



St. Patrick's Home
of Ottawa

Family Satisfaction Survey Report

2023 Results

***Person-Directed
Long Term Care Community***

2023 Family Satisfaction Survey Report

The purpose of the Family Satisfaction Survey is to provide families of residents, living at St. Patrick's Home of Ottawa, an opportunity to provide feedback, opinions, and suggestions regarding the care and services offered to their loved ones.

The 2023 Family Satisfaction Survey is the sixth annual survey focusing entirely on input from resident's family members and Substitute Decision Makers.

There were a variety of options made available to those wishing to complete the survey. The survey could be mailed to them, a hard copy could be picked up at reception, or a personalized email could be sent to them to complete the survey online.

The Family Satisfaction Survey for 2023 was opened in September 21, 2023 and closed on October 6, 2023. A total of 101 individuals completed a satisfaction survey by October 6, 2023.

This information is vital as we continue to improve the care and quality of services we offer our residents and in keeping with the St. Patrick's Home of Ottawa's Mission, Vision, and Values.

The survey data presented in this report has been collated and simplified into:

- "In Agreement": includes all responses of "Agree" and "Strongly Agree"
- "Neither Agree nor Disagree": includes only answers as such
- "Not in Agreement": includes all responses of "Disagree" and "Strongly Disagree"
- "Don't know": includes answers as such

All percentages appearing on the charts within this report are true to the values from the survey data.

We thank all of you who have taken the time to participate in this survey.

Our foundation is a Catholic organization inspired by Christ's ministry and the legacy of the Grey Sisters of the Immaculate Conception.

Our purpose is quality, person-directed long-term care and support for people in our community.

*Our Vision is a welcoming and inclusive home
where each person feels cared for, supported and engaged.*

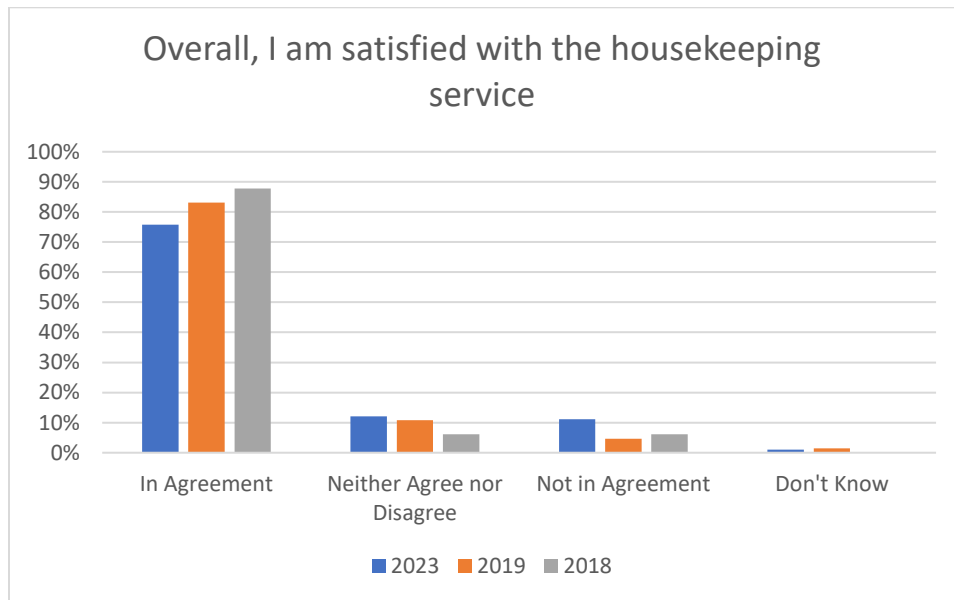
The Results

Housekeeping

Family members were asked to respond to the following statements regarding Housekeeping Services:

- *I feel my loved one’s room is kept clean and tidy.*
- *I feel the housekeeping staff respect my loved one’s privacy.*
- *I feel the housekeeping staff are friendly and courteous.*

Respondents were then asked to rate their overall satisfaction level with the housekeeping services offered at St. Patrick’s Home of Ottawa.



