



St. Patrick's Home of Ottawa

2025 Family Quality of Life Survey Report

Introduction

St. Patrick's Home conducts an annual Family Quality of Life Survey to better understand family experiences and identify opportunities to enhance care and services. The survey gathers feedback across multiple quality-of-life areas, including safety, comfort, respect, communication, engagement in care, visiting experience, and overall satisfaction.

This report summarizes the 2025 survey results, including year-over-year comparisons, key strengths identified by families, and areas for improvement. The feedback received supports ongoing quality improvement efforts across the Home.

We extend our appreciation to all family members who participated. Your input supports transparency, continuous learning, and our commitment to high-quality, person-directed care.

Methodology

The 2025 Family Quality of Life Survey was administered electronically through QOLPro and was available to all designated family contacts from September 10 to October 10, 2025.

The survey included:

- Likert-scale questions
- Yes/no indicators
- Open-ended comment sections
- Items aligned with interRAI Long-Term Care Quality of Life domains

Participation was voluntary and anonymous. Responses were collected and summarized within QOLPro to generate domain-level results and thematic family feedback.

Comment Review and Thematic Analysis

The survey generated a substantial volume of written comments. The Quality Person-Directed Care Advisory Committee reviewed all comments, identified key themes within each domain, and selected representative examples for inclusion. Due to the volume of feedback, this report provides a thematic summary rather than reproducing all comments, while still reflecting the core experiences shared by families.

Survey Distribution and Participation

The survey was distributed to all 286 designated family contacts, and 63 surveys were completed, resulting in a 22% participation rate. While participation was voluntary, the responses offer meaningful insight into family experiences and highlight both strengths and opportunities for improvement.

Communication and Reporting Requirements

The survey is conducted annually as part of St. Patrick’s Home’s legislated Continuous Quality Improvement (CQI) processes under the *Fixing Long-Term Care Act, 2021*. Results are reviewed by the Quality Person-Directed Care Advisory Committee and shared with:

- Resident Council
- Family Council
- All staff teams

A public version of the report is posted on the Home’s website to support transparency and accountability.

Use of Results in Quality Improvement Planning

Survey findings directly inform the 2026 Quality Improvement Plan (QIP) and guide continuous quality improvement activities. Themes and domain results are reviewed with leadership, interdisciplinary teams, and the Quality Person-Directed Care Advisory Committee to support meaningful and measurable improvements in resident and family experience.

Considerations and Limitations

The results reflect the experiences of the 22% of designated family contacts who responded and may not represent all family perspectives. These findings form one component of the Home’s broader quality monitoring processes, which also include clinical and experiential data. Despite these limitations, the feedback offers valuable direction for strengthening person-centred care, communication, engagement, and service delivery.

2025 Family Quality of Life Survey Results (with 2024 Comparison)

This section provides a summary of St. Patrick’s Home’s 2025 Family Quality of Life Survey results, presented alongside 2024 results for comparison. The data is organized by quality-of-life domains and reflect the percentage of respondents who selected the most positive response options for each survey question (e.g., “Most of the time” and “Always”).

Family Quality of Life Results (2024–2025)

Domain	Question	St. Pat's 2024	St. Pat's 2025
Food and Meals	My family member enjoys mealtimes	51%	45%

	My family member has enough variety in their meals	63%	59%
	Overall domain average	57%	52%
Safety and Security	My family member's possessions are secure	71%	74%
	If he/she needs help right away, my family member can get it	47%	52%
	My family member is safe living at this home	84%	88%
	My family member can be alone when they wish	83%	83%
	Overall domain average	71%	74%
Comfort	My family member gets the services he/she needs	79%	81%
	I would recommend this site or organization to others	82%	83%
	This home has a clean and pleasant environment	85%	82%
	This home is the best place to meet my family member's needs	83%	87%
	Overall domain average	82%	83%
Trust	Staff pay attention to my family member	78%	87%
	This home is well managed	70%	71%
	I trust the staff to take good care of my family member	79%	89%

	I trust the information I receive from staff here	83%	80%
	Overall domain average	78%	82%
Respect	My family member is treated with respect by staff	87%	91%
	Staff treat me with respect	91%	98%
	Overall domain average	89%	95%
Staff Responsiveness	Staff respond quickly when my family member asks for assistance	58%	58%
	Overall domain average	58%	58%
Communication	I have the information I need about my family member's health status	74%	82%
	I know who to contact if I have concerns about my family member's care	83%	95%
	Overall domain average	79%	89%
Visiting Experience	I can visit my family member when I choose	98%	98%
	There are comfortable places to visit with my family member	83%	84%
	Overall domain average	91%	91%
Engagement in Care	I participate in care decisions about my family member	94%	95%

	I am consulted about changes in my family member's care plan	79%	93%
	Overall domain average	87%	94%
Activities and Belonging	My family member participated in meaningful activities in the past week	30%	30%
	Another resident is my family member's close friend	17%	11%
	Overall domain average	24%	21%
Overall average		72%	74%

