

BELMONT LONG TERM CARE FACILITY RESIDENT/FAMILY SATISFACTION SURVEY RESULTS

Family/SDM responses	2024	2023
Q3. I feel that good personal care is provided to my loved one.	92%	89%
Q4. I am satisfied with the respect and emotional support given to my loved one.	100%	89%
Q5. The Home respects the individuals spiritual and cultural values	91%	78%
Q6. I am involved as much as I want to be in decisions about care.	100%	90%
Q7. I am statisfied with the medical attention rprovided by my loved ones physician (and/or Nurse	96%	87%
Q8. I feel there is enough recreation programs that meet the individual needs and interests of my person.	92%	85%
Q9.I am happy with the overall cleanliness of the Home.	100%	84%
Q10. I am satisfied with the laundry services provdied over the past year to my loved one. (quality, care, and delivery of services)	79%	89%
Q11. Nursing Team members (PSW, RPN, RN) actively listen to me. (listen and acknowledge what I am saying)	96%	92%
Q12. The Home responds to my questions and concerns in a timely manner.	96%	91%
Q13. I feel informed about policies, routines, and services at the Home so that I understand the context of my loved one's care	95%	92%
Q14. Staff identify themselves when I am speaking with them (either verbally or via the wearing of their name tag)	91%	84%
Q15. I am comfortable approaching a staff member with my concerns.	96%	92%
Q16. The Home resolves my concerns my concern(s) to my satisfaction.	96%	87%

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Q17. As POA/SDM, I m provided with enough information regarding changes in medication, physical condition and plan of cre in order to provide my informed consent.	100%	92%
Q18. During the past year, I am satisfied with how the Home responded to outbreaks. The appropriate precautions were taken to protect my loved one.	96%	91%
Q19. Has resident visiting options including virtual, outdoor, and indoor been organized, accessible, and accomodating during this COVID-19 Pandemic?	n/a	88%
Q20. I am satisfied with the Hairdressing services provided to my loved one.	80%	84%
Q21. I am satisfied with the Physiotherapy services provided to my oved one. (heat therapy, range of motion, one to one exercises, walking)	76%	78%
Q22. I am aware of how I could access external healthcare services. (ie, dental, advanced foot care,	87%	84%
Q23. I would recommend this Home to others.	95%	91%
Resident Responses		
Q3. I am treated with kindness, courtesy, compassion, fairness, respect, and dignity	95%	95%
Q4. I feel that team members (nursing staff - PSW, RPN, RN) appreciate/respect my personal privacy.	90%	93%
Q5. Team members (nursing staff), take into consideration my religious, ethnic, and cultural values.	95%	70%
Q6. I am encouraged and/or involved in decisions about my care	88%	84%
Q7. Team members answer when I call (when they do so, they are respectful - knock on the door, introduce themselves, etc.)	88%	91%
Q8. Good personal care is provided to me (oral care, bathing, and dressing	97%	96%
Q9. Team members (nursing staff) actively listen tome (listen and acknowledge what I am saying)	93%	95%

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Q10. My preferences are respected regarding bathing (day/time/bath or shower).	90%	96%
Q11. My preferences are respected regarding time I prefer to go to bed.	93%	94%
Q12. My preferences are respected regarding time I prefer to get up.	93%	93%
Q13. I am given enough information about changes in my medication, physical condition, and plan of care to feel capable of giving my consent.	78%	85%
Q14. I am given timely information on how I may access external healthcare services (ie dental, advanced footcare, hearing services)	88%	86%
Q15. The continence products (briefs, pads, liners) provided in the Home meet my needs.	85%	89%
Q16. I am satisfied with the medical attention provided by my Physician (Nurse Practitioner, if applicable)	62%	88%
Q17. Number not utilized in survey.		
Q18. The overall cleanliness of the Home.	98%	97%
Q19. I feel safe and secure with all team members (all staff)	98%	95%
Q20. I feel safe and secure with other residents	70%	85%
Q21. I feel safe and secure in my home environment	95%	90%
Q22. I feel the gardens and grounds outside are inviting and well-maintained.	100%	90%
Q23. I feel the décor in public and shared areas is homelike.	80%	90%
Q24. The cleanliness and layout of my room is acceptable.	93%	94%
Q25. I feel there is an overall homelike environment	74%	95%
Q26. Number not utilized in survey.		