Family Member Comment:

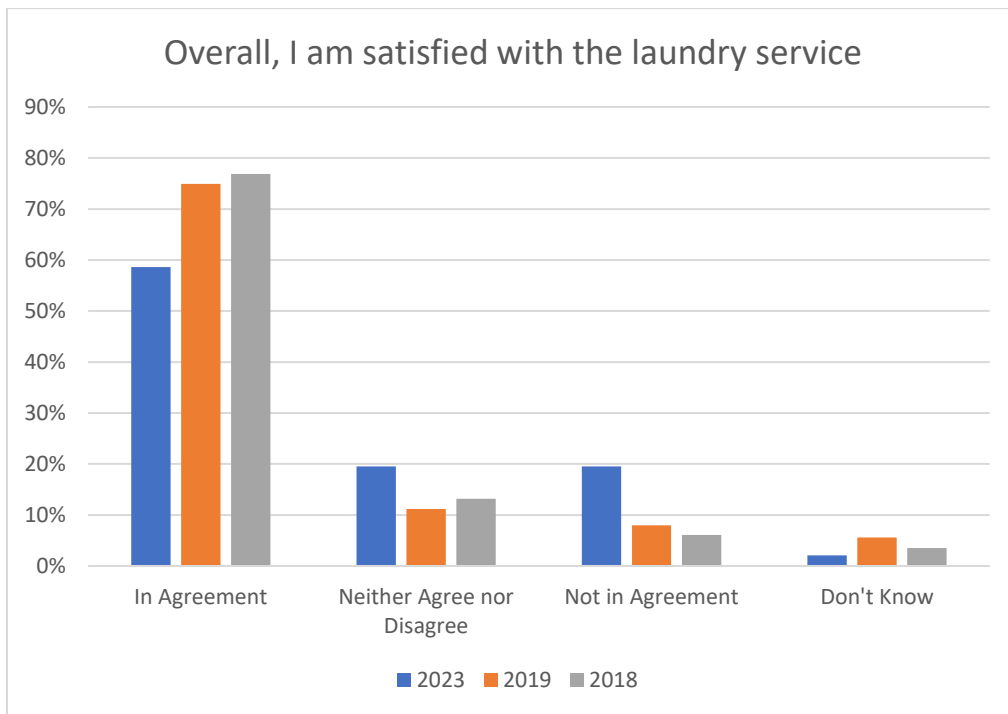
“It is rare for Mom’s room not be clean and tidy”

Laundry

Family members were asked to respond to the following statements regarding Laundry Services:

- *I feel that my loved one’s personal laundry is processed promptly.*
- *I feel that my loved one always gets their clothing back from the laundry.*

Respondents were then asked to rate their overall satisfaction level with the Laundry Services offered at St. Patrick’s Home of Ottawa.



Family Member Comment:

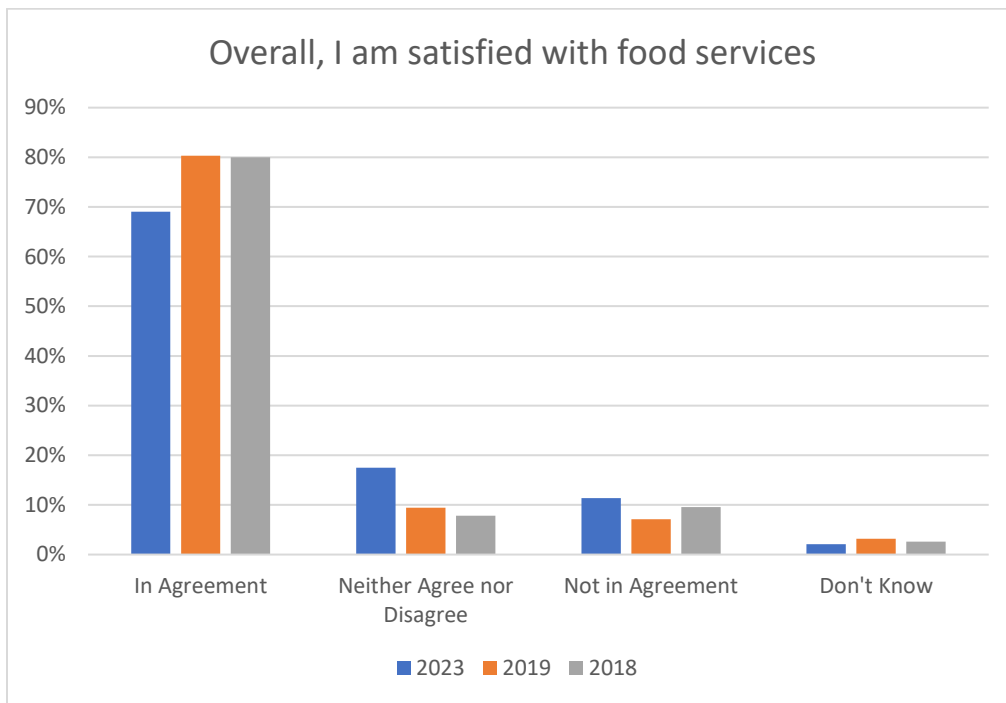
“I find the clothes looked like they have been washed too aggressively. Things always shrink or look disheveled”.

