of respondents indicated that staff gave them clear information about the cost of care (88% in 2014);
- 75% indicated the staff provided adequate information about the different services in the facility (73% in 2014); and,
- 72% indicated the staff provided a thorough tour of the facility prior to or at the time of admission (64% in 2014).



With respect to family members' experience with administration, most (88%) reported that the administration always treats them with respect and more than half (60%) reported that administration is always able to talk with them (see Figure 2).

Figure 2: *Is administration available to talk to you?*



Resident Services, Direct Care & Nursing Staff

Family members were asked about resident services, direct care, and nursing staff. Compared to 2014, a higher percentage of family members who responded reported that Resident Services Staff and Personal Support Workers always treat the resident with respect and are always gentle when taking care of the resident. For example:

- 88% of respondents felt that Resident Services' staff always treat the resident with respect (87% in 2014);
- 82% felt that Personal Support Workers always treat the resident with respect (71% in 2014); and,
- 75% reported that Personal Support Workers are always gentle when taking care of the resident (67% in 2014).

Several family members described the staff as very caring, friendly, and respectful:

I am very happy with how my mother is treated by all staff. Very kindly and respectfully.

Keep on caring and loving our wonderful parents. We love the awesome job you have caring for them and know you do your best!

We have always been very satisfied with the care my husband is receiving, so our wish is that it continue as it always has been. The friendliness of the staff is second to none.

While most respondents considered staff respectful, friendly, and gentle, fewer respondents agreed about staff's availability to support residents. Fewer than half (42%) of respondents felt that Personal Support Workers always spend enough time with the resident to be familiar with his/her needs (see Figure 4). Similarly, less than half of

Figure 3: Do the PSWs treat the resident with respect?

