



2025 Resident Quality of Life Survey Report
St. Patrick's Home of Ottawa

Introduction

St. Patrick's Home conducts an annual Resident Quality of Life (QoL) Survey to better understand residents' lived experiences and to identify opportunities to enhance care, services, and daily life within the Home. The survey invites residents to share their perspectives across multiple domains of quality of life, including privacy, safety, comfort, respect, autonomy, staff responsiveness, activities, relationships, and overall well-being.

This report presents a summary of the 2025 Resident Quality of Life Survey results, including year-over-year comparisons, key strengths identified by residents, and areas where further improvement would be beneficial. Resident feedback is a critical component of St. Patrick's Home's Continuous Quality Improvement (CQI) framework and helps guide planning, decision-making, and service enhancements across the Home.

We thank all residents who participated in this year's survey. Their voices are essential in supporting person-directed care and ensuring that services reflect what matters most to the people who live here.

Methodology

The 2025 Resident Quality of Life Survey was conducted between September 10, 2025 and October 31, 2025 using the interRAI Long-Term Care Resident Quality of Life Survey tool.

To support meaningful participation and consistent data collection:

- Residents with a Cognitive Performance Scale (CPS) score of 0–2 were included
- Surveys were administered in person by a trained volunteer
- Questions were read aloud and asked in a consistent manner to support comprehension and reduce response bias
- Participation was voluntary

A total of 92% of eligible residents (65 of 71) participated in the survey, providing a strong and representative snapshot of resident experience within the Home.

Survey responses were compiled and analyzed to generate domain-level results and to identify recurring themes across resident comments.

Survey Distribution and Participation

The Resident Quality of Life Survey was offered to all eligible residents meeting the cognitive inclusion criteria. With a participation rate of 92%, the results provide insight into residents' experiences, perceptions, and priorities related to daily life at St. Patrick's Home.

While individual experiences vary, the findings offer valuable direction for understanding strengths, identifying opportunities for improvement, and informing quality improvement initiatives.

Comment Review and Thematic Analysis

The 2025 Resident Quality of Life Survey generated a limited number of open-ended comments across the quality of life domains. All resident comments were reviewed and included in the analysis.

Given the small number of comments for individual questions, feedback was grouped and summarized by theme rather than reported verbatim. This thematic approach was used to reflect residents' experiences accurately, protect privacy, and support meaningful quality improvement.

Use of Results in Quality Improvement Planning

Findings from the 2025 Resident Quality of Life Survey directly inform St. Patrick's Home's Quality Improvement Plan (QIP) and broader Continuous Quality Improvement activities.

Survey results and themes are reviewed by:

- Leadership
- Interdisciplinary teams
- The Quality Person-Directed Care Advisory Committee
- Resident and Family and Friends Council

Considerations and Limitations

The Resident Quality of Life Survey reflects the perspectives of residents who were able to participate based on cognitive inclusion criteria. While this approach supports consistency and reliability, it may not fully capture the experiences of residents with more advanced cognitive impairment.

Communication and Reporting

The Resident Quality of Life Survey is completed annually as part of St. Patrick's Home's legislated Continuous Quality Improvement (CQI) processes under the *Fixing Long-Term Care Act, 2021*.

Survey findings are reviewed through the Home's Quality Person-Directed Care Advisory Committee and shared with:

- Resident Council
- Family and Friends Council
- All staff teams across the home

A public version of this report is also posted on the Home’s website to support transparency, accountability, and open communication with families and the community.

Resident Quality of Life Results (2024-2025)

Domain	St Pat’s 2023	St Pat’s 2024	St Pat’s 2025	Median Benchmark
Privacy	79%	82%	79%	91%
Food & Meals	54%	56%	50%	73%
Safety & Security	74%	74%	74%	89%
Comfort	53%	60%	58%	73%
Daily Decisions	57%	65%	66%	73%
Respect by Staff	71%	73%	68%	84%
Staff Responsiveness	61%	62%	60%	72%
Staff Resident Bonding	40%	48%	43%	47%
Activities	28%	35%	34%	41%
Personal Relationships	18%	27%	27%	33%

Domain	Questions	St. Pat's 2024	St. Pat's 2025	Median Benchmark
Privacy	I can be alone when I wish	82%	79%	90%
	My privacy is respected when people care for me	82%	79%	93%
	Overall domain average	82%	79%	91%
Food & Meals	I get my favorite foods here	39%	32%	67%
	I can eat when I want	53%	39%	26%
	I have enough variety in my meals	53%	52%	82%
	I enjoy mealtimes	71%	63%	73%

	Food is the right temperature when I get to eat it	65%	63%	87%
	Overall domain average	56%	50%	73%
Safety & Security	If I need help right away, I can get it	52%	55%	80%
	I feel my possessions are secure	79%	82%	89%
	I feel safe when I am alone	91%	85%	94%
	Overall domain average	74%	74%	89%
Comfort	I get the services I need	73%	69%	93%
	I would recommend this organization to others	79%	83%	80%
	I can easily go outdoors if I want	56%	54%	73%
	I am bothered by the noise here	21%	20%	38%
	This place feels like home to me	71%	65%	70%
	Overall domain average	60%	58%	73%
Daily Decision (Autonomy)	I can have a bath or shower as often as I want	47%	49%	33%
	I decide when to get up	59%	66%	60%
	I decide when to go to bed	88%	83%	82%
	I can go where I want on the spur of the moment	49%	42%	70%
	I control who comes into my room	61%	65%	73%
	I decide which clothes to wear	79%	74%	90%
	I decide how to spend my time	85%	86%	93%
	Overall domain average	65%	66%	73%
Respect by Staff	I am treated with respect by staff	85%	81%	93%
	Staff pay attention to me	79%	71%	83%
	I can express my opinion without fear of consequences	49%	60%	76%
	Staff respect what I like and dislike	77%	60%	84%
	Overall domain average	73%	68%	84%
Staff Responsiveness	The care and support I get help me live my life the way I want	65%	65%	84%
	Staff respond quickly when I ask for assistance	55%	62%	73%
	Staff respond to my suggestions	30%	31%	53%

