

2024 Resident Experience Survey Results

The purpose of the Resident Experience Survey is to obtain feedback of the Resident's experience and measure the quality of care provided to Residents at Shalom Manor.

With approval of Resident and Family Councils the surveys were distributed in the same format as previous years, electronically, using Google Forms. Residents with a Cognitive Performance Scale (CPS) score of 2 or below were identified, while those Residents scoring a 3 were reviewed by staff for their ability to independently give feedback. All Residents in these categories were approached by an LEA/Volunteer who asked the questions and scribed their answers.

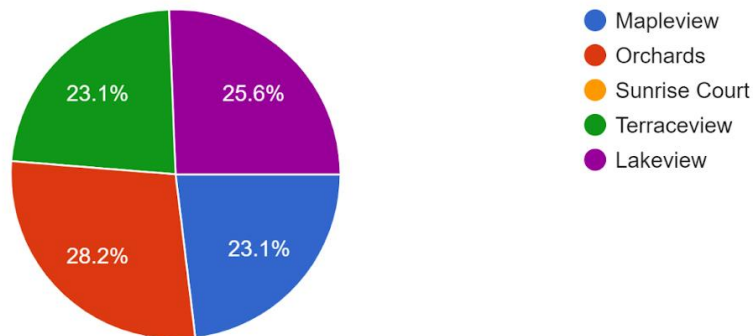
A total of 39 Resident Experience Surveys were completed.

(2023 – 44 Surveys were collected)

Response Level by Home Area

Home area of resident answering:

39 responses

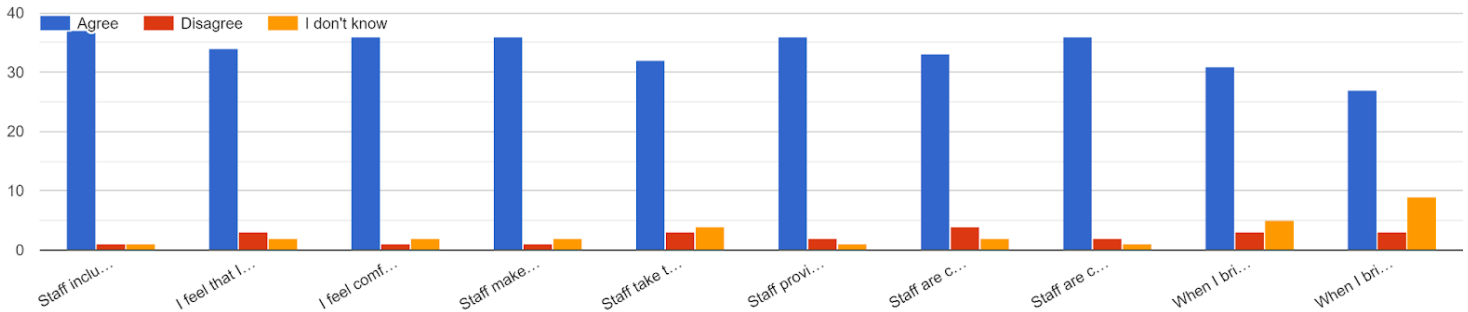


=

Home Area of Resident	2024 Resident Responses	2023 Resident Responses	2022 Resident Responses
Maplevue	9	12	14
Orchards	11	10	17
Sunrise Court	0	0	1
Terraceview	9	10	9
Lakeview	10	12	12
TOTAL	39	44	53
Response rate:	27%	30.6%	36.8%

Overall Satisfaction with Staff

Overall Satisfaction with Staff



1. Staff include my personal preferences into their routine.

Response	Frequency	2024	2023
Agree	37	94.8%	95.5%
Disagree	1	2.6%	4.5%
I don't know	1	2.6%	0%

2. I feel that I am treated with dignity and respect by staff. (For example: I feel that staff take the time to listen to me and are helpful when I require assistance.)

