



St. Anne Community and Nursing Care Centre,  
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## Your Opinion Counts

Dear \_\_\_\_\_,

Listening closely to our residents and their families is important to St. Anne Centre. It is one of our most important measures of your satisfaction. Through your comments, we become better at meeting our residents' needs.

The feedback you provide will assist us in providing the best quality care we can. Your information will be shared with the Board of Directors and Staff as group resident information on a yearly basis. That means we will not identify individuals and their responses.

Thank you for completing this questionnaire and returning it to us in the enclosed stamped envelope. Your assistance is essential to the planning and ongoing evaluation of our programs.

In addition, should an issue arise at any time in the future, please feel free to contact the St. Anne Centre's CEO, Annette Fougere directly at 226-0960 ext. 235.

**SATISFACTION WITH OUR CARE AND SERVICES**

These questions are based on your experiences with St. Anne Centre. Please rate each, statement on a 5-point scale by circling the most appropriate number. If the statement is not - applicable, please circle N/A.

**LEGEND: SA (Strongly Agree); A (Agree); N/O (No Opinion); D (Disagree); SD (Strongly Disagree); N/A (Not Applicable)**

<b>1. PARTICIPATION (22 respondents)</b>	<b>SA 1</b>	<b>A 2</b>	<b>N/O 3</b>	<b>D 4</b>	<b>SD 5</b>	<b>N/A 6</b>
a) The Home provided sufficient opportunities for me to influence decisions related to family member's care	27%	54.5%	9%			9%
b) I knew who to approach with a concern or problem.	36%	54.5%	4.54%			4.54%
c) I was encouraged and/or asked to participate in St. Anne Centre activities.	45.4%	31.8%	4.54%	4.54%		13.6%
d) I was sufficiently informed regarding the range of activities available in the St. Anne Centre so I could determine my involvement.	40.9%	45.4%		4.54%		9%
e) I felt comfortable expressing my feelings about my care.	27%	50%	9%		4.54%	4.54%
f) Information and questions regarding my family member's finances were dealt with efficiently.	45.4%	40.9%	4.54%			9%
Please comment:						
<ul style="list-style-type: none"> <li>■ "I enjoy participation in the activities"</li> <li>■ I take care of Mom's finances with Sheila NS EVERYTHING IS GOING WELL, NO ISSUES AT ALL. Thanks Sheila.</li> <li>■ Up to July 8/19 I have no disagreement. No problem.</li> <li>■ Not able to participate in everything due to my hearing. Very noisy at times.</li> </ul>						

<b>2. COMMUNICATION (22 respondents)</b>	<b>SA 1</b>	<b>A 2</b>	<b>N/O 3</b>	<b>D 4</b>	<b>SD 5</b>	<b>N/A 6</b>
a) Staff was readily available to answer questions and discuss my family member's care.	22.7%	63.6%	4.54%	4.54%		4.54%
b) I was satisfied that my questions and concerns were answered and/or followed up.	18%	68%	9%			4.54%
c) I felt comfortable approaching staff about any issue or concern.	27%	63.6%			4.54%	4.54%

d) Staff was courteous and helpful to me.	22.7%	72.7%				4.54%
e) St. Anne Centre kept me informed about any changes in my family member's status.	22.7%	63.6%	2.9%			4.54%
Please comment:						
<ul style="list-style-type: none"> <li>■ "Most staff is helpful."</li> <li>■ A) "Sometimes not all the time"; D) "At times"</li> <li>■ Up to July 8/19 I have no disagreement no problem.</li> <li>■ I am very satisfied that my question and concerns are answered and followed up</li> </ul>						

<b>3. PERSONAL CARE AND SERVICE (22 Repsondents)</b>	<b>SA 1</b>	<b>A 2</b>	<b>N/O 3</b>	<b>D 4</b>	<b>SD 5</b>	<b>N/A 6</b>
a) Staff respected my family member’s personal space and privacy.	45.4%	50%				4.54%
b) My family member was well cared for.	50%	40.9%		4.54%		4.54%
c) Care was provided in a kind, friendly, and gentle manner.	32%	59%		4.54%		4.54%
d) My family member was given the help required to do the following: - eating - bathing - dressing -going to the bathroom	27% 40.9% 45.4% 32%	36% 45.4% 40.9% 45.4%				36% 13.6% 13.6% 22.7%
e) Consideration was given to my family member with food preferences.	32%	32%	13.6%	4.54%		18.1%
f) Staff worked as a team to support my family member.	32%	50%	13.6%			4.54%

Please comment:

- “Can eat by myself”
- “I am very satisfied with the persona; care and service given, to me, they are so kind, friendly and gentle and show me so much compassion.”
- A private bathroom would be more efficient.
- Some of these we N/A as my mom can’t speak well.
- “ I have no complains.”
- C) “For the most part.”; another indicates “At Times”;
- F) “Some staff seem to have favorites”
- “I prefer having a sponge bath in my room on the commode. (Feel more comfortable)”