	I get the health services I need	77%	72%	93%
	Staff have enough time for me	62%	62%	No baseline available
	Staff know what they are doing	74%	69%	No baseline available
	My services are delivered when I want them	65%	59%	No baseline available
	Overall domain average	62%	60%	72%
Staff Resident Bonding	Some of the staff know the story of my life	27%	15%	30%
	I consider a staff member my friend	50%	54%	49%
	I have special relationship with a staff member	46%	55%	No baseline available
	Staff take time to have a friendly conversation with me	42%	42%	44%
	Staff ask how my needs can be met	61%	57%	50%
	I have the same nurse assistant on most weekdays	59%	37%	No baseline available
	Overall domain average	48%	43%	47%
Activities	I have enjoyable things to do here on weekends	41%	43%	28%
	I have enjoyable things to do here in the evenings	33%	42%	No baseline available
	I participate in meaningful activities	39%	34%	40%
	If I want, I can participate in religious activities that have meaning to me	38%	40%	78%
	I have opportunities to spend time with like-minded residents	32%	31%	52%
	I have opportunity to explore new skills and interests	29%	15%	23%
	Overall domain average	35%	34%	41%
Personal Relationships	Another resident here is my close friend	35%	37%	43%
	People ask for my help and advice	23%	22%	12%

	I have opportunities for affection and romance	9%	5%	17%
	It is easy to make friends here	44%	34%	50%
	I have people who want to do things together with me	26%	35%	33%
	Overall domain average	27%	27%	33%

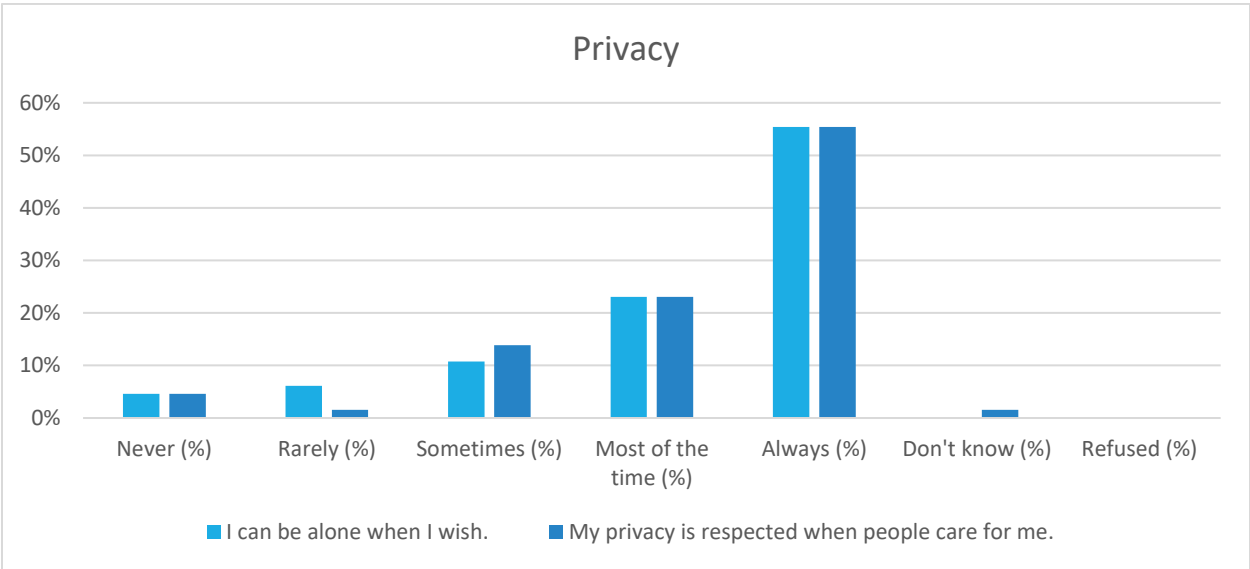
Data Source: QOLPro 2025 Resident Quality of Life Survey Results.

DOMAIN RESULTS

1. Privacy

Domain Overview

This domain reflects residents’ experiences related to privacy, including their ability to be alone when they wish and whether privacy is respected during care.



Key Findings Summary

Resident responses indicate generally positive perceptions of privacy at St. Patrick’s Home. In 2025, 79% of residents reported that they can be alone when they wish and that their privacy is respected during care. While results remain stable compared to 2024, scores are below the provincial median benchmark, suggesting an opportunity to strengthen consistency in privacy practices across the home.

Resident Feedback – Privacy

Areas Identified for Enhancement

- One resident comment noted that newer staff may benefit from additional training to ensure privacy is consistently respected during care.

1. Food and Meals

Domain Overview

This domain reflects residents' experiences related to food quality, variety, timing, temperature, and overall enjoyment of mealtimes.



Key Findings Summary

Results for the Food & Meals domain show mixed experiences among residents. In 2025, residents reported enjoyment of mealtimes (63%), though this represents a decrease from 2024 and remains below the provincial median benchmark. Scores related to favourite foods (32%), meal variety (52%), and food temperature (63%) were notably lower than benchmark values, indicating opportunities to enhance the overall dining experience.

Residents reported greater flexibility related to eating times, with scores exceeding the provincial median benchmark in this area. Overall, results suggest that while many residents enjoy mealtimes, improvements to food preferences, variety, and consistency may further enhance satisfaction.

Resident Feedback – Food & Meals

Strengths Identified by Residents

- Some residents shared that they enjoy mealtimes and appreciate having regular, predictable meals as part of their daily routine.
- Residents indicated flexibility around when they eat, which supports autonomy and individual preferences.
- Mealtimes were described by some residents as an opportunity for social interaction and routine.