Response	Frequency	2024	2023
Agree	34	87.2%	90.9%
Disagree	3	7.7%	9.1%
I don't know	2	5.1%	0%

3. I feel comfortable expressing my opinions and feelings without fear of consequences (i.e. about my care, likes/dislikes, etc.)

Response	Frequency	2024	2023
Agree	36	92.3%	90.9%
Disagree	1	2.6%	9.1%
I don't know	2	5.1%	0%

4. Staff make me feel safe and comfortable.

Response	Frequency	2024	2023
Agree	36	92.3%	93.2%
Disagree	1	2.6%	6.8%
I don't know	2	5.1%	0%

5. Staff take the time to listen to my opinions.

Response	Frequency	2024	2023
Agree	32	82.1%	81.9%
Disagree	3	7.7%	15.9%
I don't know	4	10.2%	2.2%

6. Staff provide me with choices (i.e. food choices, bed time, bath vs. shower, activities, etc.)

Response	Frequency	2024	2023
Agree	36	92.3%	95.5%
Disagree	2	5.1%	4.5%
I don't know	1	2.6%	0%

7. Staff are competent (professional, knowledgeable, skilled).

Response	Frequency	2024	2023
Agree	33	84.6%	95.5%
Disagree	4	10.3%	4.5%
I don't know	2	5.1%	0%

8. Staff are compassionate (kind, considerate, and concerned with my well-being).

Response	Frequency	2024	2023
Agree	36	92.3	90.9%
Disagree	2	5.1	9.1%
I don't know	1	2.6	0%

9. When I bring forward a concern to staff they care and take the time to listen to me.

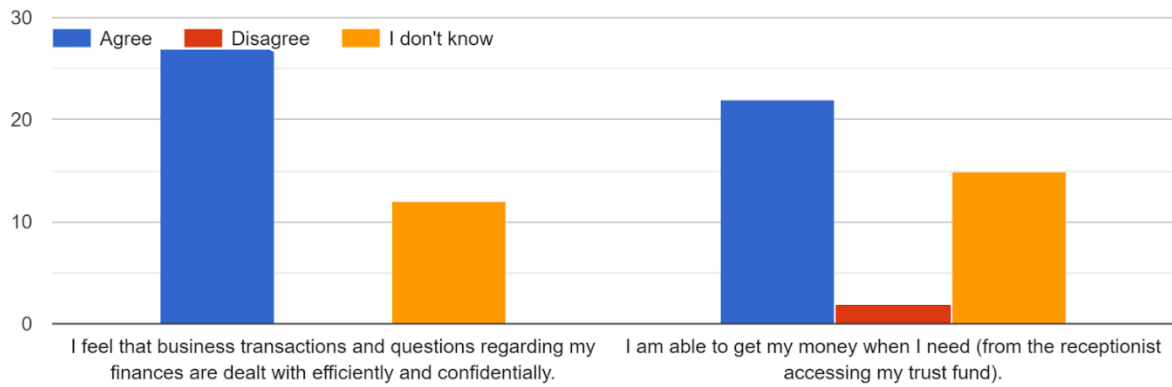
Response	Frequency	2024	2023
Agree	31	79.5%	88.6%
Disagree	3	7.7%	9.1%
I don't know	5	12.8%	2.3%

10. When I bring forward a concern to staff my concern is addressed to my satisfaction.

Response	Frequency	2024	2023
Agree	27	69.2%	81.9%
Disagree	3	7.7%	13.6%
I don't know	9	23.1%	4.5%

Satisfaction with Administrative Tasks

Satisfaction with Administrative Tasks



1. I feel that business transactions and questions regarding my finances are dealt with efficiently and confidentially.

Response	Frequency	2024	2023
Agree	27	69.2%	36.4%
Disagree	0	0%	0%
I don't know	12	30.8%	63.6%