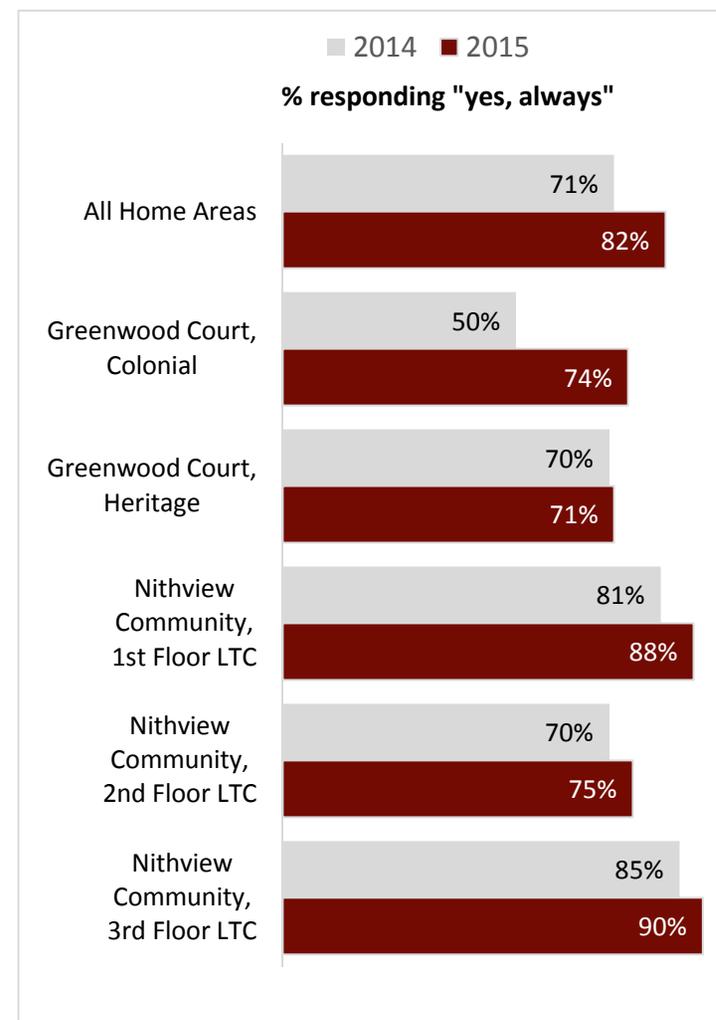
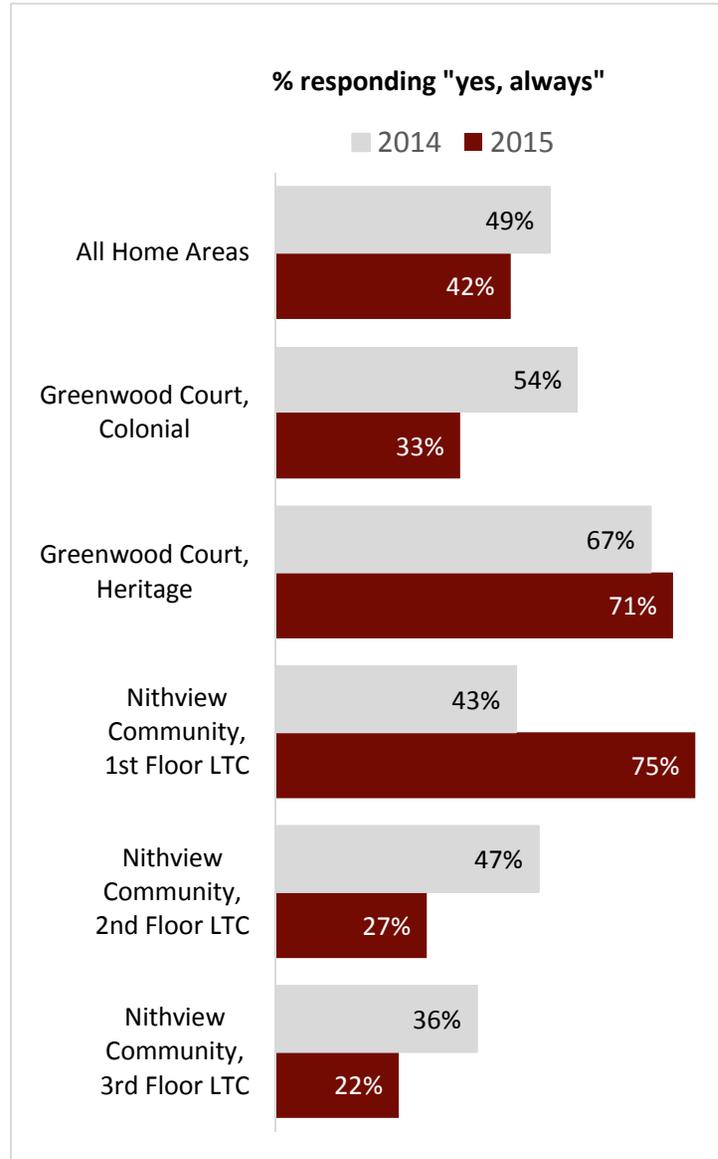


Figure 4: Do the PSWs spend enough time with the resident to become familiar with his/her wants and needs?



respondents (44%) felt that a staff person always checks on the resident to see if he/she has a need (see Figure 5 on follow page). Nithview Community 1st Floor and Greenwood Court Heritage were the exception where over 70% of family members felt the PSWs always spend enough time with the resident to be familiar with their needs and 86% felt that Nithview Community 1st Floor staff always check in on their residents' needs.

Regarding staff availability at different times, 60% of respondents indicated staff are always available on weekdays to help a resident if he/she needs and approximately half (52%) indicated staff are always available on evenings and weekends (see Figure 6 and 7). A few respondents commented on a need for more staff in the evening; for example, one family member shared how he/she:

Would like to see a better team approach to care for the residents. It often seems fragmented. I wish there were more staff or volunteers from the end of the supper hour to bedtime, there are often many residents restless and not well supervised.

Another respondent commented on the need for additional staff monitoring the hallways during certain times of the day:

I think there is a need for a volunteer or staff person to patrol the hallways in the evening when the PSWs are getting the residents ready for bed or when other activities are going on. I've observed a fight between 2 residents and there was no staff person I could find to help.