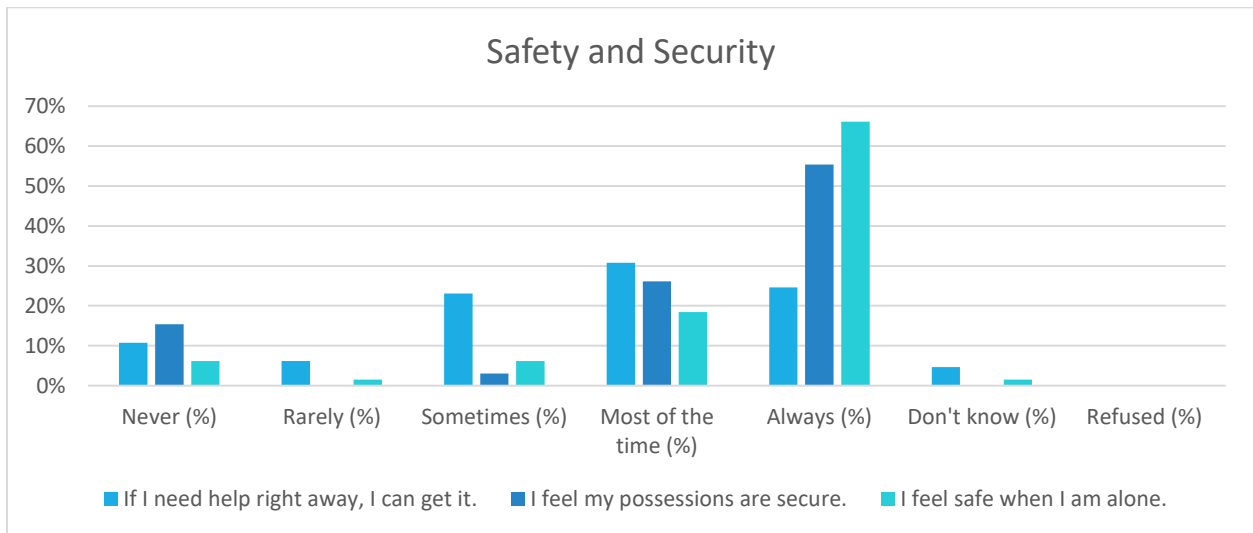
Areas Identified for Enhancement

- Residents expressed interest in having more favourite foods and greater variety in meal options.
- Some residents noted that food is not always served at the preferred temperature.
- A number of responses suggested that meal enjoyment could be improved through increased choice and consistency, particularly for residents with specific preferences or dietary needs.

2. Safety & Security

Domain Overview

This domain reflects residents’ perceptions of personal safety, access to timely assistance, security of personal belongings, and comfort when alone in their living space.



Key Findings Summary

In 2025, residents generally reported feeling safe within the home and comfortable being alone. Scores related to feeling safe when alone remained strong. However, results related to timely access to assistance and security of personal belongings were lower than the provincial median benchmark, indicating opportunities to strengthen responsiveness and safeguards for residents' personal items.

Resident Feedback – Safety & Security

Strengths Identified by Residents

- Many residents reported feeling safe in their living environment, including when alone in their room.
- Residents expressed overall confidence in the home as a safe place to live.
- Some residents shared that having doors closed at night or quiet spaces contributes to their sense of comfort and security.

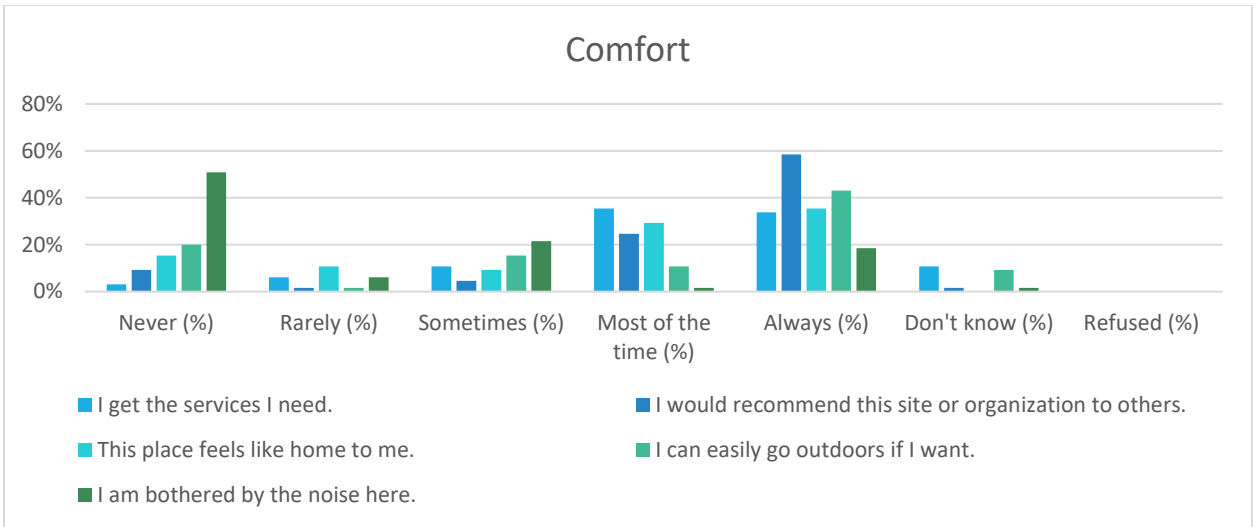
Areas Identified for Enhancement

- Residents noted delays in receiving assistance after requesting help, with wait times varying depending on time of day.
- Some residents shared that call bells are not always within reach, making it difficult to request assistance independently.
- Concerns were raised about missing personal belongings, including clothing and personal care items, suggesting a need to strengthen processes related to safeguarding residents' possessions.
- A few residents expressed preferences related to privacy and nighttime routines, such as having doors closed, to support feelings of safety.