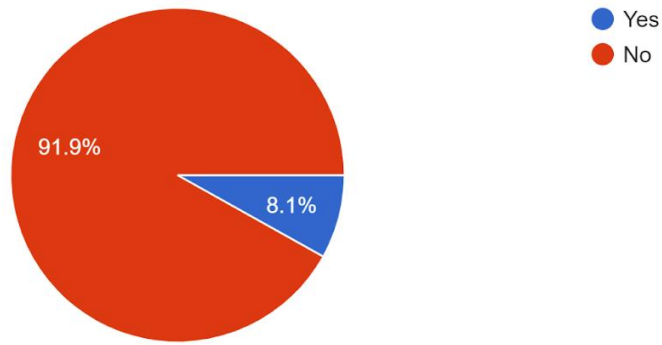
2. I am able to get my money when I need (from the receptionist accessing my trust fund).

Response	Frequency	2024	2023
Agree	22	56.4%	34.1%
Disagree	2	5.1%	0%
I don't know	15	38.5%	65.9%

Concerns & Complaints

In the past 1 year have you submitted a complaint to Management

37 responses

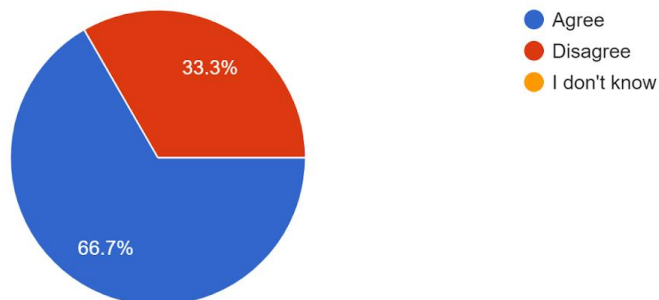


Response	Frequency	2024	2023
Yes	3	8.1%	11.4%
No	34	91.9%	88.6%

Only those who answered yes to the above question were asked the following (3 responses)

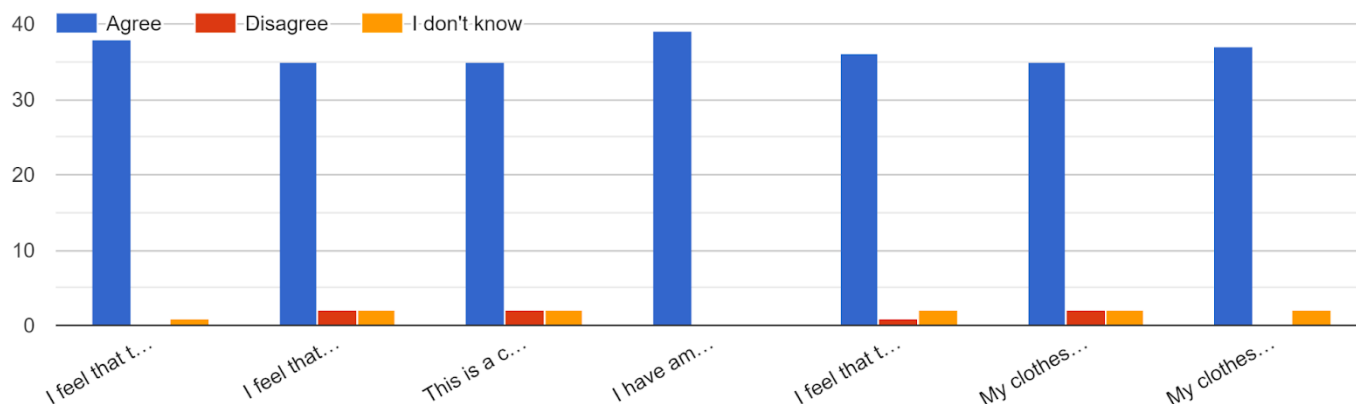
The complaint was resolved to my satisfaction

3 responses



Response	Frequency	2024	2023
Yes	2	66.7%	20%
No	1	33.3%	60%
I don't know	0	0%	20%

Homelike Environment



1. I feel that the Home is clean, including both my room and the common areas of the Home.

Response	Frequency	2024	2023
Agree	38	97.4%	100%
Disagree	0	0%	0%
I don't know	1	2.6%	0%