One respondent stressed that he/she “really feel[s] short staffed with the PSWs. Sometimes my Mom has to sit and wait for a long time before someone comes to her aid. Some of those times are on the toilet.” The respondent, among others, stressed this wait time for help was unacceptable.

Figure 5: Does a staff person check in on the resident to see if he/she needs a blanket/drink/change in position?

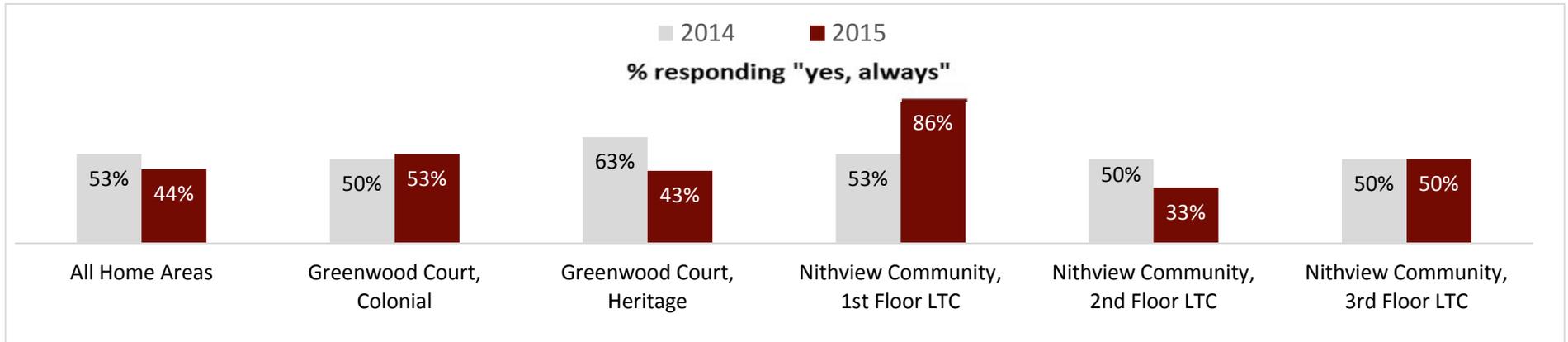


Figure 6: Staff availability to help residents on weekdays

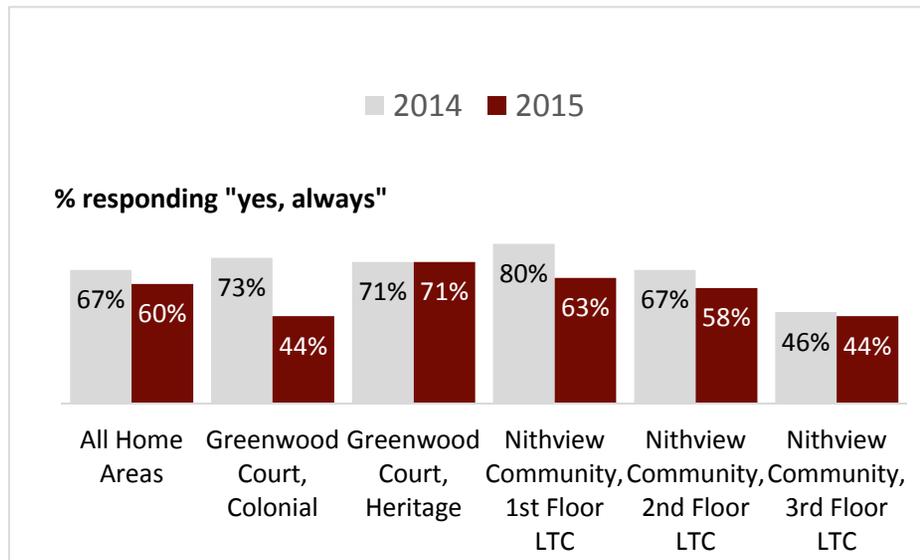
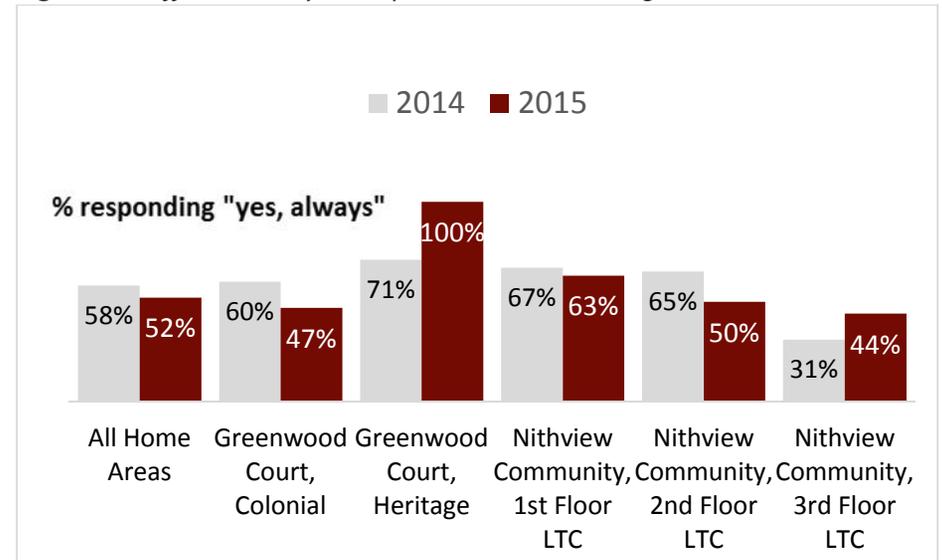


Figure 7: Staff availability to help residents on evenings and weekends