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Q27. Laundry Services: The Laundry services provided over the past year. (ie. Were they delivered timely and to the appropriate owner; quality of care of my clothing, missing items being found)	72%	89%
Q28. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the environmental team members (includes, Housekeeping, Laundry and Maintenance staff)	100%	95%
Q29. Number not utilized in survey.		
Q30. Mealtime experiences: Menu choices - I am offered meal options for breakfst/lunch/dinner.	95%	93%
Q31. The availability and choice of nourishments and between meal snacks.	73%	88%
Q32. Temperature of meals were ok.	70%	86%
Q33. The food tastes good and I receive good portions.	65%	90%
Q34. Overall dining experience (service, atmosphere)	75%	94%
Q35. Overall, I am treated with kindness, courtesy, compassion, fairness, respect, and dignity by the	100%	94%
Q36. Number not utilized in survey.		
Q37. I enjoy the Recreational/Emotional Activities (manicures, bingo, art therapy, reminiscing(	100%	93%
Q38. I enjoy the Community outings. (shoppting trips, lunches out, day trips)	97%	95%
Q39. I enjoy the Intellectual Programs (trivia, reminiscing, current news events)	100%	94%
Q40. I enjoy the Social Programs (special events, resident socials, parties)	96%	95%
Q41. I enjoy the Spiritual Services (Church (in person/virtual), Bible study, hymn singing)	95%	93%
Q42. I am staisfied with the assistance/encouragement I receive from team members (Activation/Recreation staff) to enjoy a program.	95%	96%
Q43. I am always asked if I want to participate in activities happening in the Home.	95%	76%

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Q44. I enjoy the Physiotherapy Services (heat therapy, range of motion exercises)	88%	95%
Q45. I enjoy the Restorative Care Program (ie. Meal support, bladder training, range of motion, and/or walking program)	88%	96%
Q46. I enjoy the Exercise Programs	79%	95%
Q47. I am satisfied with my involvement and/or work of the Residents' Council in the Home.	95%	68%
Q48. I enjoy the hairdressing services (assistance, availability, friendliness)	100%	96%
Q49. Overall, I am treated with kindness, courtesy, compassion, fairness, respect, and dignity by the Activation/Recreation team.	100%	90%
Q50. Number not utilized in survey.		
Q51. I can share my opinion without fear of consequences.	90%	87%
Q52. Team members care about any issues I may convey, I feel listened to.	90%	88%
Q53. Team members take the time to understand my concerns.	83%	88%
Q54. The Home responds to my questions/concerns in a timely manner.	88%	84%
Q55. The Home resolves my concern(s) to my satisfaction.	75%	92%
Q56. Number not utilized in survey.		
Q57. During the past year, the Home was taking appropriate precautions when outbreaks occurred which helped me feel safe.	95%	97%
Q58. With the COVID-19 precautions considered, I was given appropriate opportunities to connect with my loved ones including virtual (zoom, facetime, skype), outdoor and indoor visits, phone calls, and in person visits.	n/a	96%

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Q59. During this year, I felt that the Home was taking appropriate precautions for the COVID-19 pandemic that helped me to feel safe.	n/a	96%
Q60. Number not utilized in survey.		
Q61. I would recommend this Home to others.	98%	96%
Q62. Overall, I am happy with the Home and the team members.	98%	96%

Total Number of Family Responses 24

Total Number of Resident Responses 38

Surveys were conducted September 1 - December 1, 2024

These survey results were communicated to our Residents' Council in March 2025.