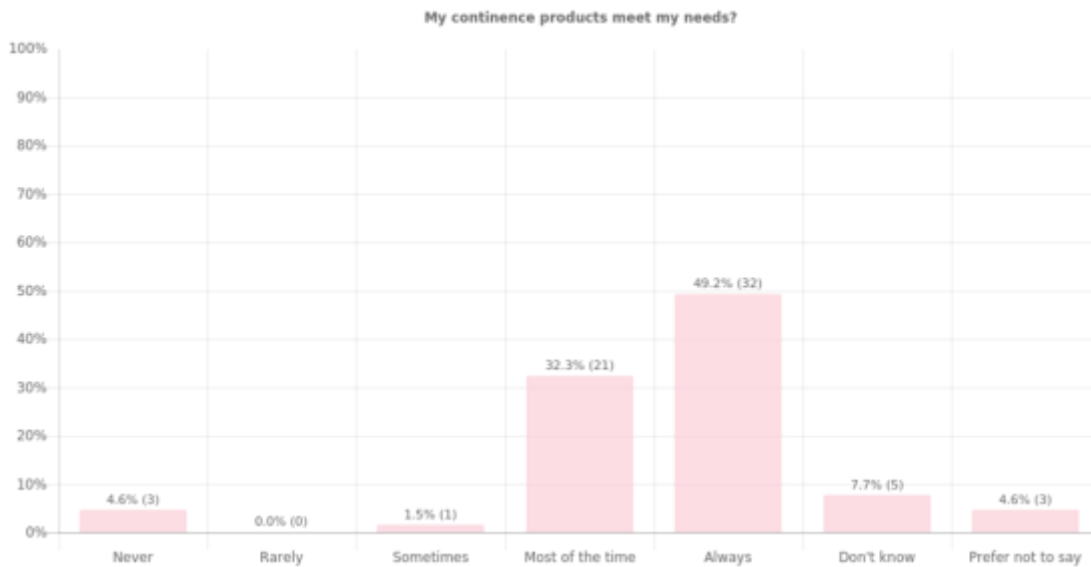
3. Comfort

Domain Overview

This domain reflects residents' perceptions of physical comfort, access to needed services, the home-like quality of the environment, noise levels, and the ability to go outdoors when desired.



Comfort – Additional Resident Experience Question



Key Findings Summary

In 2025, resident responses related to comfort were mixed. Many residents indicated that they receive the services they need and would recommend the home to others. However, scores related to access to outdoor spaces, noise levels, and the overall feeling of the home being “home-like” were lower than the provincial median benchmark. These findings suggest opportunities to enhance residents’ daily comfort and overall living experience.

Resident Feedback – Comfort

Strengths Identified by Residents

- Many residents shared that their care needs are generally met and that they feel supported by staff.
- A majority of residents indicated they would recommend the home, reflecting overall satisfaction with care and services.
- Residents reported that privacy is typically respected during care.
- Several residents noted that they are able to go outdoors when supported by staff, and appreciated assistance provided due to mobility.
- Safety supports such as alarms or monitoring devices were described as helping residents feel secure while maintaining comfort.

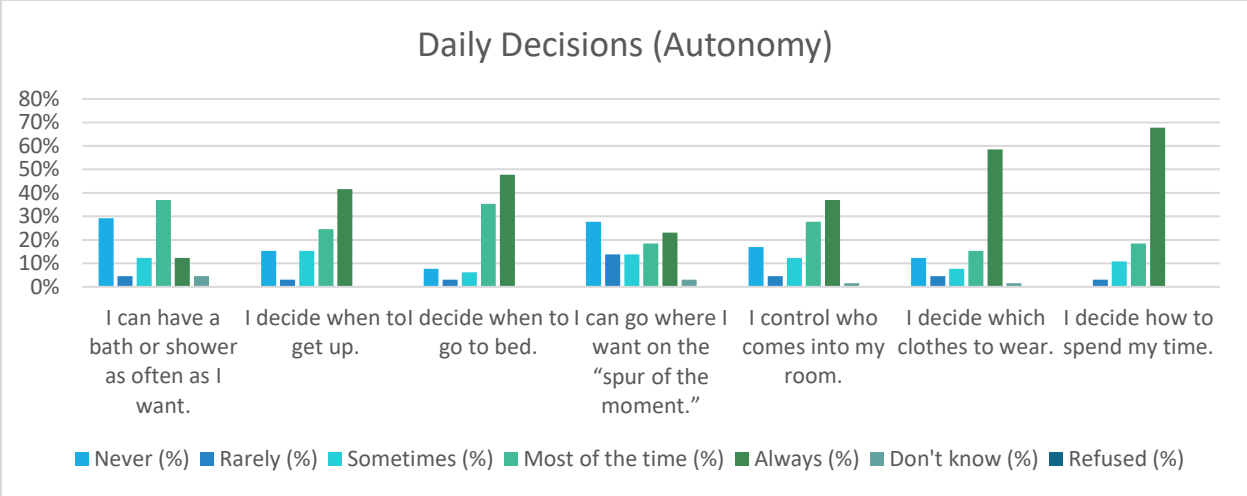
Areas Identified for Enhancement

- Residents reported limited ability to access outdoor spaces independently, noting that going outside often depends on staff availability.
- Noise was a recurring concern, including loud environments related to other residents vocalizing and activity during mealtimes.
- Some residents described mealtime routines as feeling rushed, with food being removed quickly, which affected comfort and enjoyment.
- A few residents identified opportunities to improve staff training and consistency to better support comfort during daily care.
- Physical aspects of the environment, such as heavy dining room chairs, were noted as creating challenges for some residents.
- Residents also highlighted that a calmer environment and more consistent routines would contribute to the home feeling more comfortable and home-like.

4. Daily Decisions (Autonomy)

Domain Overview

This domain reflects residents' ability to make choices in their daily lives, including personal care routines, clothing selection, daily schedules, privacy, and control over their personal space. Supporting autonomy is a key component of dignity, independence, and person-directed care.



Key Findings Summary

In 2025, residents reported moderate to strong autonomy overall, with improvements compared to 2024. Residents expressed the greatest confidence in deciding how to spend their time and when to get up or go to bed. Lower scores were noted in areas related to bathing and shower frequency, spontaneous movement within the home, and control over clothing choices, indicating opportunities to further strengthen resident-directed routines and flexibility.

Resident Feedback – Daily Decisions (Autonomy)

Strengths Identified by Residents

- Many residents shared that they are able to decide when to get up and go to bed and feel they have control over how they spend their time.
- Residents reported that their privacy is generally respected, including control over who enters their room.
- Several residents noted that they are able to choose their clothing and manage their personal items independently when able.
- Some residents described clear routines for personal care days and appreciated consistency when schedules are followed.