Activities

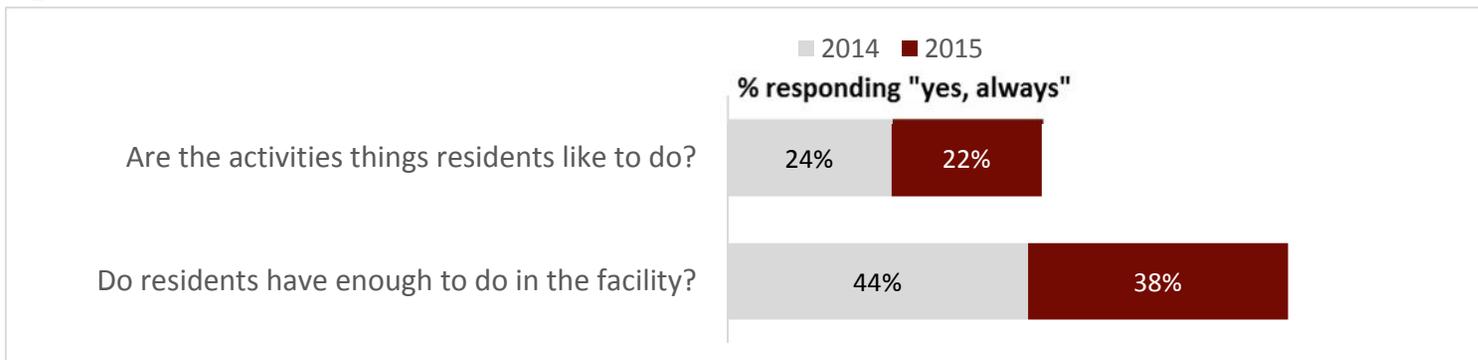
Various recreational activities and pastoral services are offered to TCMH residents. Almost all family members who responded (95%) reported that the recreational and pastoral staff always treat the resident with respect. While respondents commented on the activities that residents like, such as music programs, singalongs, various social events, and outdoor time, only 38% of respondents felt that there is always enough for the residents to do in the facility. Twenty-two percent felt that the activities offered are always activities the resident likes to do.

