



Belvedere Heights

2024

*RESIDENT AND FAMILY SATISFACTION
SURVEY*

2021-2024 Family Survey-

Resident Surveys

COMPLETION RATE:

2022: 35

2023: 43

2024: 41

2022: 34%

2023: 42.5 %

2024: 41.5%

Family surveys

COMPLETION RATE:

2022: 11 submitted to
home

2023: 11 submitted to the
home

2024: pending

TOTAL RESPONSES:

2022: 11%

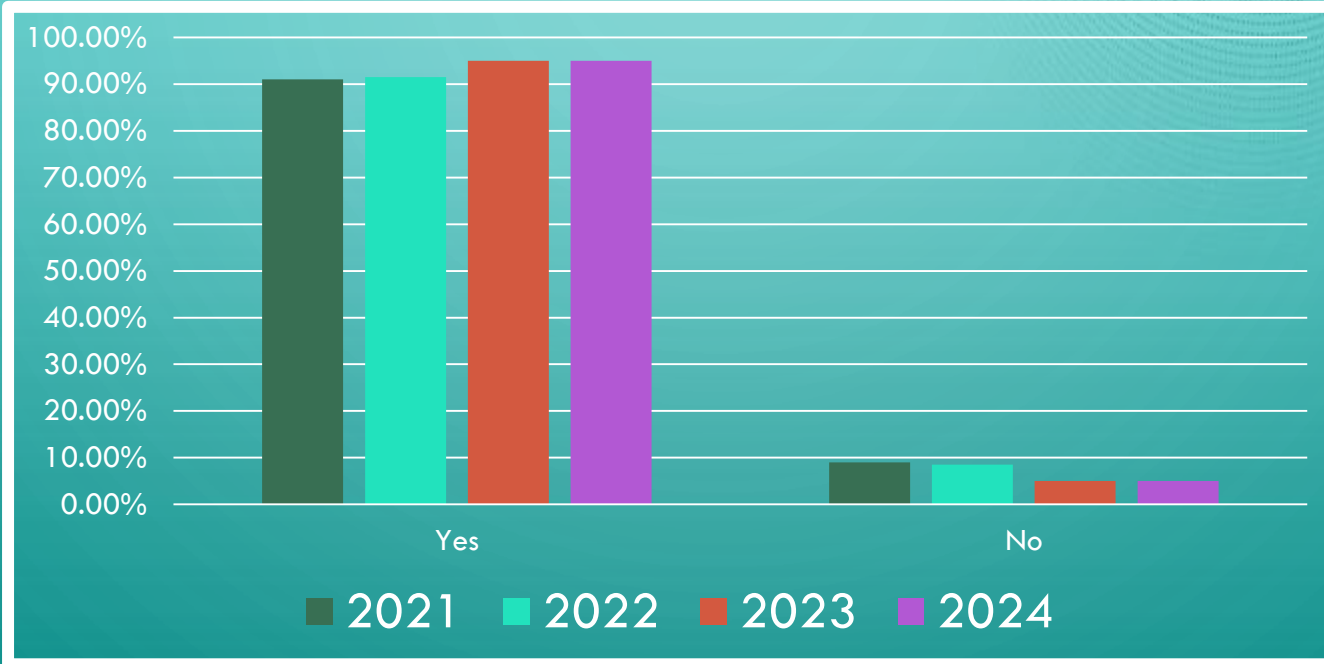
2023: 11%

2024: pending