2. I feel that maintenance issues are dealt with quickly and efficiently.

Response	Frequency	2024	2023
Agree	35	89.7%	97.7%
Disagree	2	5.1%	2.3%
I don't know	2	5.1%	0%

3. This is a comfortable building in which to live (i.e. temperature, lighting, ease to get around, etc.)

Response	Frequency	2024	2023
Agree	35	89.7%	90.1%
Disagree	2	5.1%	9.1%
I don't know	2	5.1%	0%

4. I have ample access to outdoor spaces.

Response	Frequency	2024	2023
Agree	39	100%	68.2%

Disagree	0	0%	27.3%
I don't know	0	0%	4.5%

5. I feel that the personal laundry service meets my needs.

Response	Frequency	2024	2023
Agree	36	92.3%	88.7%
Disagree	1	2.6%	4.5%
I don't know	2	5.1%	6.8%

6. My clothes are labelled and returned quickly.

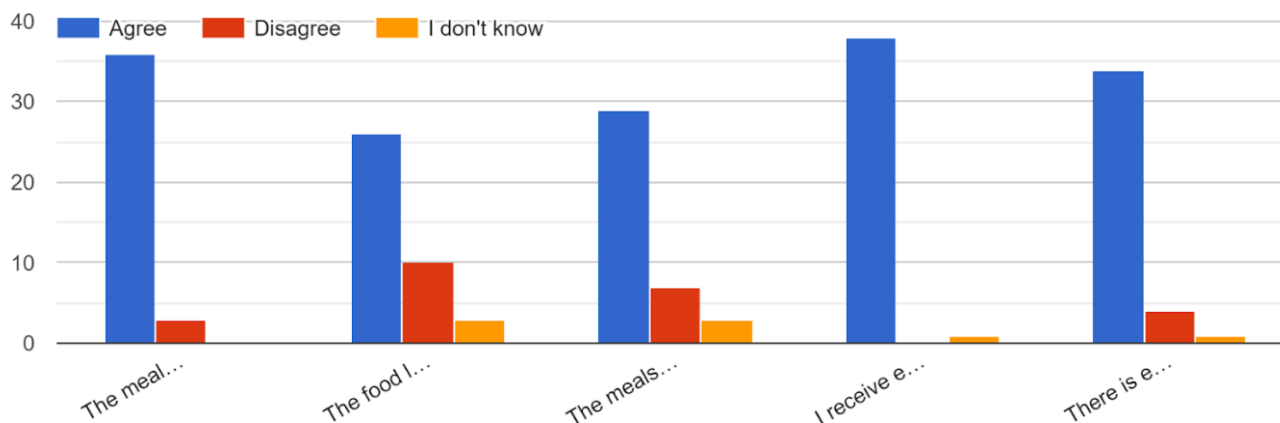
Response	Frequency	2024	2023
Agree	35	89.7%	86.5%
Disagree	2	5.1%	6.8%
I don't know	2	5.1%	6.8%

7. My clothes are returned in good condition.

Response	Frequency	2024	2023
Agree	37	94.9%	93.2%
Disagree	0	0%	0%
I don't know	2	5.1%	6.8%

Satisfaction with Dietary Services

Satisfaction with Dietary Services (meals and snacks)



1. The meal service is provided in a pleasant environment.

Response	Frequency	2024	2023
Agree	36	92.3%	97.7%
Disagree	3	7.7%	2.3%
I don't know	0	0%	0%

2. The food looks appetizing and tastes good.

Response	Frequency	2024	2023
Agree	26	66.7%	79.5%
Disagree	10	25.6%	20.5%
I don't know	3	7.7%	0%

3. The meals are of good quality and are served at the appropriate temperature.

Response	Frequency	2024	2023
Agree	29	74.4%	81.8%
Disagree	7	17.9%	18.2%
I don't know	3	7.7%	0%