Thank you for providing a great atmosphere and activities to comfort and care for their needs - physically as well as emotionally and spiritually. So continue to support the residents in the spiritual and recreational activities as much as their medical needs. I believe the chaplains and recreation staff are very important to the resident and family.



Family members appreciated that residents were encouraged to engage in activities, but also appreciated that staff respected if residents did not want to participate; 72% of family respondents reported that the staff always leave the resident alone if he/she does not want to do anything.

Figure 8: Residents' Activities: All Home Areas



Meals and Dining

Family members were asked about residents' meals and dining experiences. Almost all respondents (93%) reported that the resident always get enough to eat and almost half (48%) that the resident can always get the food he/she likes. Approximately half (51%) of those who responded indicated that the resident always thinks the food is tasty and 62% agreed that the food is always served at the right temperature. One family member shared that he/she *"hear[d] from more alert residents that the meals have improved and they are happier with the food recently"* and that he/she *"think[s] it is wonderful that you [TCMH] have good quality [food] for them, even if the price increases."*

One family member suggested if a resident is too tired to be dressed and ready for breakfast by 8:00 a.m., the option for a late breakfast could be provided. Another family member asked that the resident not be placed in his/her wheelchair one hour before mealtime. A few family members commented on providing as much fresh fruit as possible for snacks and to provide fresh fruit with meals, instead of canned fruit.

A few concerns were expressed about the number of staff available during meal times; for example, one respondent noted that *"more help is needed in the long term care dining room to assist residents with eating and drinking"* and another said that *"when 2 people are feeding 7"* support is spread too thin. One family member stated that there should be at least one staff on each end during mealtime.



Choices

Residents at TCMH are provided opportunities to make choices and decisions for themselves wherever possible, and with staff support as needed. With respect to making choices about getting in and out of bed and getting outdoors, each area showed improvement since 2014:

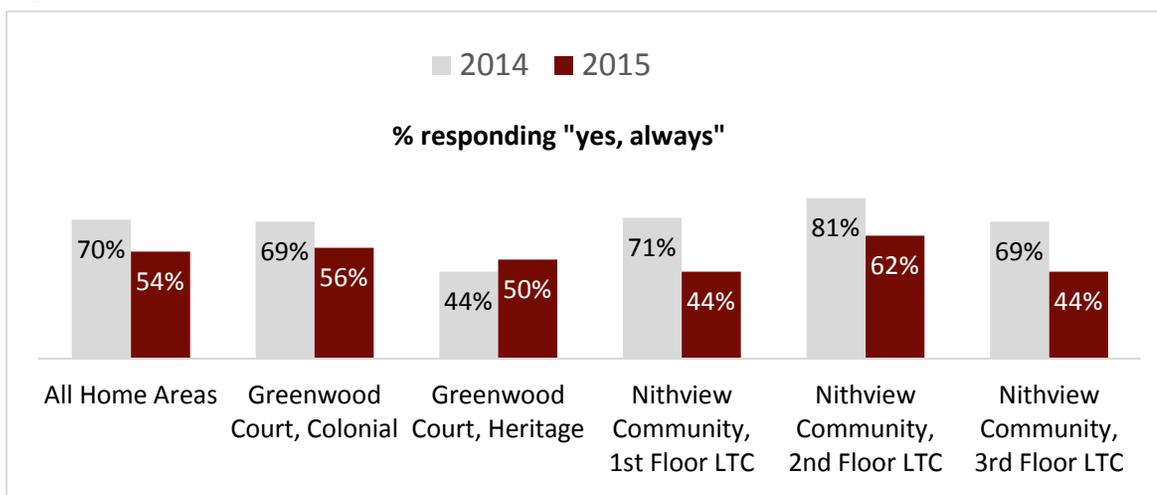
- 51% of family members who responded indicated that the resident can always go to bed when he/she likes (40% in 2014);
- 40% indicated that the resident can always get out of bed in the morning when he/she likes (35% in 2014); and,
- 41% indicated that the resident can always get outdoors when he/she wants to, either with help or on their own (36% in 2014).