Meals and Food Service

Family members were asked to respond to the following statements regarding Meals and Food Services:

- *I feel the meals look appetizing.*
- *I feel that my loved one has a choice in the food they eat.*
- *I feel that the atmosphere in the dining room is friendly.*
- *I feel that the staff at mealtimes are friendly and courteous.*

Respondents were then asked to rate their overall satisfaction level with the Meals and Food Services offered at St. Patrick’s Home of Ottawa.



Family Member Comment:

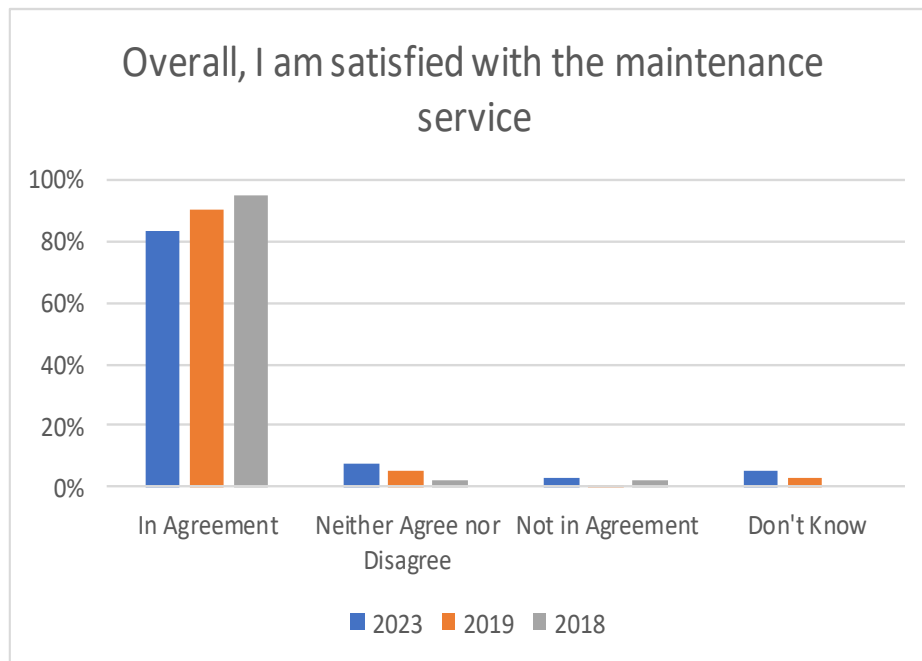
“I usually come and feed my Mom at lunch. I find the staff to be very friendly and helpful with patients. Food could be improved, but overall good. ”

Maintenance

Family members were asked to respond to the following statements regarding Maintenance Services:

- *I feel that the building is well maintained.*
- *I feel comfortable inviting family and friends into the building.*
- *I feel that the maintenance staff are helpful and courteous.*

Respondents were then asked to rate their overall satisfaction level with the maintenance offered at St. Patrick’s Home of Ottawa.



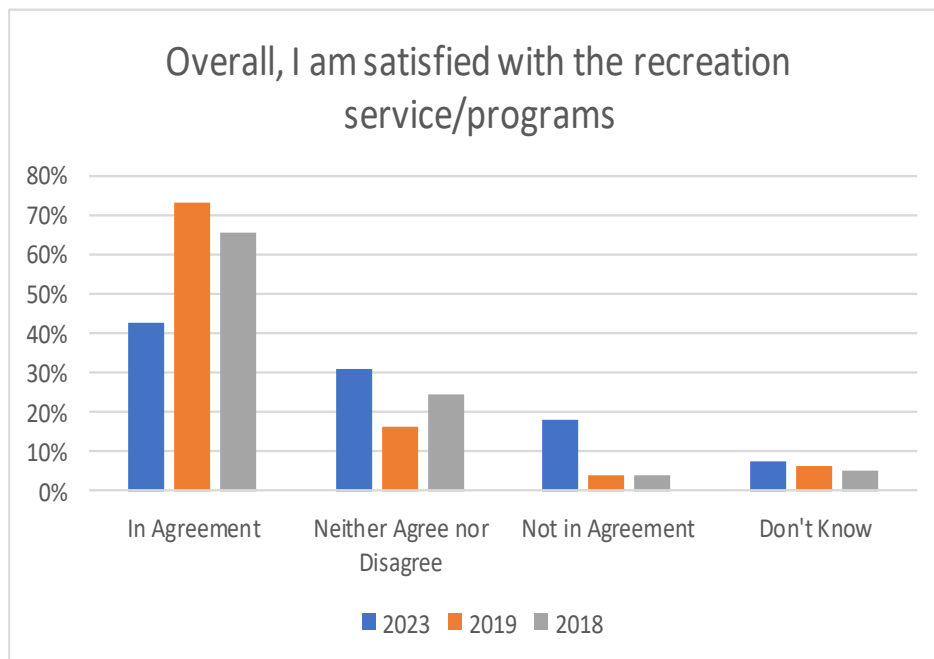
Family Member Comment:
“The building and facilities are really clean and well kept! I really like St Pats!”