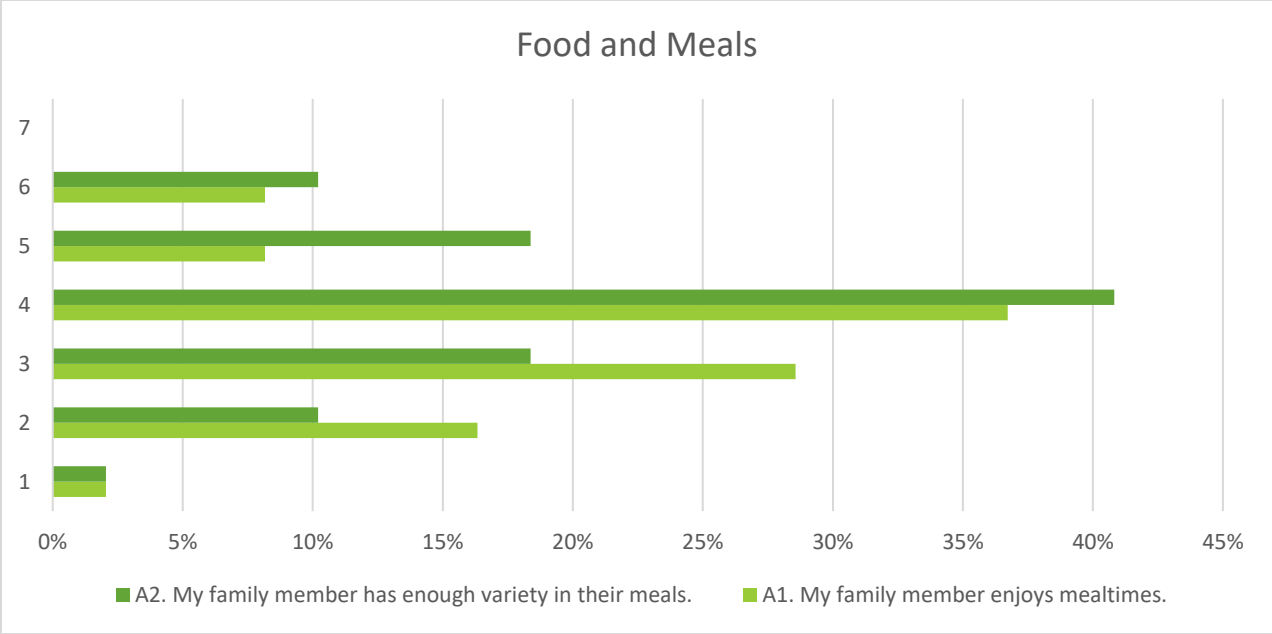
Data Source: QOLPro 2024–2025 Family Quality of Life Survey results.

DOMAIN RESULTS

1. Food & Meals

Domain Overview

This domain reflects families' perceptions of meal quality, variety, temperature, and overall enjoyment. Mealtimes are an important contributor to dignity, nutrition, and satisfaction.



Key Findings Summary

- Survey responses showed mixed experiences related to food and meals. While many families reported that their loved one enjoys mealtimes and has enough variety, others indicated concerns about meal satisfaction. A portion of respondents were neutral or unsure, suggesting variability in individual experiences. This remains an important area of focus for quality improvement.

Family Comment Highlights — Food & Meals

Strengths Identified by Families

- Families noted good meal variety, with many residents enjoying most of the options offered.
- The Home was recognized for accommodating dietary needs and providing choices that support a positive mealtime experience.

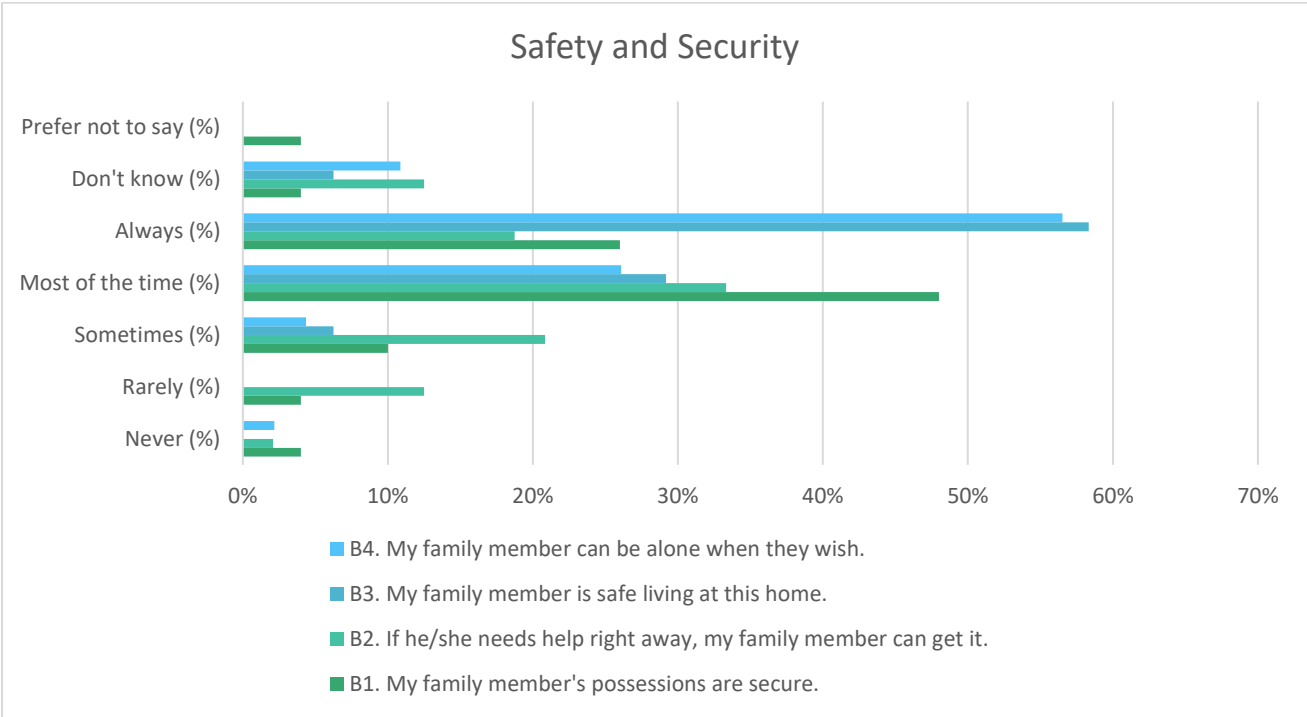
Areas Identified for Enhancement

- Some families reported that meals are not consistently served at an appropriate temperature and that mealtimes can feel rushed, impacting the dining experience.
- Concerns were raised about limited variety and inconsistency in certain meal options, particularly for residents on modified-texture diets. Several comments noted the frequent use of mashed potatoes as the primary starch, with families expressing interest in more diverse options to better reflect residents’ preferences

2. Safety & Security

Domain Overview

This domain measures how safe residents feel in the home, whether belongings are secure, and whether residents receive assistance promptly when needed.



Key Findings Summary

- Families generally expressed strong confidence in their loved one’s safety within the Home. Most respondents indicated that belongings are secure and that residents feel safe. Some families, however, noted variability in how quickly assistance is provided, suggesting an opportunity to enhance staff responsiveness in specific situations.