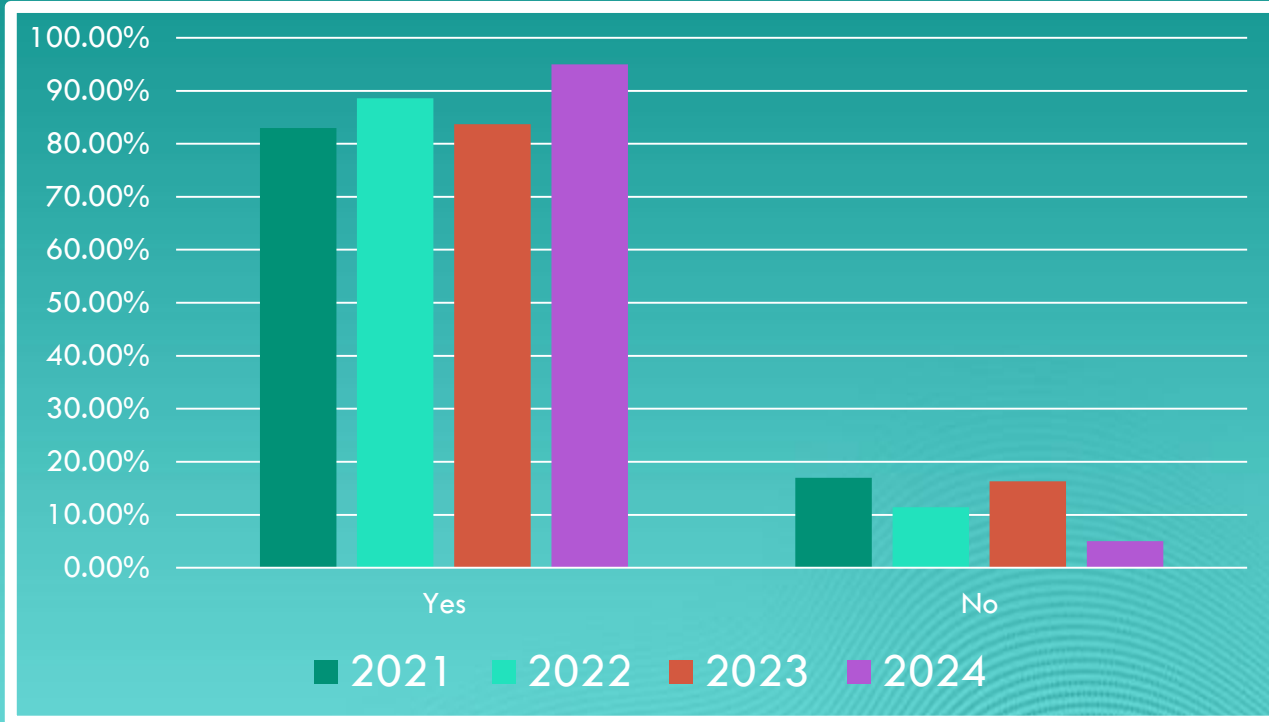


RESIDENT SATISFACTION SURVEYS

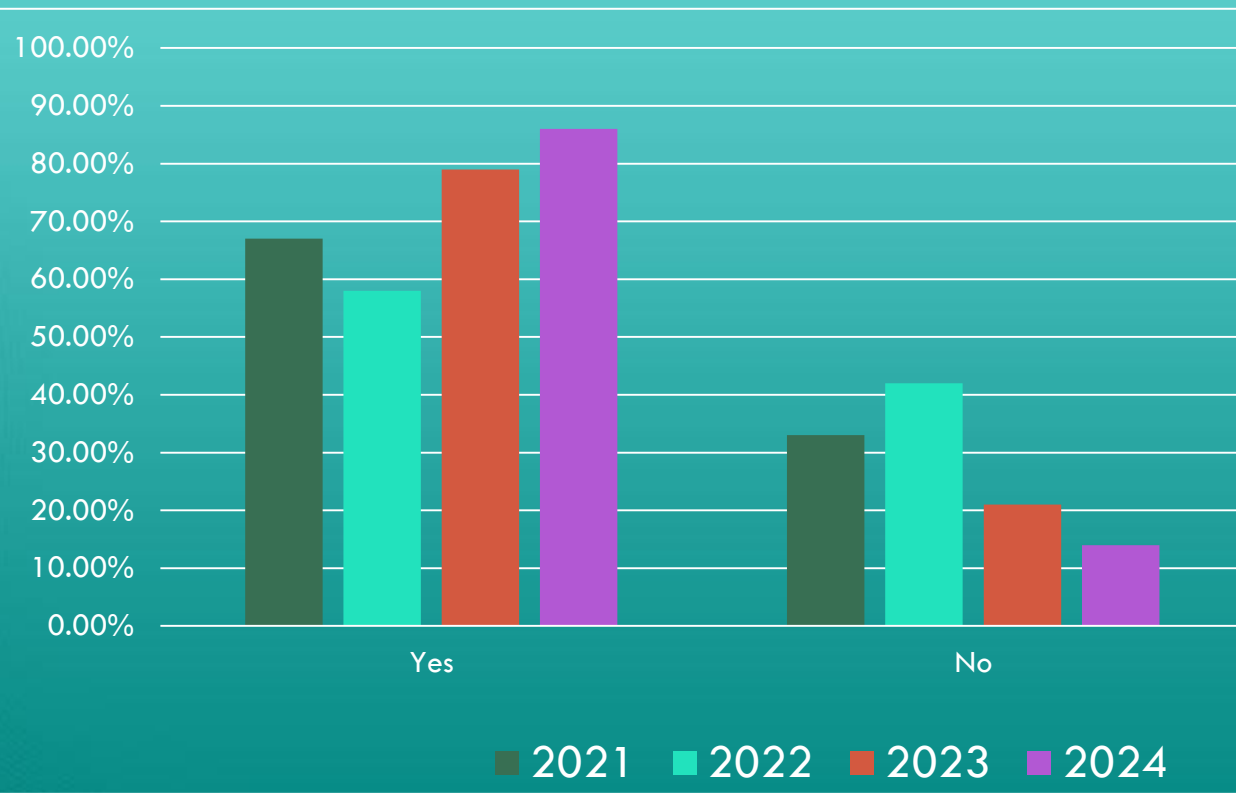
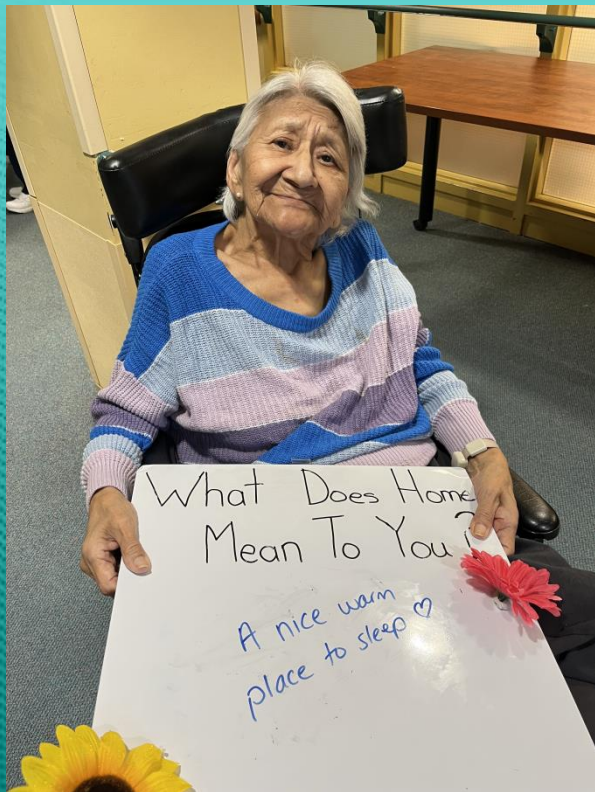
Resident Survey Question #1: Would you recommend this home to others?