Areas Identified for Enhancement

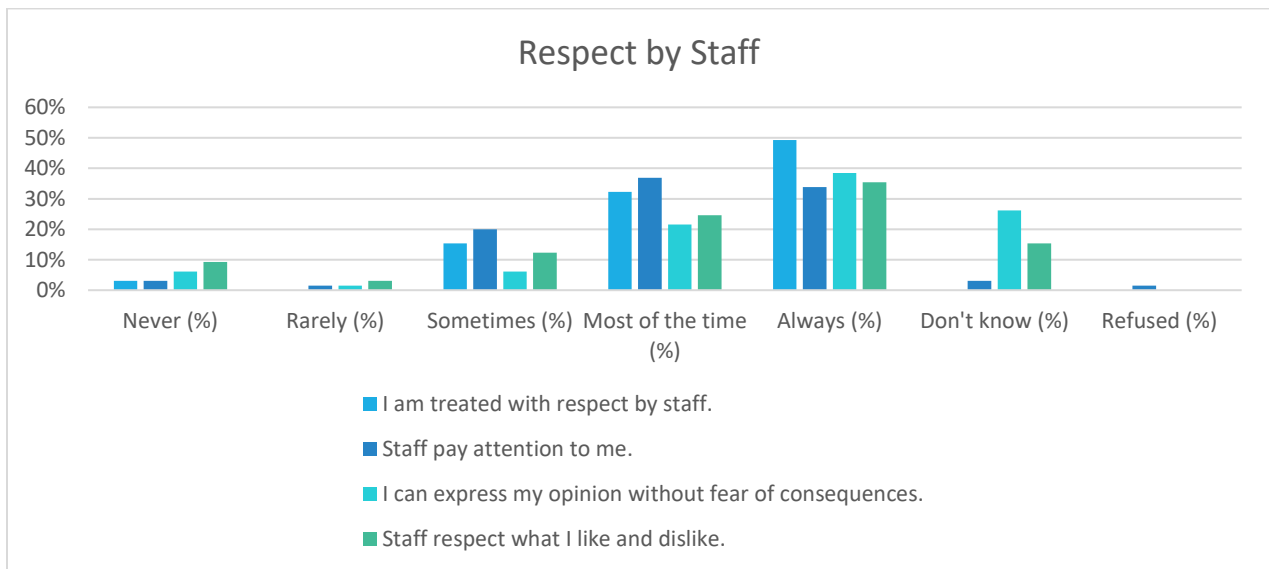
- Residents expressed a desire for greater choice and consistency around bathing and shower schedules, including the option for more frequent showers.
- Some residents shared that promised or preferred bathing times were not always met, and that follow-up or accountability between staff roles could be clearer.
- A number of residents indicated challenges related to timing of care routines, such as delays in assistance that affected comfort or wound care needs.

- Residents noted environmental factors, such as room temperature, that influenced their willingness to participate in personal care activities.
- Some residents expressed a desire for greater independence in selecting clothing and managing personal belongings.
- A small number of residents raised concerns about personal items going missing, highlighting the importance of supporting both autonomy and security.

5. Respect by Staff

Domain Overview

This domain reflects residents’ experiences of being treated with dignity, courtesy, and respect by staff. It includes feeling listened to, having personal preferences respected, and being able to express opinions without fear of negative consequences.



Key Findings Summary

In 2025, residents reported mixed experiences related to respect. While many residents indicated that staff are generally respectful and attentive, lower scores were noted in areas related to feeling comfortable expressing opinions and having personal likes and dislikes consistently respected. Results suggest opportunities to strengthen respectful communication, particularly during busy periods and with newer staff.

Resident Feedback – Respect by Staff

Strengths Identified by Residents

- Some residents shared that staff are attentive and responsive to their needs, and that they generally feel treated with courtesy.
- Residents noted positive interactions with familiar staff who understand their routines and preferences.
- Several residents expressed appreciation when staff take time to listen, explain care, and follow through on requests.

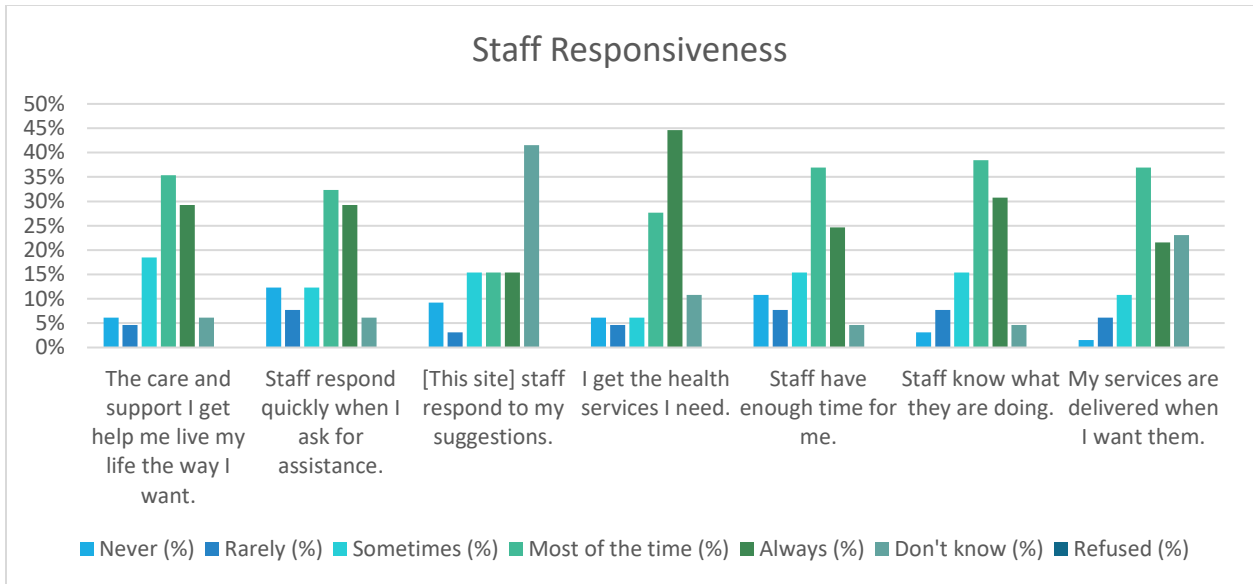
Areas Identified for Enhancement

- Residents described occasions where interactions felt rushed or task-focused, leading to feelings of being spoken to abruptly or not listened to.
- Some residents reported concerns about privacy during personal care, including staff entering bathrooms without adequate notice.
- Residents expressed that responses to requests can feel delayed, and that staff do not always return as promised.
- A number of residents identified a need for additional training and support for newer staff to ensure consistent, respectful care.
- Some residents shared that staff schedules or competing demands can feel prioritized over resident needs, impacting their sense of respect and autonomy.