Recreation Service/Programs

Family members were asked to respond to the following statements regarding Recreation Services

- *I feel that there are programs offered that interest my loved one.*
- *I feel that there is enough variety and choice in the programs offered.*
- *I feel that the program staff are helpful and courteous.*

Respondents were then asked to rate their overall satisfaction level with the Recreation Services offered at St. Patrick’s Home of Ottawa.



Family Member Comment:

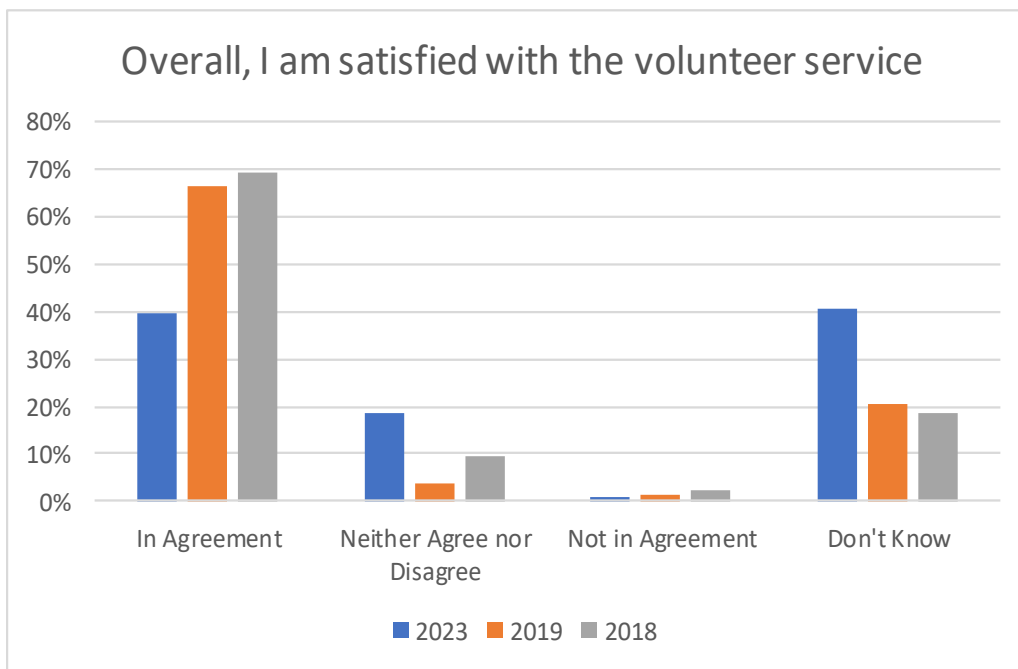
“Programs are very limited for those with advanced dementia. While important to provide programs for higher functioning residents, the lack of meaningful activities for the majority of residents on Wexford is an ongoing concern.”

Volunteer Services

Family members were also asked if they were aware that volunteers are available to assist residents in many areas of the Home. The following table represents their responses.

	2023	2019	2018
Yes	59%	84%	81%
No	40%	16%	19%

Respondents were then asked to rate their overall satisfaction level with the Volunteer Services offered at St. Patrick’s Home of Ottawa.



Family Member Comment:

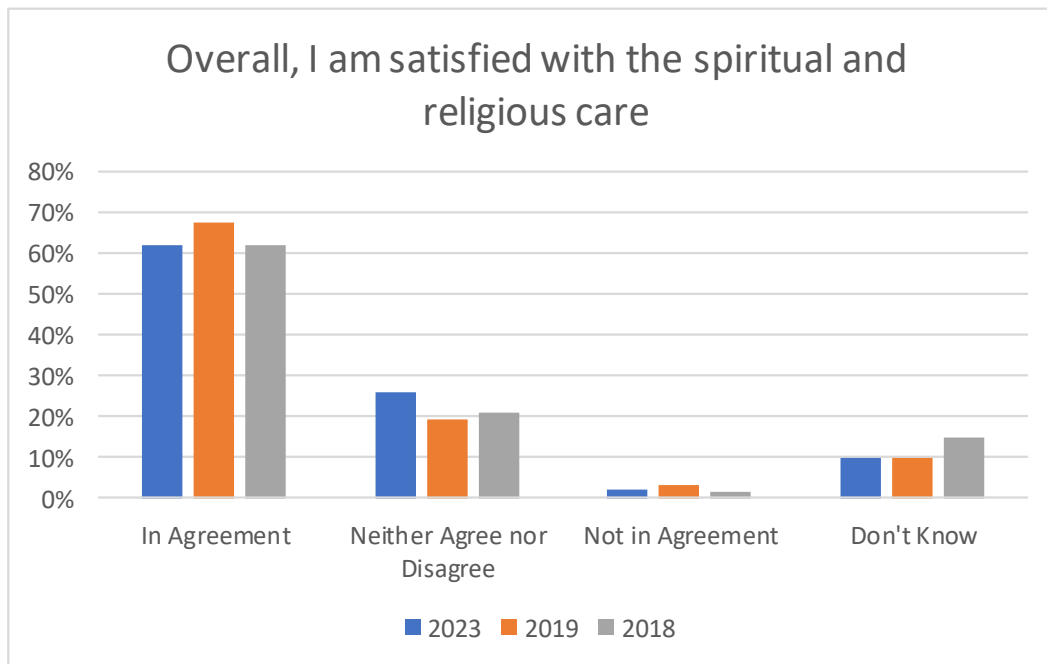
“Have no idea who is a volunteer. Should have color coded badge with names easy to read”