Family Comment Highlights — Safety & Security

Strengths Identified by Families

- Families reported that their loved one typically feels safe and supported, and that staff provide respectful, attentive care.
- Several families appreciated being promptly informed when incidents such as falls or health changes occur.

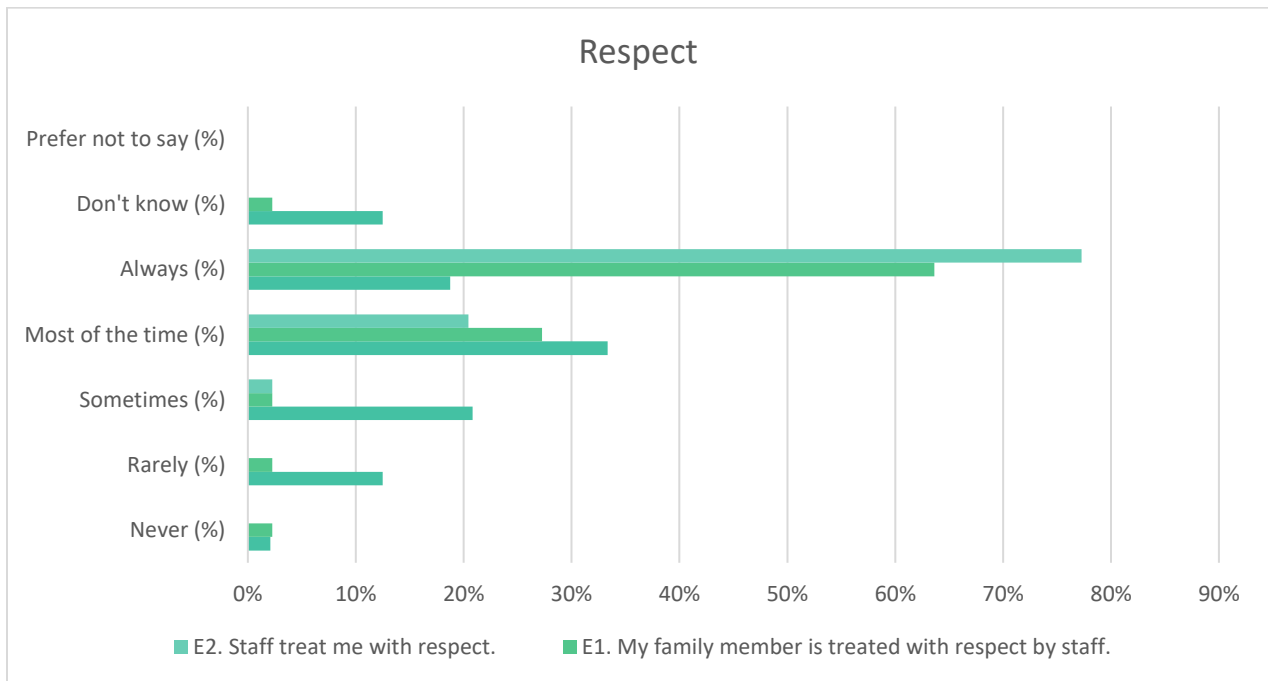
Areas Identified for Enhancement

- Some families raised concerns about misplaced personal items or equipment, noting that improved processes could help prevent loss.
- Challenges with response times and call-bell access were noted, particularly for residents who require assistance to reach or use the call bell.

3. Respect

Domain Overview

This domain explores how respectfully staff interact with residents and families. Respect is a core component of person-directed care and emotional well-being.



Key Findings Summary

- Responses in this domain were consistently strong. Families indicated that their loved one is treated with respect, and that they themselves feel respected by staff. This reflects a positive culture of dignity and person-directed care within the home.

Family Comment Highlights — Respect

Strengths Identified by Families

- Families reported that staff are welcoming, pleasant, and respectful, often taking time to listen, respond to questions, and provide updates on their loved one’s day.
- Many families expressed that they feel supported, noting that regular staff consistently demonstrate kindness, attentiveness, and genuine care toward residents and their families.

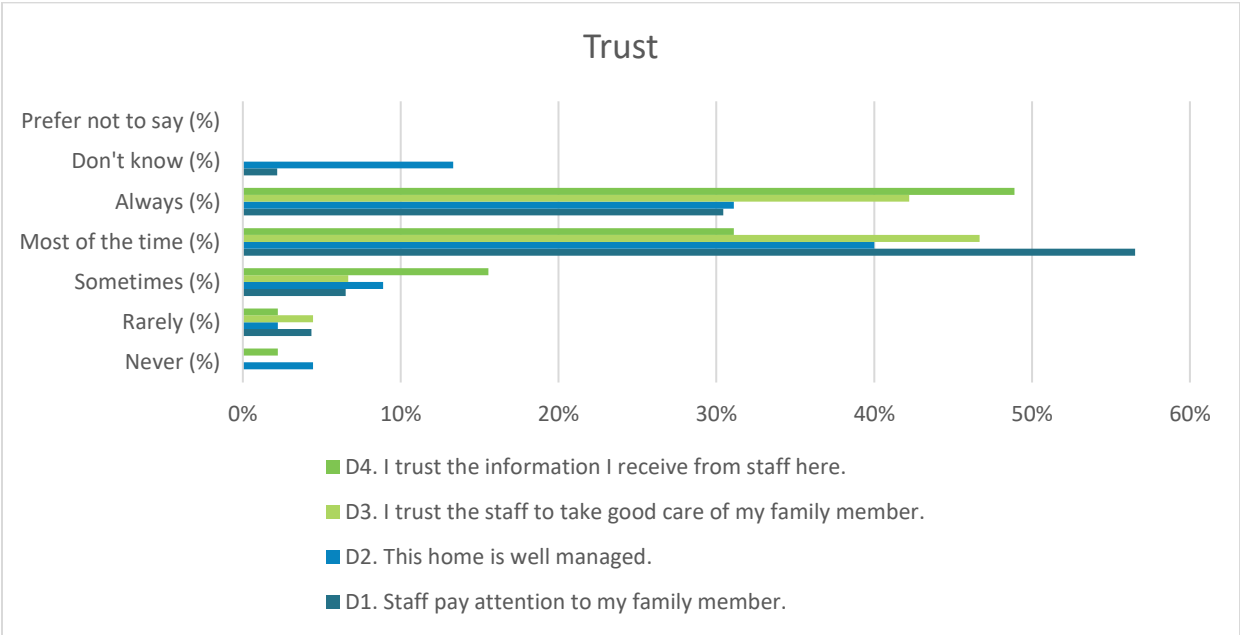
Areas Identified for Enhancement

- Some families noted that, while most staff are patient and compassionate, interactions could at times be more attentive or considerate—particularly for residents experiencing pain or reduced abilities.
- A few families expressed a desire for staff to engage more meaningfully during care, offering reassurance, conversation, and emotional support as part of routine interactions.