6. Staff Responsiveness

Domain Overview

This domain reflects residents' experiences of how quickly and effectively staff respond to requests for assistance, provide needed services, and support residents in living their daily lives as they choose. Timely responsiveness is essential to safety, comfort, and dignity.



Key Findings Summary

In 2025, residents reported moderate levels of satisfaction with staff responsiveness. While many residents indicated they receive the care and health services they need, lower scores were noted in areas related to response times, follow-through on requests, and feeling that staff have sufficient time. Results suggest opportunities to improve consistency and reliability in meeting resident needs, particularly during busy periods.

Resident Feedback – Staff Responsiveness

Strengths Identified by Residents

- Many residents shared that staff provide necessary health services and support their daily needs.
- Some residents reported that staff are knowledgeable and capable in delivering care.
- Residents noted that when staff are available, requests are acknowledged and assistance is provided.

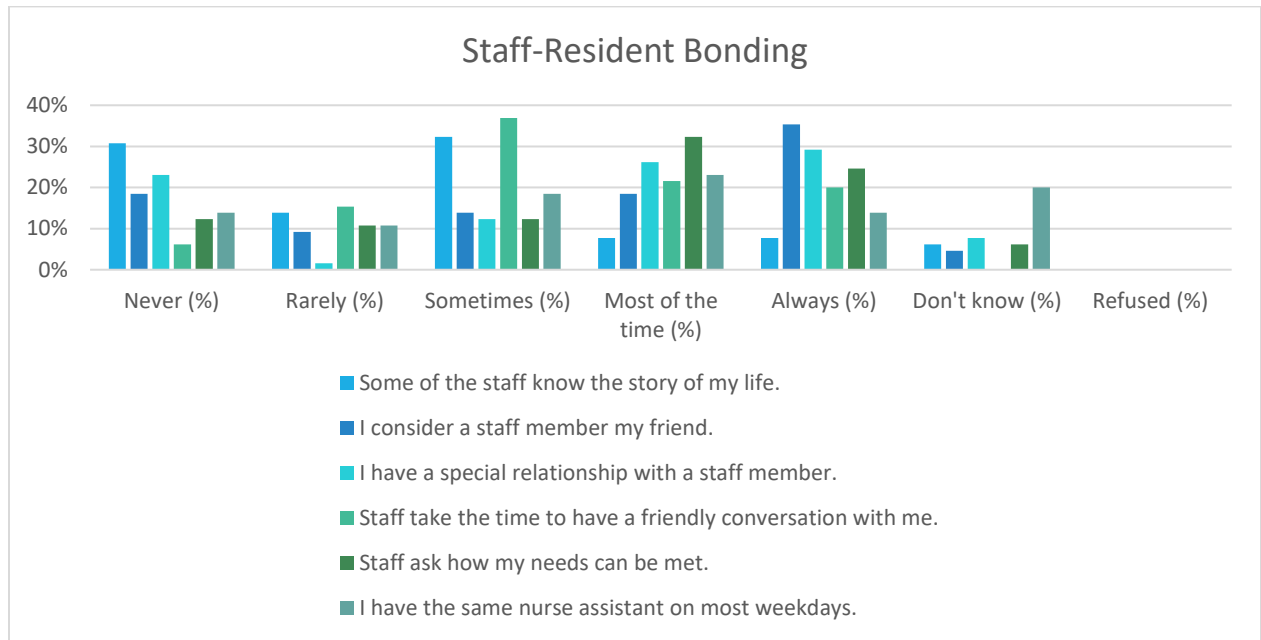
Areas Identified for Enhancement

- Residents described delays in receiving assistance, including waiting longer than expected for help with clinical needs such as tests or assessments.
- Some residents expressed that staff do not always return as promised after acknowledging a request.
- Residents noted that response times can feel inconsistent, leading to uncertainty about when assistance will be provided.
- A portion of residents shared that staff availability and competing demands can impact how quickly needs are addressed.

7. Staff-Resident Bonding

Domain Overview

This domain explores residents’ relationships with staff, including whether staff know residents well, take time for conversation, and build meaningful, trusting connections over time.



Key Findings Summary

Results in this domain indicate mixed experiences among residents. While many residents reported having positive relationships with individual staff members and feeling comfortable engaging in friendly conversation, lower scores were noted in areas related to life story knowledge and consistency of assigned staff. These findings suggest opportunities to strengthen continuity of care and deepen relationship-based practices, while also respecting residents’ preferences for privacy.

Resident Feedback – Staff–Resident Bonding

Strengths Identified by Residents

- Residents shared positive experiences with specific staff members, describing them as kind, attentive, and supportive.
- Some residents identified having special or friendly relationships with individual staff or volunteers.

- Several residents expressed overall satisfaction with staff, noting that staff are “very good” and supportive when interacting with them.
- Residents reported that staff often ask how their needs can be met, supporting person-directed approaches to care.

Areas Identified for Enhancement

- Some residents expressed a preference for privacy and limited social interaction, emphasizing the importance of respecting individual boundaries and personal routines, including rest and sleep.
- Residents noted frequent changes in staff assignments, which can make it more difficult to build consistent relationships over time.
- A portion of residents reported that staff may not always know their life story or personal background, suggesting opportunities to strengthen individualized knowledge and continuity of care.
- Some residents shared that meaningful interaction tends to occur at certain times of day, indicating variability in opportunities for connection.

