

2023 Annual Family Satisfaction Survey Results

NURSING DEPT

Question	Yes	%	No	%	Comments
1. Nursing care needs are being met professionally and are managed appropriately with respect to each resident	17 Denom. 17 1 no reply	100	0	0	-nursing care was managed appropriately. -very pleased -staff have been helpful calling and addressing of mum's needs -care needs are generally taken care of
2. The call bell is within reach of the resident	16 Denom. 17 1 no reply	94	1	6	-I don't know -find the call bell system outdated. "metal balls" on cords are too heavy and trip the button. Black plastic switches fall off the wall. My mum can't reach the bathroom cord safely if she wanted to pull it.
3. Proper/suitable incontinence products are provided by Clarion	17 Denom. 17 1 no reply	100	0	0	-yes, diapers are good, but pull up briefs are too thin and leak so mum is stuck in a diaper when she doesn't need to be and they are too difficult to change

MEDICAL DEPT

Question	Yes	%	No	%	Comments
4. I am pleased with the care provided by the attending physicians	17 Denom. 17 1 no reply	100	0	0	-nursing staff is professional, instrumental helpful. -if anything happened, they called immediately. -any issues have been dealt with immediately -all staff are great and helpful when mum fell and went to hospital

PHYSIO DEPT

Question	Yes	%	No	%	Comments
5. The physiotherapy staff and assistants are well informed and aware of resident's abilities and physical condition	16 Denom. 16 2 no reply	100	0	0	-? -great

DIETARY DEPT

Question	Yes	%	No	%	Comments
6. Healthy meal options are provided	17 Denom. 17 1 no reply	100	0	0	-thank you to the dietician for identifying mom wasn't eating properly and helped to adjust proper meals -I think the meals are "healthy" for the most part. Wondering if the soup is canned. I see a lot going in the garbage. Residents seem to enjoy the loaded potato, mushroom, and chicken noodle. Would be nice if dietary connected to special days rather than leaving it to the activity dept.

ACTIVITY DEPT

Question	Yes	%	No	%	Comments
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Clarion Nursing Home

7. The wide variety of activity programs are relevant and appropriate to resident's needs and interests	16 Denom. 16 2 no reply	100	0	0	-coordinator does what she can taking mom's abilities into consideration -excellent. Activity staff try to satisfy many diverse needs and abilities. Why is there no cable TV available in the lower floor common area?
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HOUSEKEEPING DEPT

Question	Yes	%	No	%	Comments
8. I am happy with the cleanliness of Clarion	15 Denom. 16 2 no reply	94	1	6	-place is great, be proud of personal taking care of it -not always, toilet is dirty, garbage not emptied -very neat and clean -good except for a spike in the ant population in the lower dining room every once in a while
9. The rooms are clean and odour-free	18 Denom. 18	100	0	0	-always -mum's room is very clean. Katarina is exceptional. She cares about her role very much and takes pride in her work. She is also very pleasant with mum

LAUNDRY SERVICES

Question	Yes	%	No	%	Comments
10. I am satisfied with the laundry service	13 Denom. 14 4 no reply	92	1	8	-if any issue came, staff would call me -clothes are missing -keep losing items -at first, problems getting her name labeled but fine now -n/a I do mum's laundry

MAINTENANCE DEPT

Question	Yes	%	No	%	Comments
11. Repairs are made in a timely manner	15 Denom. 15 3 no reply	100	0	0	-how does once contact the maintenance dept? -not sure, although mum's window screen has a very large hole in it taped up with packaging tape. Its been like that since she moved in. the AC is extremely drafty because the edges are not sealed. Can't imagine how much heat rooms are losing through them. We tried to seal mum's off ourselves.

FAMILY COUNCIL

Question	Yes	%	No	%	Comments
12. I am aware that the Family Council works with staff and families to enhance the quality of life for our residents	16 Denom. 16 2 no reply	10	0	0	-would like higher stools for feeding my husband in the dining room -? -staff great at explaining process and made great effort getting to know mom -yes, but only because Raz put my name forward to join a meeting. I think the families of the residents may need a reminder that this council exists and needs support.

CLIENT CENTRED

Question	Yes	%	No	%	Comments
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13. The staff listens to resident's questions or concerns	16 Denom. 16 2 no reply	100	0	0	-mom wanders into other rooms and such, and staff is good at settling her down -most of staff do their very best but they are often short staffed and that impacts how much time they can spend with each resident
14. My opinions and suggestions are welcomes and reviewed by Clarion's management staff	15 Denom. 15 3 no reply	100	0	0	-no suggestions but I am sure they would be welcomed -no suggestions -not sure but I believe so. We are relatively new
15. I would recommend Clarion Nursing Home to others	16 Denom. 16 2 no reply	100	0	0	-yes, I am thinking down the road for myself - I already have -but I would be quick to point out that there are some discrepancies in the amount of natural light and size of common spaces between the upper and lower floors

INFECTION CONTROL CENTERED

Question	Yes	%	No	%	Comments
16. I have received enough information about COVID-19 to reduce any fear I may have about the spread of the virus in the home	16 Denom. 16 2 no reply	100	0	0	-very proactive to make her and I feel safe -called and explained, thanks
17. I have received information about the infection control procedures in the nursing home	16 Denom. 16 2 no reply	100	0	0	-procedures are very good - I don't think I have received anything recently.