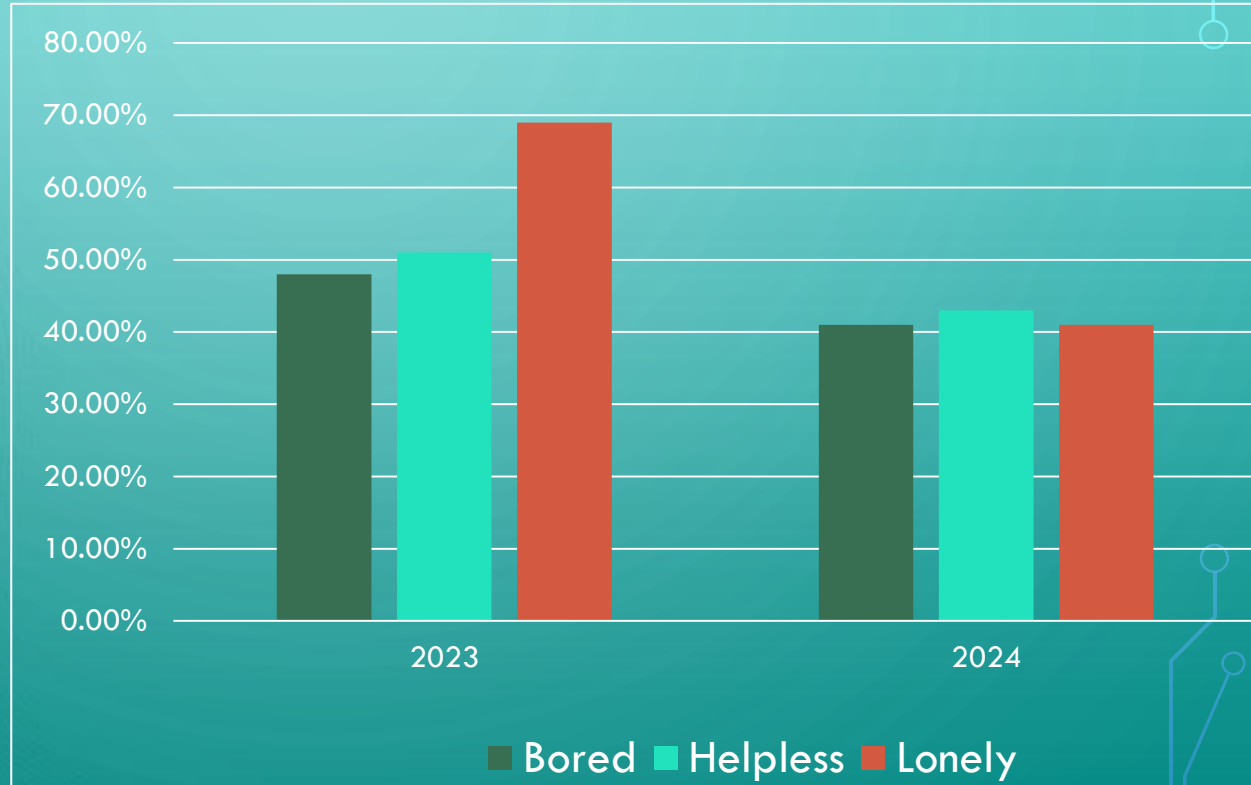
Resident Survey Question #2: Can you express your opinion without fear of consequences?



Resident Question #3: *Does the staff listen to you?*



Eden Alternative Warmth Surveys: Combatting Loneliness, Helplessness and Boredom ...



Resident Satisfaction Survey Themes

2024

What does the home need to improve?

Themes:

Meal Time

Improved quality of food

More choice

More variations

Improved presentation - not warm enough

THERAPEUTIC DINING PROGRAM

2024 Therapeutic Dining Program Goals – update

To ensure the residents are receiving a pleasurable dining experience during meal service.

- ❖ Purchasing new 4 leaf clover tables, these ensure that the height and the distance required for all resident chairs is accessible
- ❖ Streamlining equipment used within the dining room. Removal of carts reviewing of dining room seating plan.
- ❖ Ensuring the visual appearance of the dining room is inviting to all residents.
- ❖ Enhanced hours

Palliative care:

- ❖ working with the dietitian to ensure all residents end of life goals are being met once they become palliative.