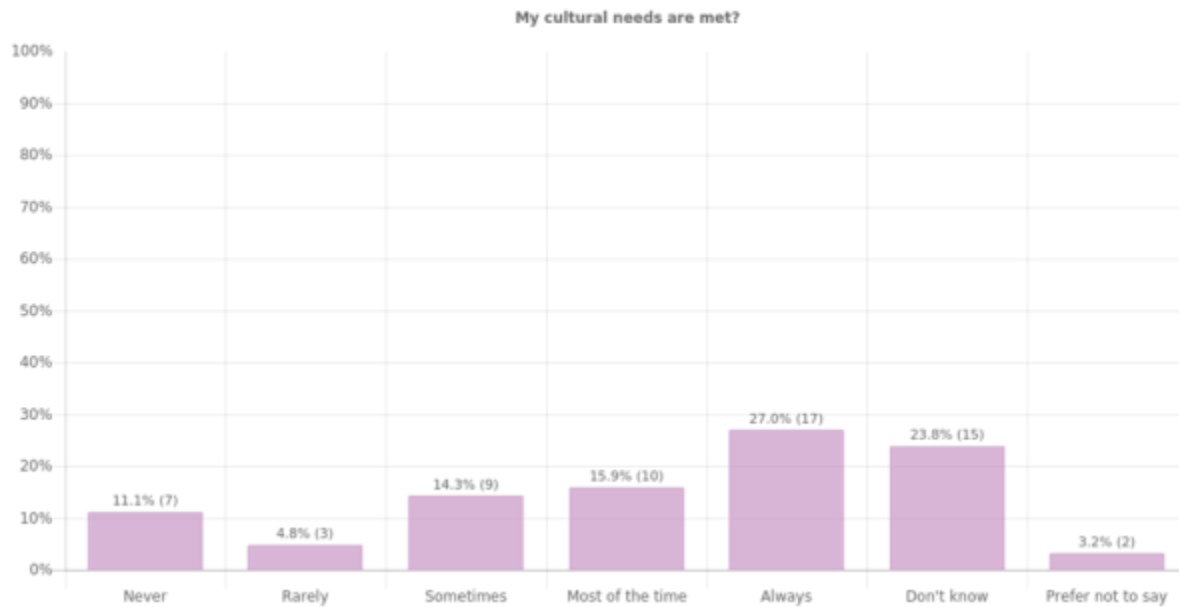
Activities

Domain Overview

This domain explores residents’ participation in meaningful activities, opportunities for social connection, engagement during evenings and weekends, and access to spiritual or religious practices that are meaningful to them.



Activities – Additional Resident Experience Question



Key Findings Summary

Results in this domain indicate variability in resident experiences. While some residents reported enjoying activities and having access to spiritual supports that are meaningful to them, overall participation in activities, opportunities for social connection, and engagement during evenings and weekends were lower compared to benchmark results. These findings suggest opportunities to further enhance meaningful engagement in ways that reflect residents' individual interests, preferences, and beliefs.

Resident Feedback – Activities & Belonging

Strengths Identified by Residents

- Residents shared appreciation for familiar and structured activities, such as bingo, which provide routine and enjoyment.
- Some residents reported positive experiences with spiritual and religious supports, including access to Mass, communion, or faith-based visits when chosen.
- Feedback reflected that residents value having the option to participate in religious or spiritual activities aligned with their beliefs, including non-Catholic faiths.
- A small number of residents described meaningful one-to-one connections, highlighting the importance of individualized interaction.

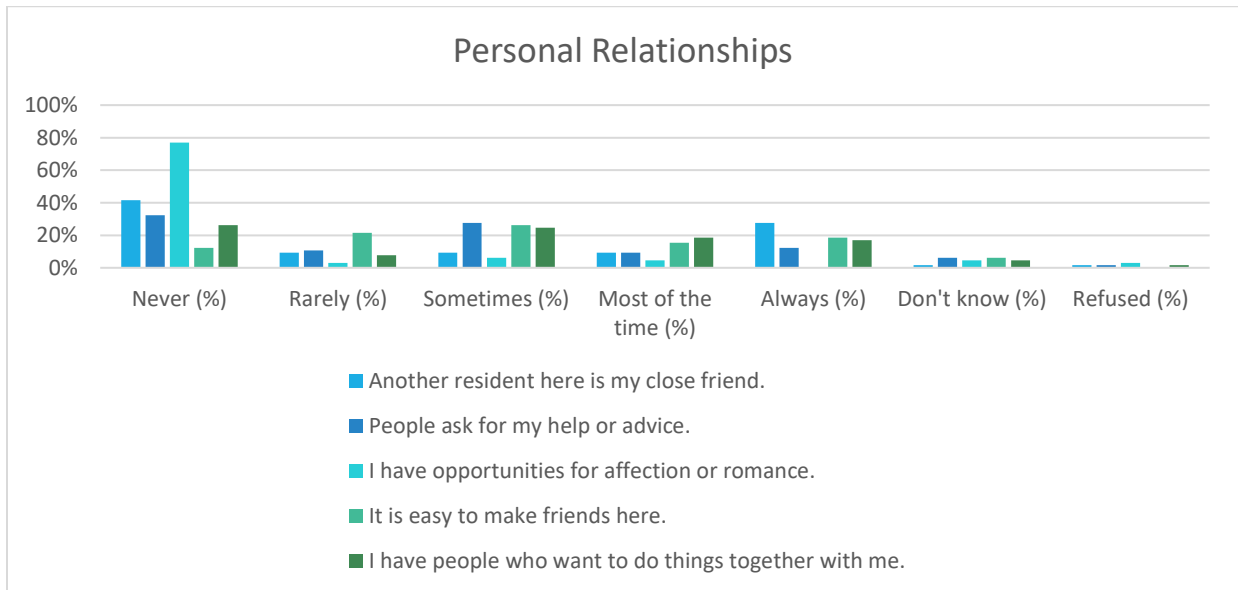
Areas Identified for Enhancement

- Several residents expressed a desire for more activities overall, particularly increased variety and opportunities for engagement.
- Residents noted limited opportunities for enjoyable activities during evenings and weekends.
- Some residents reported fewer opportunities to connect with like-minded peers or to explore new skills and interests.
- Feedback highlights an opportunity to further enhance activity programming to reflect the diverse spiritual, cultural, and personal preferences of residents.

8. Personal Relationships

Domain Overview

This domain reflects residents’ experiences with friendships, companionship, affection, and personal relationships within the home. It recognizes that social connection, intimacy, and emotional relationships are important aspects of quality of life, while also respecting individual preferences for privacy and independence.