4. I receive enough food and drink between meals.

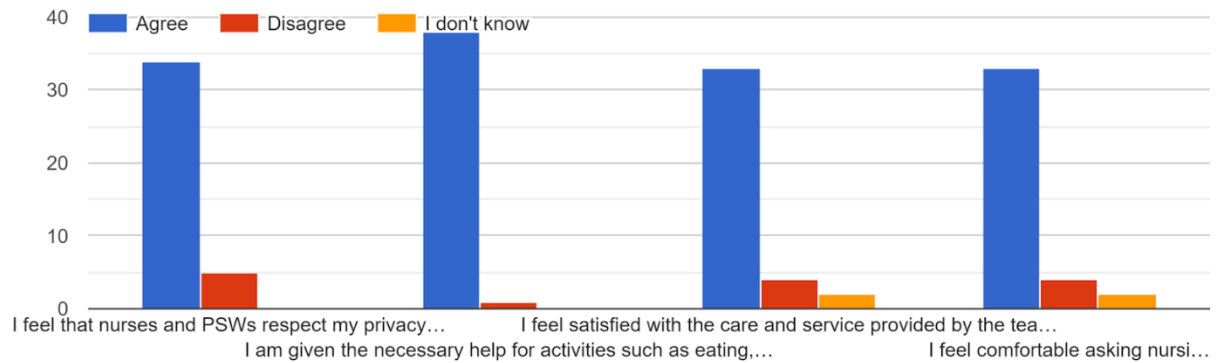
Response	Frequency	2024	2023
Agree	38	97.4%	97.7%
Disagree	0	0%	2.3%
I don't know	1	2.6%	0%

5. There is enough choice on the menu.

Response	Frequency	2024	2023
Agree	34	87.2%	86.4%
Disagree	4	10.2%	13.6%
I don't know	1	2.6%	0%

Satisfaction with the Nursing Team

Satisfaction with the Nursing Team



1. I feel that nurses and PSWs respect my privacy when working with me. (having private conversations in private spaces, ensuring doors are closed or curtains are drawn during toileting or care).

Response	Frequency	2024	2023
Agree	34	87.2%	93.2%
Disagree	5	12.8%	2.3%
I don't know	0	0%	4.5%

2. I am given the necessary help for activities such as eating, bathing, dressing, and toileting.

Response	Frequency	2024	2023 (CHECK)
Agree	38	97.4%	95.5%
Disagree	1	2.6%	2.3%
I don't know	0	0%	2.3%

3. I feel satisfied with the care and service provided by the team of the Nurse Practitioner and Doctor(s) at Shalom Manor.

Response	Frequency	2024	2023
Agree	33	84.6%	86.4%
Disagree	4	10.3%	9.1%
I don't know	2	5.1%	4.5%

4. I feel comfortable asking nursing staff for assistance.

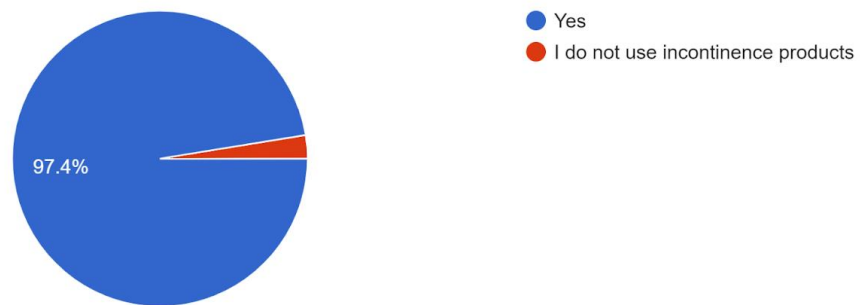
Response	Frequency	2024	2023
Agree	33	84.6%	93.2%
Disagree	4	10.3%	6.8%

I don't know	2	5.1%	0%
--------------	---	------	----

Incontinence Products

Do you use incontinence products?