4. Trust

Domain Overview

This domain reflects the level of trust families have in staff, leadership, and communication. Trust strengthens confidence in care and decision-making.



Key Findings Summary

- Most families reported that they trust staff to provide good care and trust the information they receive. Confidence in how the home is managed was also generally positive, though a small number of respondents indicated uncertainty or differing perspectives. Building consistency in communication may support further strengthening of trust.

Family Comment Highlights — Trust

Strengths Identified by Families

- Many families expressed strong confidence in the care their loved one receives and spoke highly of the compassion, professionalism, and dedication shown by regular staff.
- Families shared that staff communicate openly about changes in condition and keep them informed, which helps build trust in the care being provided.

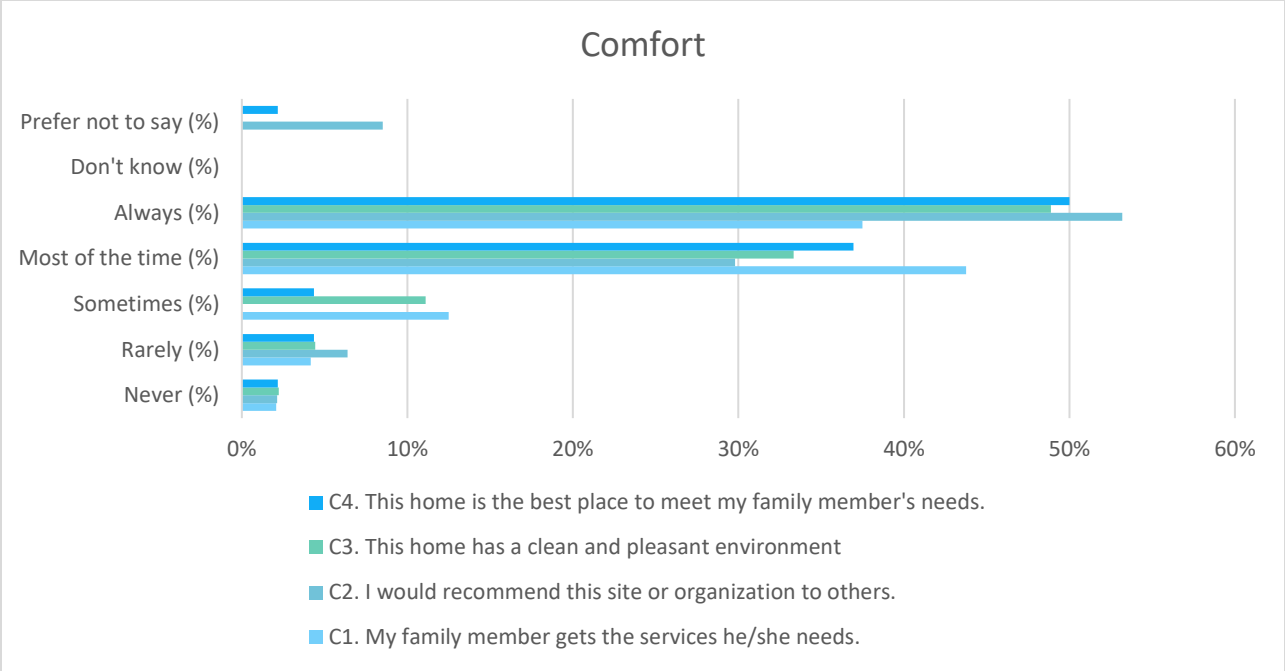
Areas Identified for Enhancement

- Some families noted that communication between team members can occasionally be inconsistent, leading to uncertainty about whether updates or care instructions have been fully shared.
- Families also expressed concerns about frequent staffing changes and the use of temporary staff, noting that inconsistency can make it harder for residents—especially those with complex needs to feel secure and understood.

5. Comfort

Domain Overview

This domain assesses the cleanliness, comfort, and welcoming nature of the physical environment.



Key Findings Summary

- Families reported satisfaction with the cleanliness and overall environment of the home. Many indicated that St. Patrick’s Home provides a clean, pleasant, and comfortable setting for residents and visitors. This domain was one of the stronger areas of performance.

Family Comment Highlights — Comfort

Strengths Identified by Families

- Many families shared that staff are caring, professional, and do their best to support residents’ comfort and well-being. Several families expressed feeling grateful that their loved one is receiving attentive and compassionate care.
- Families noted that when concerns are raised, staff are receptive and work to resolve issues, and that the home generally provides a supportive environment for residents with significant care needs.