Mealsuite:

- ❖ the main goal for mealsuite is to ensure that it is completely and fully implemented throughout the home. Once mealsuite ordering has been implemented on oak the next step would be to get the integration with PCC completed.
- ❖ This would help streamline when dietary referrals are given from the register staff to the dietary aids. This process involves the registered staff making a dietary referral through PCC and then it travels over to mealsuite. It flags it on the daily report for the staff to read, being more cost effective and saving time.

Improved communication

- ❖ Daily huddles with the dietary team
- ❖ Daily feedback from residents re: quality of meal service

Resident Satisfaction Survey Themes

2024

What does the home need to improve?

Themes: *Staff need to know me better – talk to me and listen to me*

Respect /

Dignity

More human contact - staff don't have time to spend with us – missing human contact

More staff

*More training for staff on customer service - don't understand me
I would like my own mail box*

Staff sometimes don't have time to talk they are so busy...

Staff talking over me and not to me

RESIDENT CENTRED CARE PROGRAM

2024 Program Goals – update

- ❖ Increased OTA/PTA
- ❖ Increased OT hours
- ❖ Increased PT hours
- ❖ Increased PSW hours through the night
- ❖ Increased BSO staff
- ❖ Increased hours for bathing support
- ❖ Increased RN support at night
- ❖ Increased assistance at meal service
- ❖ Implementation of increased Recreation hours in the evening
- ❖ Implementation of the RNAO Resident and Family Centered Care Clinical Pathway
- ❖ Ongoing Resident centered care education – including education led by Residents in the home

Resident Satisfaction Survey Themes

2024

What does the home need to improve?

Themes:
Home
Setting

More fitting to residents tastes

Residents with similar abilities (cognitive) should be brought together – lonely when I have no one to talk to

Sometimes my room is cold

Residents wandering into my room

HOME SETTING

2024 Program Goals – update

- ❖ **Renovations underway – shower rooms, tub rooms, flooring, removal of care center desk and HVAC project!**
- ❖ **Fundraising to improve access to chapel**
- ❖ **Increased staffing**
- ❖ **Improved engagement with Volunteers to support Friendly Visits**
- ❖ **Continue to improve access to meaningful activities and connections (increased rec hours in the evening, Montessori Programming)**
- ❖ **Flooring project: Pine home floor area to begin April 8**
- ❖ **Air quality improvement/Control: VSD's, Upgrade panels additional sensors. Seimans**
- ❖ **Humidifier replacement: ties into the Air quality project**
- ❖ **Housekeeping: Tablets 100% running, paper work eliminated – further upgrades planned**
- ❖ **Housekeeping: Creation of a “Welcome” package for newer staff. Improve orientation process so it's not so overwhelming.**
- ❖ **Enhanced IPAC training and audit process based on best practice IPAC standards**

Resident Satisfaction Survey Themes

2024

What does the home need to improve?

**Themes:
Programs**

**More social functions More café time!
More activities in the afternoon
Outings / activities for men
More alcohol! More pets!
More outings! More shopping! More freedom!
Activities should be geared to us and what we can
do
More group programs - BBQs**

MEANINGFUL PROGRAMS

2024 Program Goals – update

- ❖ Increased OTA/PTA hours
- ❖ More interactive Programs (VR, Obie Tables)
- ❖ Improved engagement with Volunteers
- ❖ BSO support – Oak and Willow
- ❖ More community outings
- ❖ Summer BBQs on the Community Room Patio to resume
- ❖ Increased Patio activities
- ❖ New Palliative Cart to roll out
- ❖ Chapel Renovations to resume Church Service in Chapel
- ❖ Enhanced programs in the evening (4 hr shifts)

Resident Satisfaction Survey Themes

2024

What does the home need to improve?

Nursing Care

Better bathing experience – more time, more options

More staff in the evenings

NURSING CARE

2024 Goals – update

- ❖ *Increased PSW hours with a focus on bathing in the morning*
- ❖ *Increased recreation hours in the evening*
- ❖ *Shower room renovations completed*
- ❖ *Tub Rooms – focus on enhancing esthetic and warmth of tub rooms*
- ❖ *2 new tubs purchased in 2023*