Key Findings Summary

Survey results in this domain were mixed. Some residents reported having meaningful personal relationships, including close friendships or spousal relationships within the home. Others indicated limited social connection or expressed a preference for solitude. Overall results suggest opportunities to support social connection for residents who desire it, while continuing to respect the choice of residents who prefer to keep to themselves.

Resident Feedback – Personal Relationships

Strengths Identified by Residents

- Several residents identified meaningful relationships with spouses or partners who live in or visit the home.
- Some residents named specific individuals, including fellow residents, as important personal connections.
- A number of residents indicated comfort with their current level of social interaction and expressed satisfaction with maintaining independence or privacy.
- Residents reported being asked for help or advice by others, suggesting a sense of contribution and value within the community.

Areas Identified for Enhancement

- Some residents expressed a desire for stronger social connections or companionship but felt limited in opportunities to form friendships.
- Responses indicate that making new friends may be challenging for some residents.
- Opportunities for affection, romance, or close companionship were reported as limited by some residents.
- Feedback highlights the need to support social connection in ways that are optional, respectful, and aligned with individual comfort levels.

Summary of Strengths Identified by Residents

Residents identified several areas of strength that contribute positively to their quality of life at St. Patrick's Home:

- **Sense of Safety and Security:** Many residents indicated that they feel safe within the Home and comfortable when alone, and that staff are generally attentive to their well-being.
- **Respectful Care:** Residents shared that staff are often respectful, attentive, and considerate in their interactions, contributing to feelings of dignity and personal value.
- **Supportive Services:** Residents reported receiving the services and health care they need, including support with mobility, safety measures, and clinical care.
- **Autonomy in Daily Life:** Many residents indicated they are able to make choices related to daily routines such as when to get up, go to bed, and how to spend their time.
- **Meaningful Relationships:** Some residents described positive relationships with staff, volunteers, and other residents, noting friendly conversations and familiar faces as important sources of comfort.

Areas for Improvement Identified by Residents

Residents also identified opportunities for improvement to further enhance quality of life:

- **Staff Responsiveness:** Some residents reported delays in response times, particularly during busy periods, and noted challenges accessing assistance promptly when needed.
- **Noise and Environment:** Residents described noise levels as disruptive at times, including raised voices, calling out, or activity-related noise that affects comfort and rest.
- **Access to Outdoor Spaces:** Many residents expressed a desire for easier or more consistent access to outdoor areas, particularly for those who require staff assistance or mobility supports.
- **Privacy and Personal Space:** Some residents noted occasions where privacy could be better supported during personal care or nighttime routines.
- **Activities and Social Engagement:** Residents identified limited opportunities for meaningful activities during evenings and weekends, as well as fewer chances to connect with like-minded peers.
- **Autonomy and Choice:** A number of residents expressed a desire for greater flexibility in bathing routines, daily schedules, and personal preferences.

Next Steps for Quality Improvement

The findings from the 2025 Resident Quality of Life Survey inform ongoing Continuous Quality Improvement activities and the development of the Home's Quality Improvement Plan.

Priority focus areas include:

- **Strengthening staff responsiveness and consistency of care**, particularly during peak times.
- **Enhancing environmental comfort** by addressing noise levels and supporting restful spaces.
- **Improving access to outdoor areas** through staffing support, scheduling, and mobility accommodations.
- **Supporting resident privacy and dignity** during personal care and daily routines.
- **Expanding opportunities for meaningful activities** and social connection, including options during evenings and weekends.
- **Reinforcing resident choice and autonomy** in daily decisions wherever possible.

What We Heard and How We Are Responding

Food & Meals

Residents 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.

2026 Target: Improve resident satisfaction with Food & Meals by 5% (56% → 61%).

Recreation & Leisure

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

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 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.

2026 Target: Improve the Activities indicator by 6% (34% → 41%).

Care, Comfort & Responsiveness

Residents emphasized the importance of timely, responsive care, feeling respected and heard, and the impact staff interactions have on their day-to-day experience.

To support these priorities, the Home is finalizing and implementing the Kindness & Teamwork Charter, expanding leadership-led discussions on respectful and responsive care, and strengthening onboarding and mentorship programs to support positive staff–resident relationships. Monthly team discussions will continue throughout 2026 to reinforce expectations, address barriers, and celebrate progress. Staff education is being enhanced using QoL survey findings.

2026 Targets:

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

Clinical Care: Skin Integrity

Residents emphasized the importance of preventing skin breakdown and maintaining comfort and safety.

In 2026, St. Patrick's Home will provide targeted skin-and-wound education for evening and night staff, expand structured support for SWAN graduates, review audit findings with care teams, and reinforce compliance with Ministry and Home policies.

2026 Targets:

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

Clinical Care: Oral Care

Residents identified inconsistencies in oral care practices and emphasized the need for more reliable support, especially for those who 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 PSW training, and enhancing monitoring through regular audits.

2026 Target:

- Reduce oral-care-related refusals by 50%

Clinical Care: Linen Access

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

In 2026, the Home will review linen distribution patterns, map current processes to identify the causes of shortages, implement an improved linen management process, and evaluate results before and after implementation.

2026 Target:

- Reduce linen availability concerns by 50%

Safety: Speaking Up Without Fear of Consequences

Residents emphasized the importance of feeling safe and supported when expressing concerns.

St. Patrick's Home is updating resident-friendly materials on how to raise concerns, providing education sessions across all RHAs, reviewing resident feedback for 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% → 76%

Quality Improvement & Layered Process Audits

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

In 2026, the Home will review policies supporting 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 enhance education for supervisors, registered staff, and leadership. 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

The 2025 Resident Quality of Life Survey provides valuable insight into residents' lived experiences at St. Patrick's Home. Residents shared feedback that highlights important strengths while also identifying opportunities to enhance comfort, autonomy, engagement, and daily life.

St. Patrick's Home remains committed to listening to resident voices and using this feedback to guide meaningful improvements. The survey results will continue to inform quality improvement efforts aimed at ensuring residents live in a safe, respectful, and supportive environment that reflects person-directed care and promotes quality of life.

This report has been shared with Resident Council, leadership and staff teams, and is used to inform quality improvement planning and monitoring in accordance with legislative requirements under the Fixing Long-Term Care Act, 2021.