Areas Identified for Enhancement

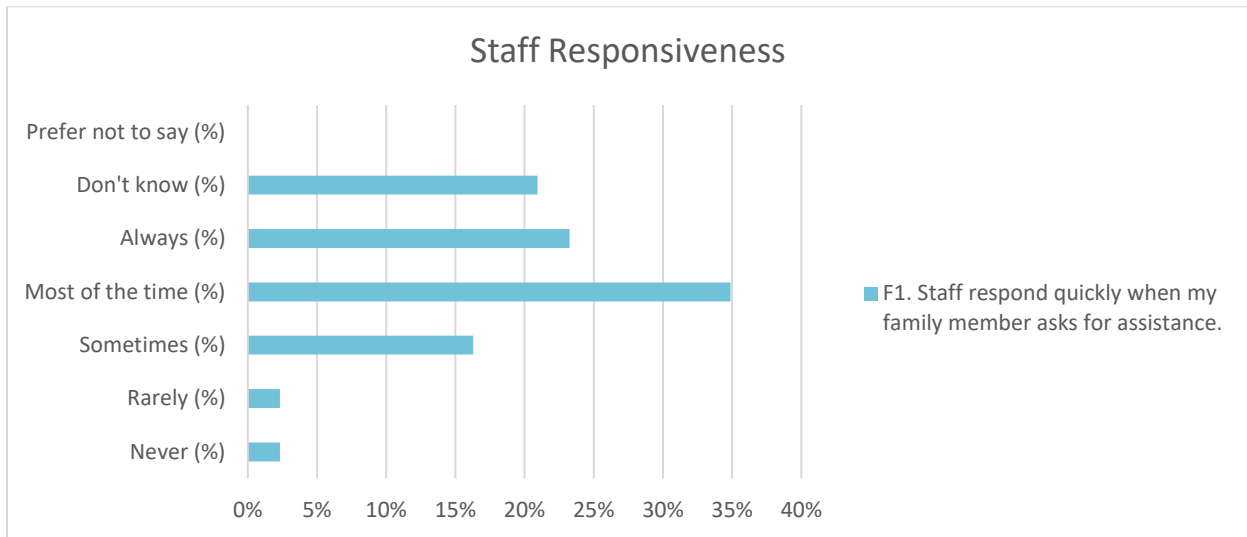
- Families noted that personal care routines — including timely assistance, hygiene, and oral care — are not always completed as consistently as expected. Strengthening reliability in these areas would help ensure comfort, dignity, and the prevention of avoidable health issues.

- Some families expressed a desire for improvements to the overall daily experience, including room cleanliness, access to comfortable and quiet spaces, and more opportunities for meaningful engagement that support residents’ well-being.

6. Staff Responsiveness

Domain Overview

This domain captures perceptions of how quickly and effectively staff respond when residents require assistance.



Key Findings Summary

- Responses in this domain were moderately positive, with many families reporting that staff respond quickly when assistance is needed. However, some families expressed uncertainty or variability in responsiveness, suggesting opportunities to improve consistency in timely support.

Family Comment Highlights — Staff Responsiveness

Strengths Identified by Families

- Families shared that staff are generally respectful and responsive, and that when they are present, staff acknowledge requests and provide support in a timely and caring manner.
- Some families noted that staff are attentive to residents who cannot ask for help themselves, demonstrating awareness of their needs throughout the day.

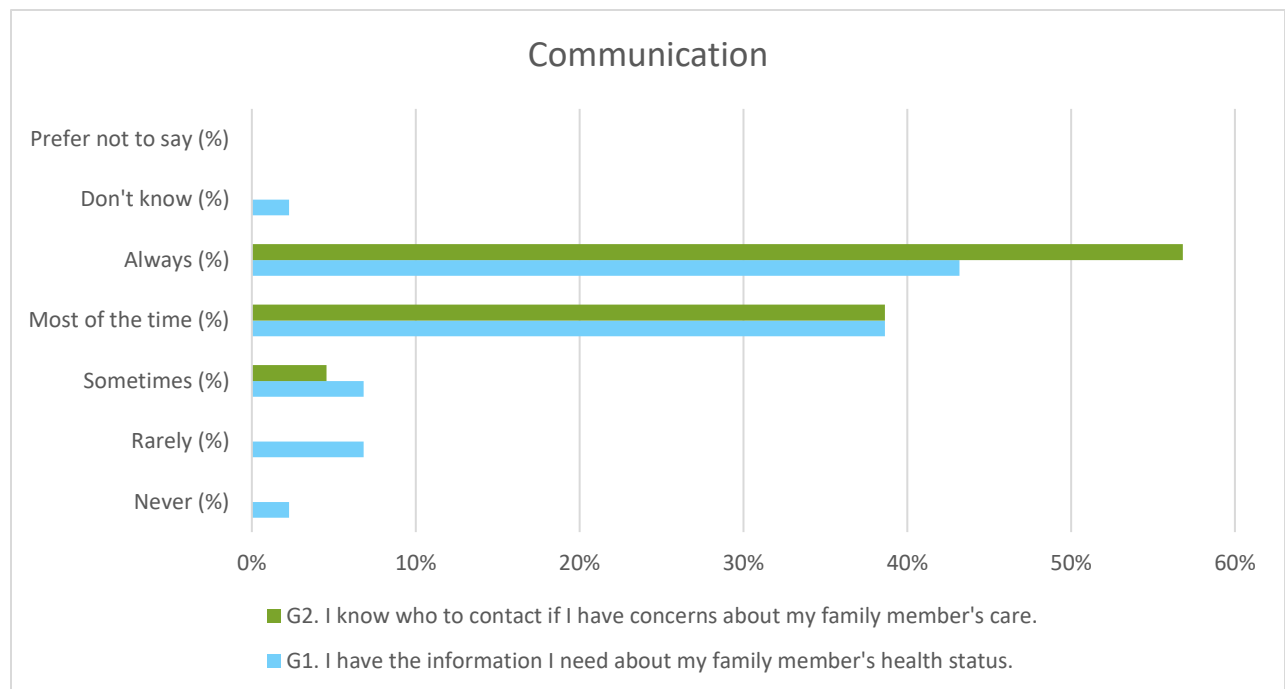
Areas Identified for Enhancement

- Families reported that, at times, assistance such as toileting or personal care may be delayed, particularly during busy periods, which can lead to discomfort for residents who rely on staff for all aspects of daily care.
- Some families expressed concerns about inconsistent response times, noting that residents who cannot independently request help may wait longer for support unless someone is present to advocate on their behalf.

7. Communication

Domain Overview

This domain evaluates the quality and clarity of communication between staff and families, including whether families feel informed and know who to contact.



Key Findings Summary

- Families expressed strong satisfaction with communication overall. Most indicated they receive the information they need about their loved one's health and know who to contact with concerns. A small portion of families identified areas where communication could be more consistent or detailed.