Spiritual and Religious Care

Family members were asked to respond to the following statements regarding Spiritual and Religious Care:

- *The Spiritual and Religious services at St. Patrick’s Home meets my loved one’s spiritual needs.*

Respondents were then asked to rate their overall satisfaction level with the Spiritual and Religious Care offered at St. Patrick’s Home of Ottawa.



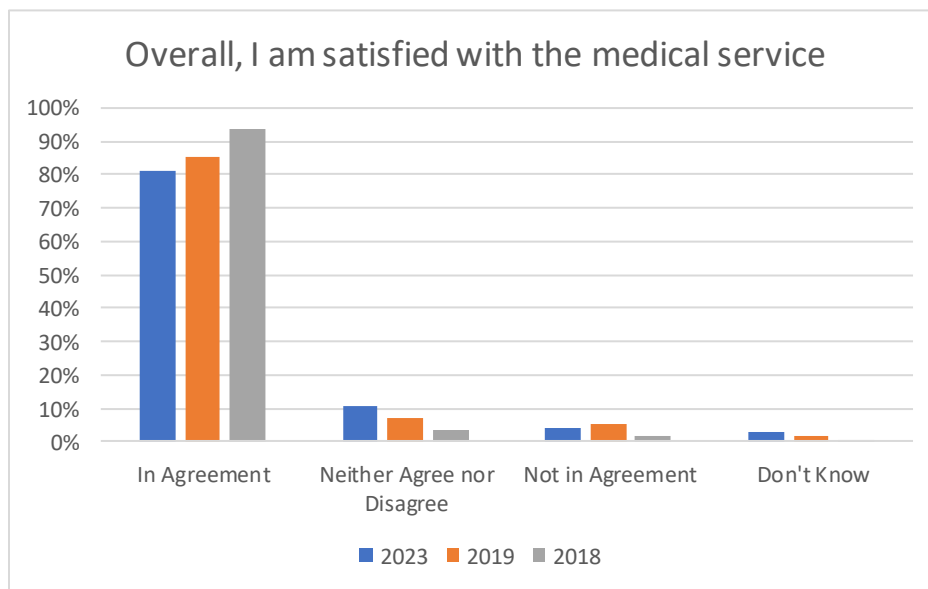
Family Member Comment:
“I love and appreciate Steven praying over mom on Fridays”.

Physicians and Medical Service

Family members were asked to respond to the following statements regarding Physicians and Medical Services:

- *I feel the medical services are available when needed.*
- *I feel the medical staff have the tools they need to care for my loved one.*

Respondents were then asked to rate their overall satisfaction level with the Physicians and Medical Services offered at St. Patrick’s Home of Ottawa.



Family Member Comment:

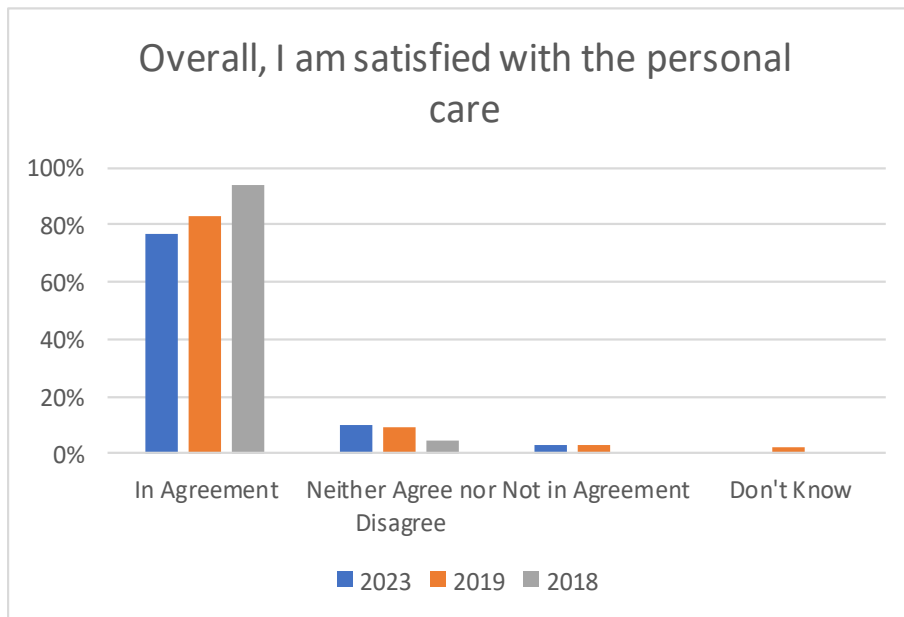
“The doctors are available to the family; listen very well to our concerns and take the steps necessary to deal with health issues. Excellent care.”