Laundry

Family members were asked their opinions about the laundry services provided at TCMH. In 2015, just over half of those who responded (54%) reported that the resident always gets his/her clothes back from the laundry, compared to 70% in 2014 (see Figure 8). Sixty-two percent reported that the resident's clothing always comes back from the laundry in good condition. Compared to 2014, satisfaction with laundry has decreased.

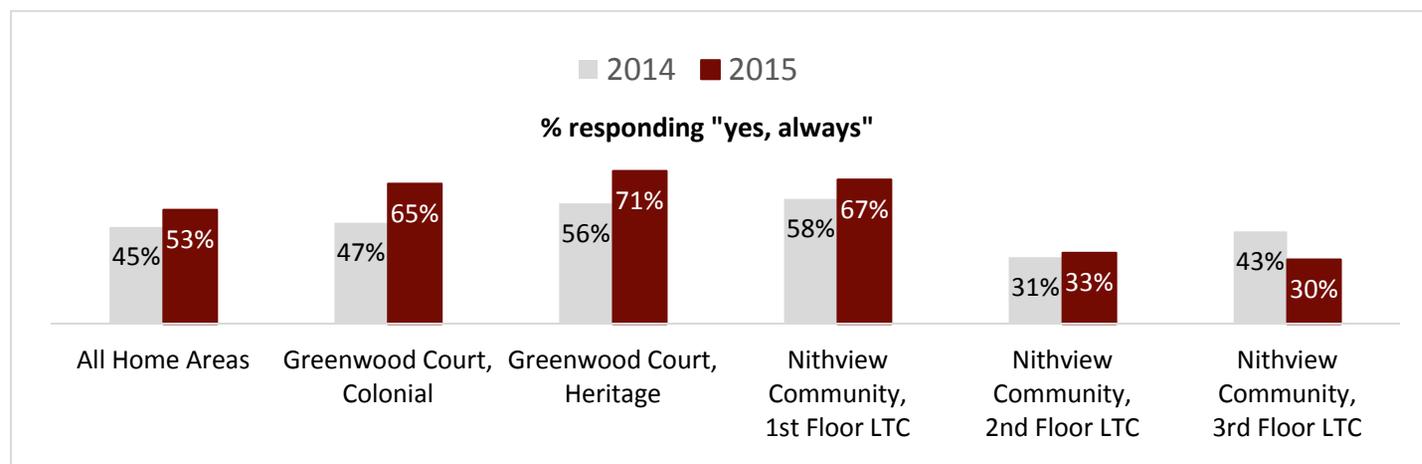
Figure 9: Does the resident get his/her clothes back from the laundry?



Personal Care

Satisfaction with residents' grooming and personal care has increased in all home areas in 2015, except for Nithview Community, 3rd floor. Overall, 53% of family members who responded reported that the residents always look well-groomed and cared for. A few respondents noted that "residents need better hygienic care" with more attention paid to daily oral care and cleaning residents' faces and clothes after meals, if needed. One respondent raised concerns that his/her spouse often looks ungroomed, and often does not smell fresh, when he/she visits or friends visit.

Figure 10: Do residents look well-groomed?



Cleanliness

Regarding residence cleanliness, 85% of family members who responded felt that the residence is always clean enough in 2015, compared to 78% in 2014. One respondent did comment, however, that the resident's room is not aired and he/she purchased air fresheners to counter the smells lingering in the resident's room and washroom.

Safety and Security

With respect to personal safety and the safety of belongings, 79% of respondents reported that they are always satisfied with the safety and security of the residence. Approximately two-thirds (64%) of respondents felt that the resident's property is safe in the facility. One family member raised a concern that when he/she leaves the long-term care unit, there are often residents asking to leave and that it is not always easy to find staff to seek permission; he/she noted that *"it's quite easy for people with dementia to get out if visitors are not familiar with them."* A suggestion to use a 'colour code' system, to help visitors identify residents who may leave the unit, was seen as a possible solution.