Family Comment Highlights — Communication

Strengths Identified by Families

- Families shared that staff are approachable, informative, and willing to answer questions, and that communication about health updates—such as medications, vitals, and changes in condition—is clear when provided.
- Several families expressed appreciation for staff who proactively share updates and help connect them with the right team members, noting that this builds confidence in the care their loved one receives.

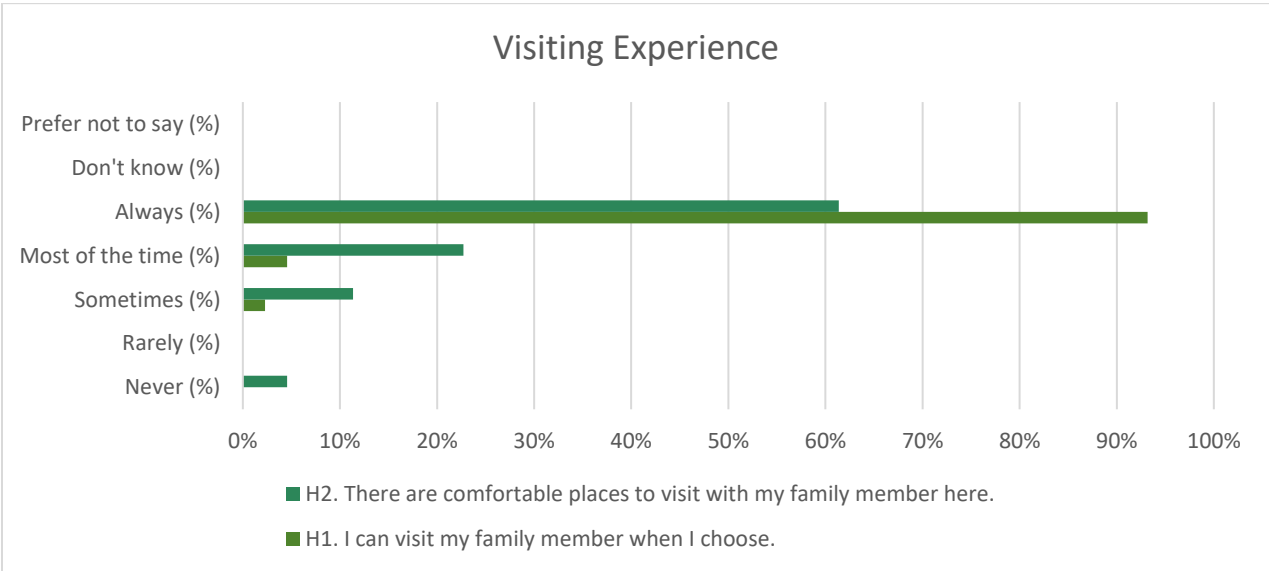
Areas Identified for Enhancement

- Some families noted that communication can be inconsistent, and that they do not always receive updates unless they initiate contact during an on-site visit.
- Families also described challenges reaching staff by phone or receiving timely follow-up, and suggested that more reliable communication channels would help them stay informed about their loved one’s care.

8. Visiting Experience

Domain Overview

This domain reflects families’ ability to visit when they choose and whether visiting spaces are comfortable and suitable.



Key Findings Summary

- Visiting experience was one of the highest-rated domains. Nearly all families reported that they can visit when they choose, and most found the visiting spaces comfortable and appropriate. A small number of families offered suggestions for enhancing comfort during visits.

Family Comment Highlights — Visiting Experience

Strengths Identified by Families

- Families shared that the gardens, outdoor spaces, and quiet areas throughout the home provide meaningful places to spend time together, and many appreciated the availability of spiritual spaces for reflection and comfort.
- Some families expressed gratitude for private rooms or the option to book designated rooms for special occasions, which helps support more personal or family-centered visits.