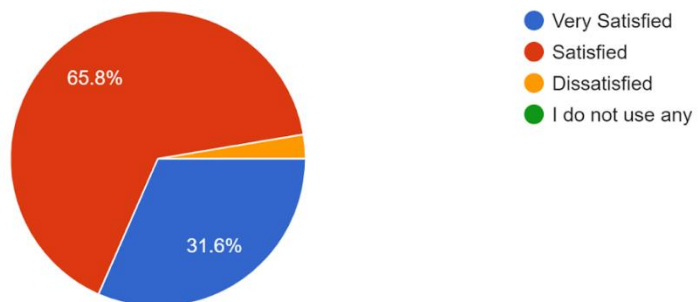
39 responses



Only those who answered yes to the above questions were asked to answer the following:

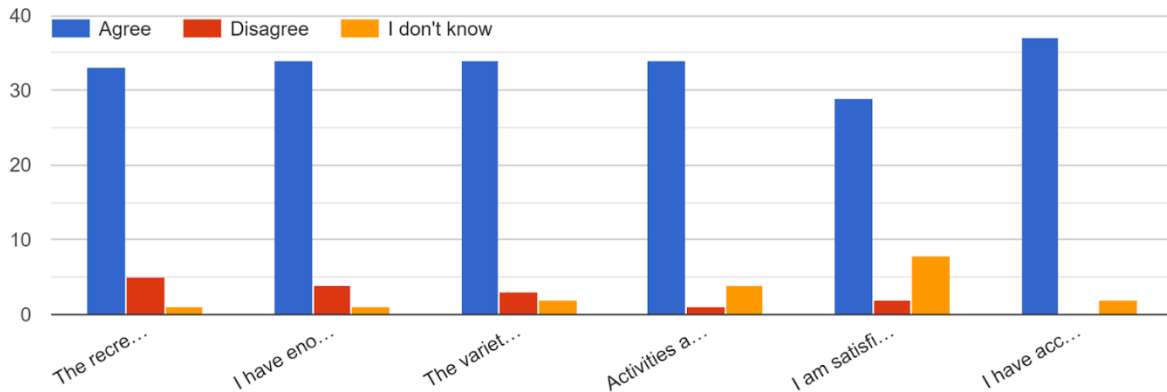
Overall Satisfaction with Incontinence Products

38 responses



Satisfaction with Services (Recreation Therapy, Spiritual/Religious Services)

Support Services (Recreational Programs, Spiritual/Religious Services)



1. The recreational activities that are offered meet my interest.

Response	Frequency	2024	2023
Agree	33	84.6%	79.6%
Disagree	5	12.8%	13.6%
I don't know	1	2.6%	6.8%

2. I have enough to do in the home to have a fulfilling day.

Response	Frequency	2024	2023
Agree	34	87.2%	79.6%
Disagree	4	10.3%	13.6%
I don't know	1	2.6%	6.8%

3. The variety of activities provided are things I enjoy to do.

Response	Frequency	2024	2023
Agree	34	87.2%	77.3%
Disagree	3	7.7%	6.7%
I don't know	2	5.1%	16%