Approximately two-thirds (64%) of respondents felt that the resident's property is safe in the facility. One respondent indicated that some personal belongings, such as blankets, were shared with other residents without permission: *"I have found other residents using my mother's blankets which I do not like as cold and flu germs can be spread this way. Also our family provides these items for her to use, not other residents; she is often cold when sitting in her wheel chair and likes a blanket over her legs."*

Environment

Family members were asked their thoughts on the family member's room and the residence overall, with respect to how it looks and feels, and whether there was enough privacy.

Residence atmosphere

- 81% were satisfied with the resident's room (75% in 2014).
- 59% of family members who responded indicated that the facility seems homelike (59% in 2014).

Privacy and Quietness

- 81% reported they could find places to talk to the resident in private (86% in 2014).
- 76% of family members who responded felt the resident's room was quiet enough (80% in 2014).
- 55% felt the public areas (e.g. dining room, halls) were quiet enough (55% in 2014).

Family Members' Suggested Areas for Improvement

When family members were asked what TCMH should start doing, stop doing, and continue doing, they provided the following suggestions and reminders.

More staff /volunteers...

- To provide timely support for residents and to prevent accidents; for example, during mealtime, going to the toilet, and in the hallways, when activities are taking place.
- To check in on residents and provide social interaction which will help lower feelings of isolation.

Please remember to...

- Ask if resident would like the TV on or off; don't just assume he/she wants it on or off.
- Check on residents in the morning, particularly on bath mornings.
- Engage in conversation with the residents as often as possible.
- Ensure enough briefs are available in the room at all times.
- Ensure personal belongings are not shared with other residents.
- Make sure essential items are within easy reach; for example, tissues, remote control.
- Not overwork staff and/or understaff in the home areas.
- Promptly get rid of lingering smells in the bathroom.
- Put things away, such as clothes; for example, hang them up in the closet, not over chairs.
- Remove packaging and wrappers on food/snack items.

Please consider...

- Having a reference card for each resident when delivering snacks.
- Having more staff/volunteers on at any time.
- Having support groups for family members struggling with the emotions of putting their parent in long term care.
- Having more activities to stimulate the residents' mind and exercise their body.
- Implementing a way to identify residents who are safe to leave their room on their own.
- Improving communication about residents between staff shifts.
- Improving the spouse unification process and wait time.
- Moving to an electronic communication/record system.
- Providing less sugar snacks.

Family Members Thank Tri-County Mennonite Homes for the Following!

Music Programs

Singalongs

Lighting candles for the loss of loved ones

Tuesday's entertainment

Bazaars

Music in the tea room

Kind, caring volunteers and staff

Spring Prom

Bus trips

Halloween visits by children

Movies

Visits by Geri Fashions

Family Council

iPod Shuffle

Calling the residence home

Courses on dementia

Volunteer visits

Trying your best to respond to our questions and concerns

Appendix A: 2014 and 2015 Family Satisfaction Survey: Results at a Glance

Legend

+ = Percentage increase greater than 5% from 2014.

↓ = Percentage decrease greater than 5% from 2014.

✓ = 100% in 2014 and 2015

-- = No change *or* change in percentage is 5% or less.

| Area | Year and %* | | + / ↓ / - |
|---|-------------|-------------|---------------|
| | 2014 | 2015 | Change |
| Administration and Administration | | | |
| Did the staff provide you with adequate information about the different services in the facility? | 73% | 75% | -- |
| Did the staff give you clear information about the cost of care? | 88% | 93% | -- |
| Did the staff provide a thorough tour of the facility, including all service and amenity areas, prior to or at the time of admission? | 64% | 72% | + |
| Is the administration available to talk to you? | 79% | 60% | ↓ |
| Does the administration treat you with respect? | 93% | 88% | -- |
| Resident Services Staff | 2014 | 2015 | Change |
| Do the Resident Services staff follow up quickly to respond to your concerns? | 62% | 56% | ↓ |
| Do the Resident Services staff treat you with respect? | 87% | 88% | -- |
| Activities | 2014 | 2015 | Change |
| Does the resident have enough to do in the facility? | 44% | 38% | ↓ |
| Are the activities things that the resident likes to do? | 25% | 22% | -- |
| Is the resident satisfied with the pastoral/spiritual activities in the facility? | 66% | 60% | ↓ |
| Do the Recreation and Pastoral staff treat the resident with respect? | 93% | 95% | -- |