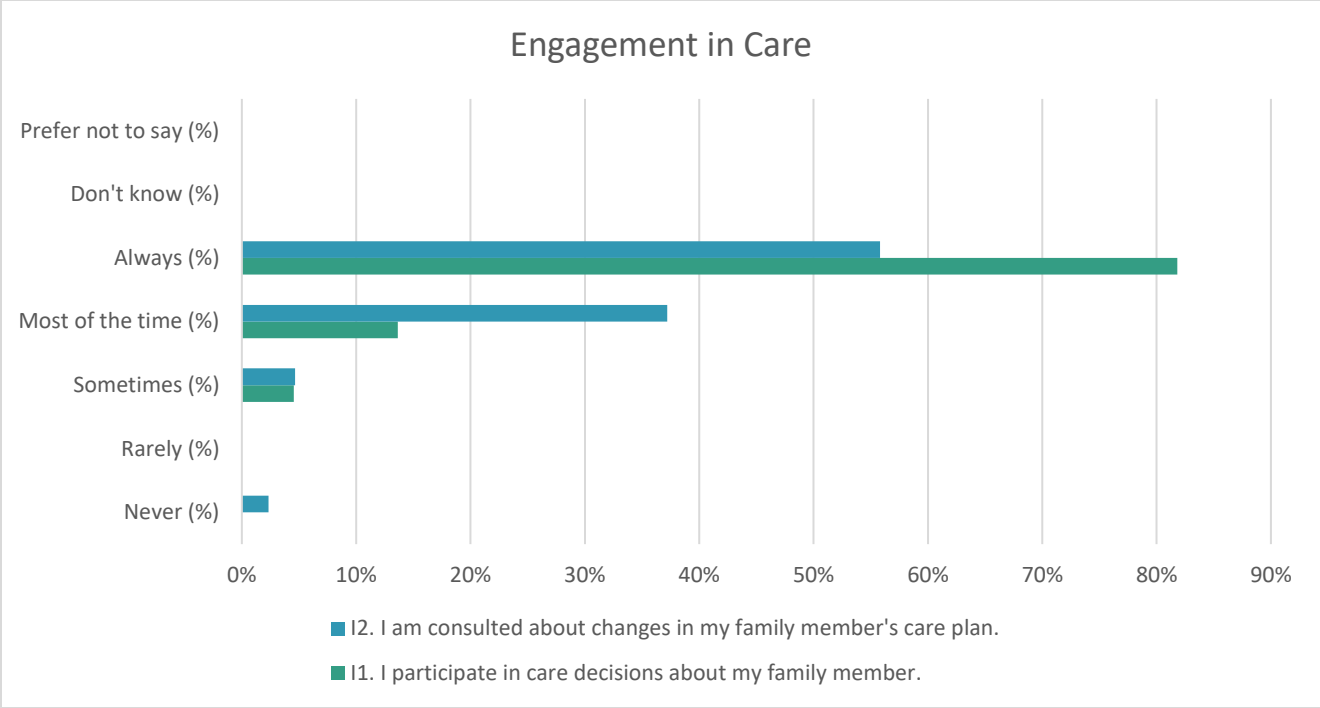
Areas Identified for Enhancement

- Families noted that indoor visiting spaces can feel limited, especially during poor weather, and suggested that more comfortable and inviting common areas would enhance the visiting experience.
- Some families shared that disruptions in common spaces or challenges accessing suitable seating—both indoors and outdoors—can make it difficult to enjoy longer or more private visits with their loved one.

9. Engagement in Care

Domain Overview

This domain addresses how involved families feel in care planning and decision-making, and whether their input is valued.



Key Findings Summary

- Families reported feeling involved in care decisions and consulted about changes to care plans. This reflects strong collaboration between staff and families. Continued consistency in communication will help sustain this positive trend.

Family Feedback – Engagement in Care

Strengths Identified by Families

- Families shared that they generally feel informed about key health updates and appreciate being able to discuss changes with the care team, including nurses, social workers, and physicians.
- Several respondents noted that they feel meaningfully involved in care decisions and value the opportunity to participate in discussions related to their loved one’s health needs.

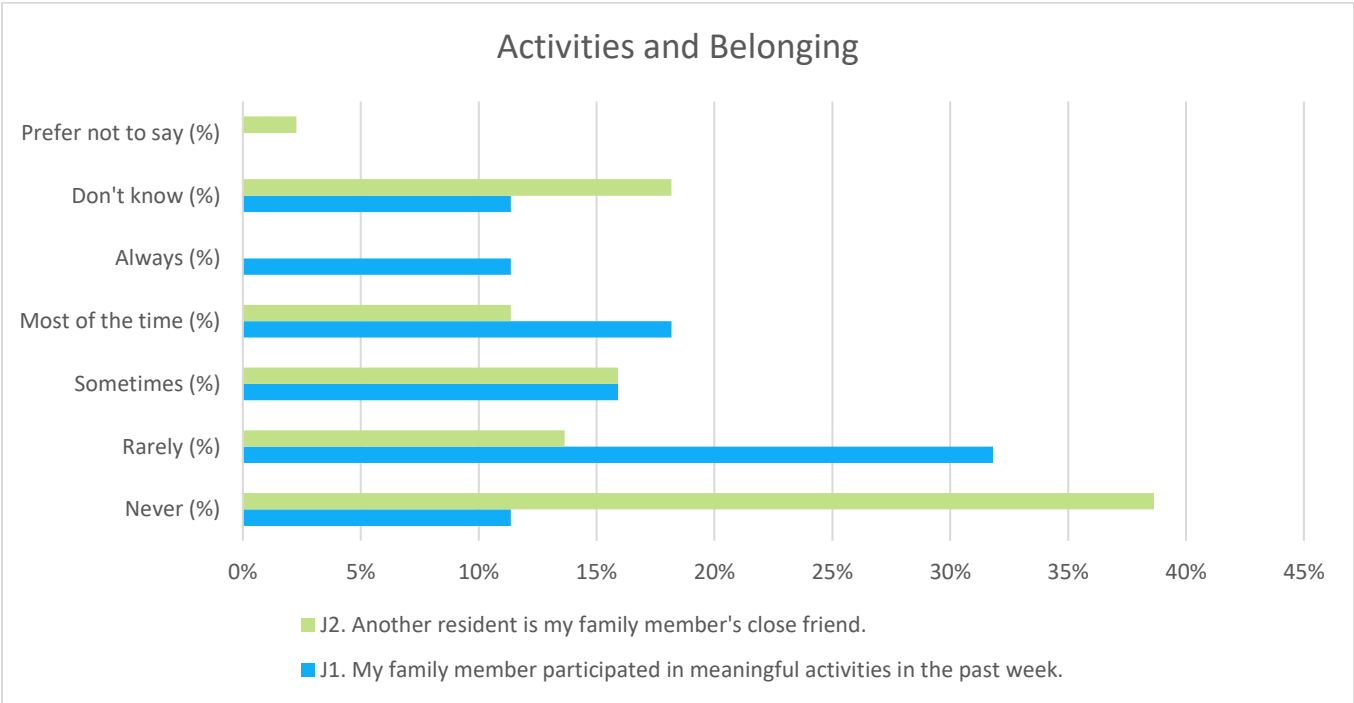
Areas Identified for Enhancement

- Some families expressed that follow-up regarding specific care decisions—such as vaccines or clinical changes—can be inconsistent, and they would appreciate timely confirmation and clearer communication.
- A few families noted that care plan reviews occurring only once per year may feel too infrequent for residents with complex or rapidly changing needs, and they would welcome more regular updates or check-ins.

10. Activities & Belonging

Domain Overview

This domain explores residents’ participation in meaningful activities, social engagement, and sense of belonging within the home.



Key Findings Summary

- This domain showed more variable results. While some families reported meaningful activity engagement, others noted limited participation or uncertainty about involvement. Responses also indicated that many residents may not have close peer relationships. This suggests opportunities to strengthen social engagement and expand meaningful activity offerings.

Family Feedback – Activities and Belonging

Strengths Identified by Families

- Recreation staff were described as warm, attentive, and proactive in encouraging participation in programs such as music, social events, and exercise sessions.
- Families appreciated that residents are invited to join activities but not pressured, supporting autonomy and comfort.

- Some residents have developed meaningful routines around certain programs, and families noted that recreation staff make an effort to adapt activities to individual interests and abilities.