4. Activities are offered at times I am most likely to participate.

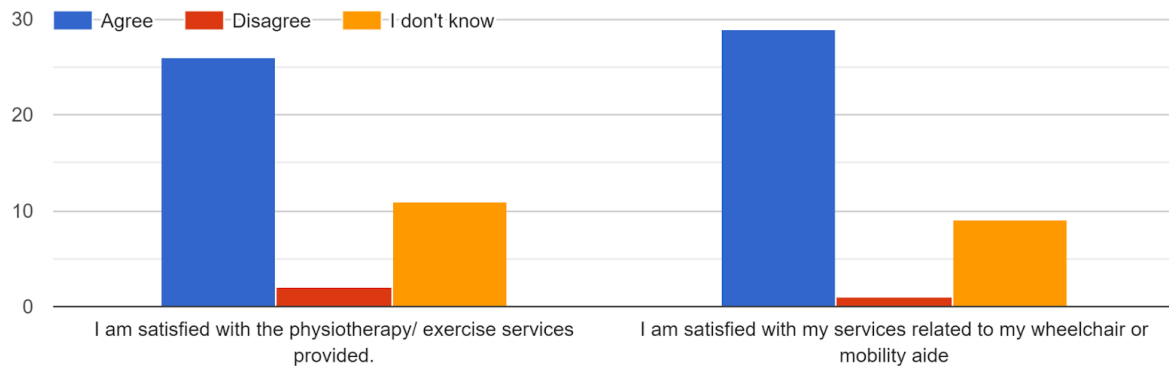
Response	Frequency	2024	2023
Agree	34	87.1%	84.1%
Disagree	1	2.6%	6.7%
I don't know	4	10.3%	9.1%

5. I have access to my preferred spiritual and religious services at Shalom.

Response	Frequency	2024	2023
Agree	37	94.9%	79.6%
Disagree	0	0%	4.5%
I don't know	2	5.1%	15.9%

Satisfaction with Physiotherapy Services

Physiotherapy



1. I am satisfied with the physiotherapy/exercise services provided.

Response	Frequency	2024	2023
Agree	26	66.7%	84.1%
Disagree	2	5.1%	6.7%
I don't know	11	28.2%	9.1%

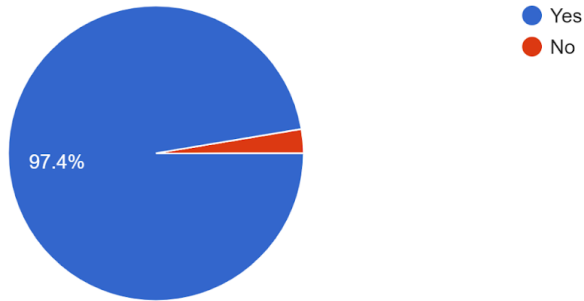
2. I am satisfied with my services related to my wheelchair or mobility aide.

Response	Frequency	2024	2023
Agree	29	74.4%	84.1%
Disagree	1	2.6%	4.5%
I don't know	9	23%	0%

Overall Experience

I am satisfied with the level of involvement I have in making decisions about my life at Shalom Manor.

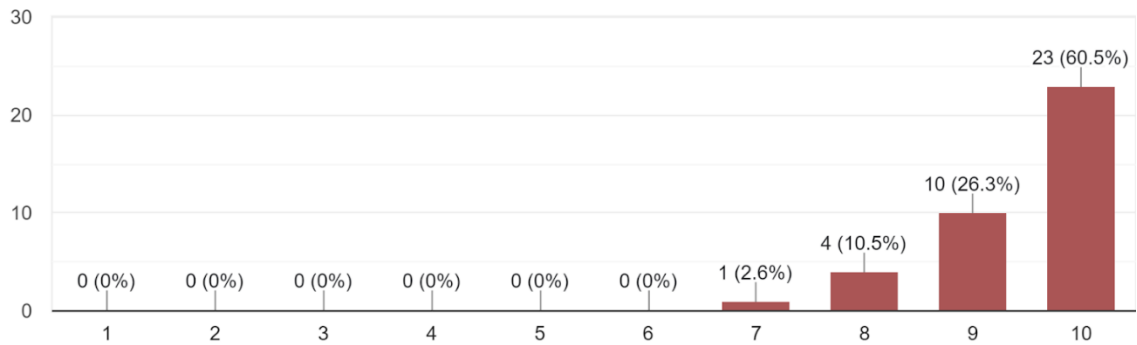
38 responses



Response	Frequency	2024	2023
Yes	37	97.4%	93.2%
No	1	2.6%	6.8%

On a scale of 1-10, would you recommend this home to others?

38 responses



(2023 Results, 46.5% rated a 10, 27.9% rated a 9, 16.3% rated an 8, 7% rated a 7 and 2.3% rated a 2)