* Percentages represent respondents who indicated “yes, always” to survey questions and represent all home areas.

| Area | Year and %* | | + / ↓ / - |
|---|-------------|-------------|---------------|
| | 2014 | 2015 | |
| Choices | 2014 | 2015 | |
| Can the resident get out of bed in the morning when he/she likes? | 35% | 40% | -- |
| Can the resident go to bed when he/she likes? | 40% | 51% | + |
| Can the resident get outdoors when he/she wants to, either with help or on their own? | 36% | 41% | -- |
| Can the resident choose the clothes that he/she wears? | 31% | 41% | + |
| Can the resident fix up his/her room with personal items so it looks like home? | 65% | 61% | -- |
| Does the staff leave the resident alone if he/she does not want to do anything? | 64% | 72% | + |
| Does the staff let the resident do the things he/she wants to do for himself/herself? | 50% | 56% | + |
| Is the resident encouraged to make decisions about his/her personal care routine? | 38% | 56% | + |
| Direct Care and Nursing (RN, RPN, PSWs) Staff | 2014 | 2015 | Change |
| Does a staff person check on the resident to see if he/she needs a blanket, needs a drink, needs a change in position? | 53% | 44% | ↓ |
| On weekdays, is a staff person available to help the resident if he/she needs it (e.g. help with getting dressed, help getting things)? | 67% | 60% | ↓ |
| On weekends and evenings, is a staff person available to help the resident if he/she needs it (getting dressed, getting things)? | 58% | 52% | ↓ |
| Are the Personal Support Workers (PSW) gentle when they take care of the resident? | 67% | 75% | + |
| Do the Personal Support Workers treat the resident with respect? | 71% | 82% | + |
| Do the Personal Support Workers spend enough time with the resident to become familiar with his/her wants and needs? | 49% | 42% | ↓ |
| Meals and Dining | 2014 | 2015 | Change |
| Does the resident think that the food is tasty? | 62% | 51% | ↓ |
| Are foods served at the right temperature (cold foods cold and hot foods hot)? | 57% | 62% | -- |

| Area | Year and %* | | + / ↓ / - |
|--|-------------|-------------|---------------|
| Can the resident get the foods he/she likes? | 45% | 48% | -- |
| Does the resident get enough to eat? | 84% | 93% | + |
| Laundry | 2014 | 2015 | Change |
| Does the resident get his/her clothes back from the laundry? | 70% | 54% | ↓ |
| Does the resident's clothing come back from the laundry in good condition? | 72% | 62% | ↓ |
| Environment | 2014 | 2015 | Change |
| Can you find places to talk to the resident in private? | 86% | 81% | -- |
| Is the resident's room quiet enough? | 80% | 76% | -- |
| Are you satisfied with the resident's room? | 75% | 81% | + |
| Are the public areas (dining room, halls) quiet enough? | 56% | 55% | -- |
| Does the facility seem homelike? | 57% | 59% | -- |
| Is the facility clean enough? | 78% | 85% | + |
| Safety and Security | 2014 | 2015 | Change |
| Is the resident's personal property safe in the facility? | 66% | 64% | -- |
| Are you satisfied with the safety and security of this facility? | 78% | 79% | -- |
| General Questions | 2014 | 2015 | Change |
| Are your telephone calls handled in an efficient manner? | 82% | 84% | -- |
| Do residents look well-groomed and cared for? | 45% | 53% | + |
| Do you get adequate information from the staff about the resident's medical condition and treatment? | 63% | 71% | + |
| Would you recommend this facility to a family member or friend? | 74% | 81% | + |
| Overall, do you like this facility? | 70% | 80% | + |