Areas Identified for Enhancement

- Families expressed that residents would benefit from more dementia-friendly, independent, or quiet activities, especially during times when recreation staff are not present.
- Some families noted that residents who are more cognitively well may experience limited social connection if peers on the unit have different cognitive abilities.
- Additional support for residents who require assistance to attend programs was identified as an area of need, as mobility or health limitations sometimes prevent meaningful engagement.
- A few families shared that their loved one experiences boredom or anxiety due to limited opportunities for consistent social interaction.

Next Steps for Quality Improvement

Findings from the 2025 Family Quality of Life Survey directly informs the development and monitoring of the 2026 Quality Improvement Plan. Priority focus areas include:

- **Building on existing strengths** in respect, trust, communication, and collaboration with families.
- **Enhancing the dining experience** by improving meal variety, consistency, temperature, and overall mealtime satisfaction, including improvements to modified-texture menu options.
- **Strengthening staff responsiveness and consistency of care** across all shifts, particularly for residents who rely on assistance with daily activities.
- **Supporting clear, timely, and proactive communication with families**, especially when health changes occur or when care plans are adjusted.
- **Expanding opportunities for meaningful activities and social connection**, tailored to residents’ abilities, interests, cognitive needs, and preferences.

What We Heard and How We Are Responding

Food & Meals

Residents and families report that meals are sometimes served below the ideal temperature, mealtimes can feel rushed, and modified-texture diets lack variety. They also expressed a desire for more choice, flexibility, and involvement in menu planning.

The Person-Directed Meal Service initiative, launched in 2025, is addressing these concerns under the guidance of the Quality Person-Directed Care Advisory Committee. Surveys have been completed across all RHAs, and a draft meal service philosophy is awaiting Resident Council approval. Process mapping will begin on Carlow in early 2026 to identify improvement opportunities. Enhancements will be tested through PDSA cycles and standardized across RHAs, with implementation beginning in Kilkenny and full rollout expected by Q1 2027

Target: Improve resident satisfaction with Food & Meals on the 2026 QoL Survey by 5%, increasing from 56% to 61%.

Recreation & Leisure

Families expressed a need for more meaningful and engaging activities, stronger opportunities for peer connection, and programs that better support residents with diverse mobility and cognitive needs.

In response, the Recreation & Leisure team refined program calendars throughout 2025 to provide a balanced mix of structured and unstructured activities and improved engagement tracking using ActivityPro and PointClickCare. The Person-Directed Recreation and Leisure Program is now awaiting final Resident Council approval. A final audit of the three RHAs with the lowest 2024 QoL scores will be completed in early 2026 and will inform the revised approach. Implementation of the updated program will follow a phased rollout across RHAs.

Target: Improve the Activities indicator on the 2026 QoL survey by 6%, increasing from 34% to 41%.

Care, Comfort & Responsiveness

Families emphasized the importance of timely, responsive care, feeling respected and heard, and the strong influence staff interactions have on residents' day-to-day experiences.

To support these priorities, work is underway to finalize and implement the Kindness & Teamwork Charter across all RHAs, expand leadership-led discussions focused on respectful and responsive care, and strengthen onboarding and mentorship programs to promote positive staff-resident relationships. Monthly team discussions will continue throughout 2026 to reinforce expectations, address barriers, and recognize progress. Staff education is also being enhanced, using QoL survey findings to guide ongoing improvement.

2026 Targets:

- Improve Staff Responsiveness from 60% to 66%
- Improve Respect by Staff from 68% to 76%

Clinical Care: Skin Integrity

Families emphasized the importance of preventing skin breakdown and supporting residents' comfort and safety.

In 2026, St. Patrick's Home will deliver targeted skin-and-wound education for evening and night staff, expand structured support for Skin Wellness Associate Nurse (SWAN) graduates, review audit findings with care teams, and reinforce adherence to Ministry and Home policies.

2026 Targets:

- Reduce new Stage 2–4 wounds from 5.92% to 3.30%
- Improve new wound audit compliance from 51% to 100%

Clinical Care: Oral Care

Families identified inconsistencies in oral care practices and highlighted the need for more reliable support, particularly for residents who may resist or have difficulty with oral hygiene.

To strengthen oral care, the Home is increasing staff education, appointing oral-care champions in each RHA, expanding training for day and evening PSWs, and enhancing monitoring through regular audits.

2026 Target:

- Reduce oral care related refusals by 50%

Clinical Care: Linen Access

Families raised concerns about linen availability, including delays in accessing clean linens and inconsistencies across RHAs.

In 2026, planned actions include reviewing linen distribution patterns, mapping current processes to identify the root causes of shortages, implementing an improved linen management process, and evaluating results before and after implementation.

2026 Target:

- Reduce linen availability concerns by 50%

Safety: Speaking Up Without Fear of Consequences

Families emphasized the importance of ensuring residents feel safe and supported when expressing concerns.

St. Patrick's Home is updating resident-friendly materials on how to raise concerns, delivering education sessions across all RHAs, reviewing resident feedback to identify themes requiring follow-up, and reporting key outcomes back to Resident Council.

2026 Target:

- Increase agreement with “I can express my opinion without fear of consequences” from 60% to 76%

Quality Improvement & Layered Process Audits

Families emphasized the importance of consistency, safety, and accountability in resident care.

In 2026, the Home will review policies that support the Person-Directed Quality Improvement and Risk Management Framework, expand whole-home auditing using GO Audit and Sodexo, implement Layered Process Audits (LPAs) across all RHAs, and provide education for supervisors, registered staff, and leadership to strengthen quality and audit practices. LPAs will help identify risks early, support consistent care, and reinforce daily quality expectations.

Targets:

- Reduce Ministry inspection findings by 50% in 2026
- Achieve zero findings by 2028

Progress on these initiatives will be monitored quarterly through the Quality Person-Directed Care Advisory Committee and shared with Resident and Family Councils as part of ongoing quality and safety discussions.

Conclusion

St. Patrick's Home thanks all family members who participated in the 2025 Family Quality of Life Survey. Your feedback plays an important role in shaping our priorities and supports ongoing enhancements to person-centred care. The results of this survey will continue to guide our efforts to ensure that residents live safely and comfortably, with dignity, respect, and a strong sense of belonging.

This report has been shared with Resident Council, Family Council, all staff, and has been posted publicly on the St. Patrick's Home website in accordance with legislative requirements.