PSW (Personal Support Worker) Services

Family members were asked to respond to the following statements regarding PSW Services:

- *I am satisfied with the personal care my loved one receives.*
- *I am satisfied with the way PSWs treat my loved one.*
- *I feel that the PSWs are friendly and courteous.*
- *I feel that the PSWs listen to my loved one.*
- *I feel that the PSWs respect and maintain my loved one's privacy and dignity.*
- *I don't feel that my loved one is forced to do things they don't want to do.*

Respondents were then asked to rate their overall satisfaction level with the PSW Services offered at St. Patrick's Home of Ottawa.



Family Member Comment:

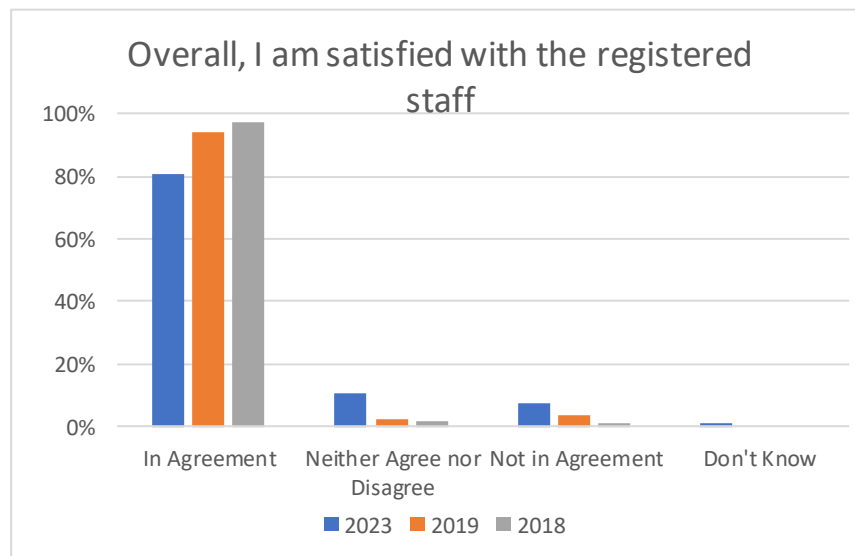
“As a family member who visits daily and participates in my family member's care, I have worked with staff to develop his care plan and work with PSW's to explain his needs and care approaches. Staff are well acquainted with those needs and are able to provide his care following the care plans. Staff work with new PSW's to provide the necessary information to provide care as requested by family. There are many PSW's on Wexford who provide competent, compassionate care to my loved one”

Registered Staff (Registered Nurses and Registered Practical Nurses)

Family members were asked to respond to the following statements regarding Registered Staff:

- *I feel that the Registered Staff are professional and courteous.*
- *I feel that the Registered Staff exhibit good communication skills.*
- *I feel that the Registered Staff keep me informed of my loved one’s health status.*
- *I feel that the Registered Staff involve me in decision making when my loved one is incapable.*
- *I feel that the Registered Staff are knowledgeable regarding my loved one’s care/condition.*

Respondents were then asked to rate their overall satisfaction level with the Registered Staff at St. Patrick’s Home of Ottawa.



Family Member Comment:

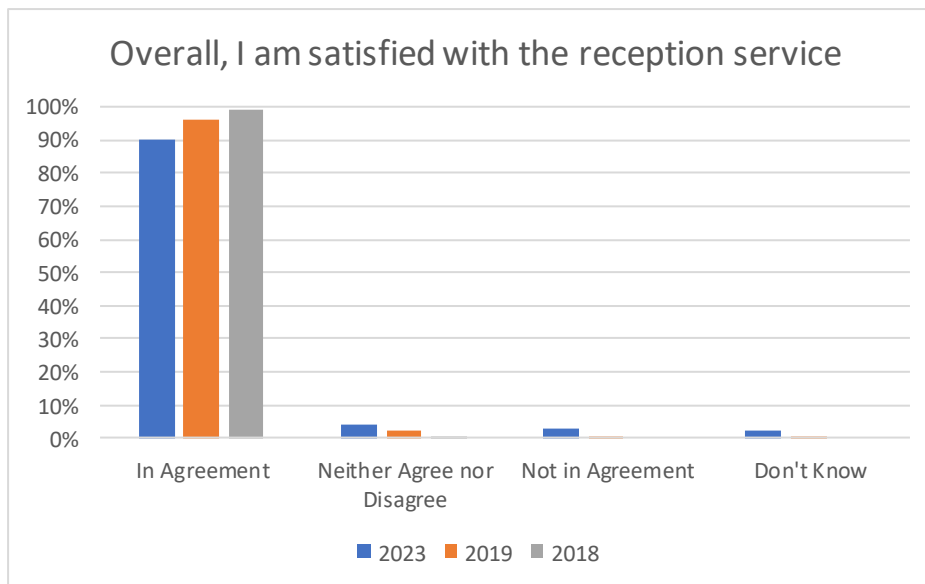
“Looking forward to the development of the new RPN role in improving resident care”

Reception/Front Desk Service

Family members were asked to respond to the following statements regarding Reception/Front Desk Services:

- *The reception staff provide prompt service.*
- *The reception staff are helpful and courteous.*

Respondents were then asked to rate their overall satisfaction level with the Reception/Front Desk Services offered at St. Patrick’s Home of Ottawa.



Family Member Comment:

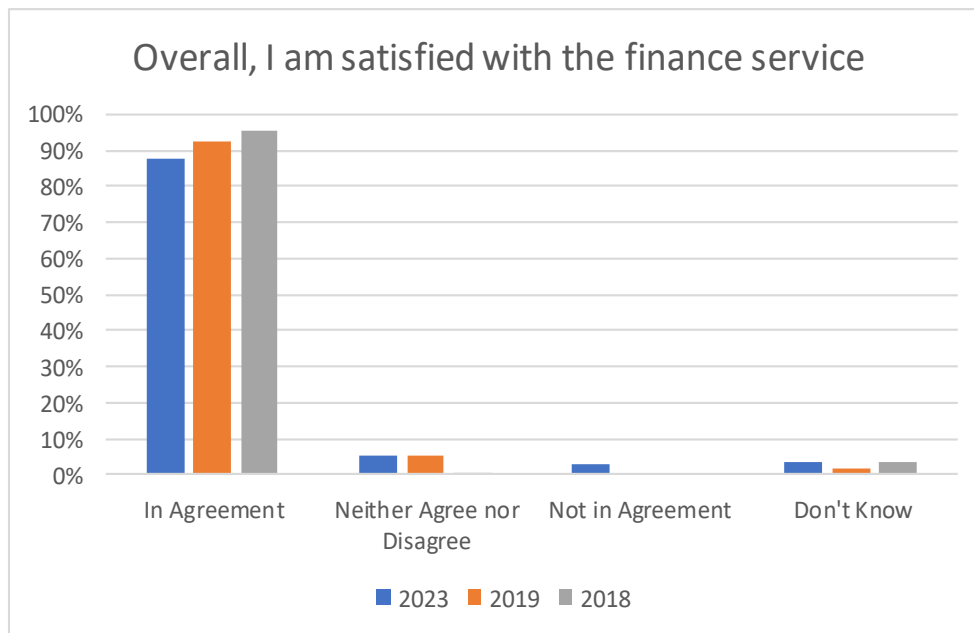
“Other than paying attention to the main entrance to let people in. The reception staff have been good. It’s just that sometimes they are busy and don’t pay attention to the entrance. Thank you for all you do!”

Finance Service

Family members were asked to respond to the following statements regarding the Finance Service:

- *The finance staff are helpful and courteous.*
- *I get enough information about the charge my loved one has to pay each month.*

Respondents were then asked to rate their overall satisfaction level with the Finance Service offered at St. Patrick’s Home of Ottawa.



Family Member Comment:

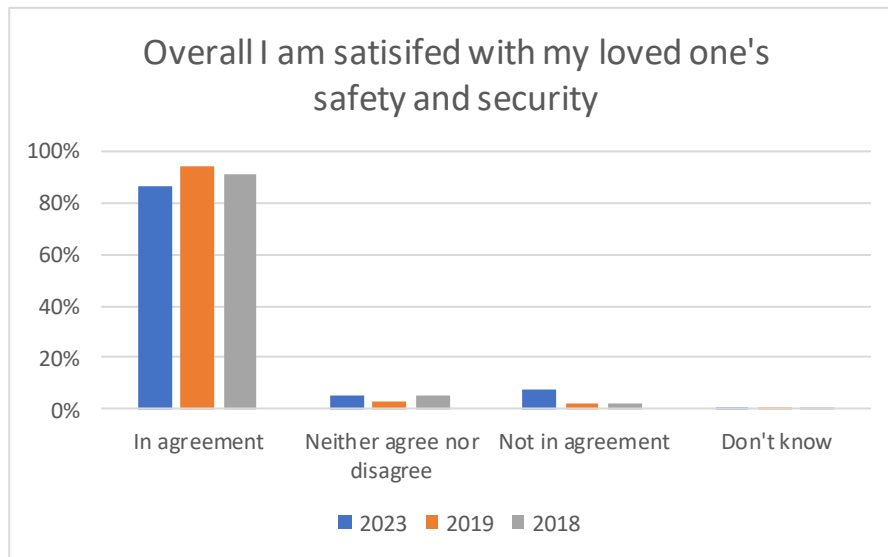
“Good explanation on getting settled into St. Pat's and I know they are available if I have any questions”

Safety and Security

Family members were asked to respond to the following statements regarding safety and security.

- *I feel my loved one is safe and secure in their own room.*
- *I feel my loved one is safe and secure at St. Patrick’s Home.*
- *I feel my loved one is safe interacting with others in the Home.*

Respondents were then asked to rate their overall satisfaction level with safety and security of St. Patrick’s Home of Ottawa.



Family Member Comment:

“The team on the floor has found a way to balance physical safety with well-being. For that I am grateful. They are always patient with her when she wanders and there is a joviality in how they respond to her.”

SUGGESTIONS FOR IMPROVEMENT

The following comments were taken directly from the Family Satisfaction Survey and serves as a representative sampling only, based on common themes identified from all of the responses. The following is not an exhaustive list of all comments received. All feedback is valued and appreciated.

- ❖ Long Term Care for patients with Dementia and Alzheimer disease is far from adequate.
- ❖ PSWs need to slow down a bit in providing care. Maybe this means more PSWS are needed. Sometimes my loved one's shower is missed. More social interaction and intellectual stimulation is needed among residents with good cognitive abilities.
- ❖ I would suggest that some consideration be given as to how to improve the “tone from the top”. In my experience, staff need to know that the team is all in it together. No one is better than anyone else; each member is equally important and each job makes a difference to the whole community.
- ❖ I am just learning about St. Pat's and attended my first Family and Residents Council meeting. I want to participate in a very constructive way to foster improvements as I learn more for long periods of time.
- ❖ Have universal WIFI access. I want to stream music when I visit or show photos that are in the cloud. It is very backward not to have free access.
- ❖ You need more staff or a higher staff: resident ratio! That said, they also need to be good, well-trained and motivated staff. I know that that is very hard to find these days.

LIKE BEST ABOUT ST. PATRICKS

The following comments were taken directly from the Family Satisfaction Survey and serves as a representative sampling only based on common themes identified from all of the responses. The following is not an exhaustive list of all comments received. All feedback is valued and appreciated.

- ❖ Thanks for organizing this survey and to the Family Committee for giving their time to help ensure that good care standards for our family members are maintained
- ❖ Thee RPN staff have been wonderful and I feel they like the PSWs truly care and try to maintain my husband's dignity. They also listen and respond to my concerns as I advocate for my husband.
- ❖ St Pat's provides a high level of care to its residents. My ward and I are thankful for that.
- ❖ St. Patrick's is very clean and attractive also.
- ❖ We are very happy. Staff seem to be good in managing new residents who may be disoriented, helping them settle and/or determining the most appropriate floor/section for them. Staff is also good at helping visitors come to understand how to respond to residents who may be disoriented, primarily by leading by example in a relaxed but attentive approach.
- ❖ It is a real advantage for us that Mom is able to have spiritual care in her home. We very much appreciate their visits, their presence and the hard work they do.

In Summary

St. Patrick's Home of Ottawa continues to work closely with both our residents and their families in order to meet the resident's medical, social, spiritual and emotional needs and to provide a safe and comfortable place to further explore their specific interests, all while maintaining a sense of autonomy, privacy and dignity.

Many efforts toward improving the lives of our residents continue to be embedded in the everyday practices and routines for staff, volunteers and other stakeholders, as a direct result of these annual satisfaction surveys.

The results of this survey have been reviewed by the Leadership and Quality Team; the Quality Improvement and Risk Management Board Committee; and the various committees for each of the required programs, just to name a few. This is done in order to address any area that did not score well overall or scored significantly less than previous years.

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St. Patrick's Home of Ottawa practices Continuous Quality Improvement as we strive to instill St. Pat's Values in all who work and volunteer here.

Together as residents, families, friends, staff, volunteers and Board members, we embrace and live the values of St Patrick's Home in all we do.

Respect, Compassion, Spirituality, Integrity, Excellence and Collaboration.