<b>4. ADVOCACY (22 Respondents)</b>	<b>SA 1</b>	<b>A 2</b>	<b>N/O 3</b>	<b>D 4</b>	<b>SD 5</b>	<b>N/A 6</b>
a) I am familiar with the St. Anne Centre's advocacy procedures.	9%	59%	13.6%	4.54%		13.6%
b) St. Anne Centre's advocacy procedures are useful in responding to the needs and desires of the residents.	13.6%	36.6%	41%			9%
c) I have confidence that issues raised through the Home's advocacy process will be dealt with in a fair and timely manner.	18%	41%	27%	4.54%		50%
Please comment:						
<ul style="list-style-type: none"> <li>■ "They do the best they can. You can't expect them to do everything, but they do a lot for us."</li> <li>■ "I am sure everything will be dealt with in a fair manor."</li> <li>■ "I really have no idea what this is."</li> <li>■ "I don't know what advocacy means."</li> <li>■ "I have full confidence that the needs, desires and issues are dealt with fair and timely manner."</li> </ul>						

<b>5. LIVING ENVIRONMENT (22 respondents)</b>	<b>SA 1</b>	<b>A 2</b>	<b>N/O 3</b>	<b>D 4</b>	<b>SD 5</b>	<b>N/A 6</b>
a) St. Anne Centre provided a homelike environment.	27%	68%	4.54%	4.54%		
b) There was space to sit and visit privately with my family member.	13.6%	54.5%	18%	13.6%		
c) I was encouraged to personalize my family member's room.	27%	50%	13.6%	4.54%		4.54%
d) St. Anne Centre provided a safe environment for my family member.	36.6%	59%	4.54%			
e) The outside grounds are easily accessible and stimulating.	41%	50%	4.54%	4.54%		
f) Personal laundry services met my family member's needs.	36.6%	50%		4.54%		9%
g) My family member's personal clothing was correctly labeled on a timely basis.	41%	50%	4.54%			4.54%
h) St. Anne Centre provided an enjoyable dining experience (I.e. pleasant environment, service, and quality of food).	18%	63.6%	9%			9%
Please comment:						
<ul style="list-style-type: none"> <li>■ The living environment at st. Anne is a very high standards and I am very pleased.</li> <li>■ Maintenance on the outside of the building could be made more inviting to the eye, I understand you will be in process of a renovation and construction, so after all has been completed, I am confident it will look very nice. Good luck with the renovation.</li> <li>■ "Not happy with all foods".</li> <li>■ Re: 3 b) the space at the end of the corridor should be increased in size. It is very popular and pleasant.</li> </ul>						

## **What is most important to you about care and services for your family member?**

- “When I call them, I really need them, so I’d like them to answer.”
- “My personal care is important. I depend on the nurses to make sure I’m taking the right medication. To be comfortable and to feel like I belong is also really important.”
- “Service, food, workers availability”
- “That all residents be treated equal.”
- “That \_\_\_\_\_ is happy and her needs and wants are met. If the staff ask her, she will say what she wants.”
- It’s important to be very clean. The care is also important”
- “The most important to me is that the care and services are there when needed.”
- “Comfort is the most important for me and also personal care (hygiene)”
- “That my wife is comfortable and satisfied with her care and so far we are very pleased.”
- “I don’t want to be insulted by people. I want to feel comfortable because I live here.”
- “I would like to be in bed by 8, but they always say there aren’t enough girls working.”
- “I find feeling okay is important and to feel safe.”
- “To have more ice cream is important.”
- “That the resident is dealt with in a timely manner and treated with respect, I fully understand it is difficult at times and he given situation, but this is there final home.”
- “Care and services is as it should be. No problems.”
- “Being treated with care and respect at all times.”
- “Trustworthy Care – No Need for Worry”
- “That my Mom is safe, clean, feed, well taking care of.”
- “The importance is that my mother is kept clean and that she eats on a regular basis. The recreational activities seem to be great however Mom is not always interested. (She is very disconnected these days) – not anybody’s fault.”
- “Safe environment. Personal needs are met.”

## **Please advise where we exceed your expectations:**

- Sometimes the cooking, but it depends.”
- “I like the activities a lot. The staff for the most part is good.”

- “St. Anne exceed my expectations with care and compassion from every department and how all working care about all the residents.”
- “Every need is taken care of”
- “Personal care and Service”
- “In dealing with the concerns of the residents. And the amount of games they play for exercise and fun.”
- “Cleaning and games”
- “The activities and housekeeping are doing great. It’s the cleanest place I’ve been to. The nurses are also really great.”
- “Most of the staff is pleasant too deal with, and care is very good, but rules and regulations always change so there is always an adjustment to make with staff and residents”
- “The cleaning is very good, the rooms are always clean.”
- I see sometimes that staff bend over backwards to encourage Mom to eat; getting her other food to try to tempt her.”
- “I think staff go beyond the call of duty to make my wife feel loved and welcomed. Great staff”
- “They clean every day and they do a good job.”
- “They take good care of us and feed us well.”
- Activities provided for residents is really great! The care and compassion of some staff members and how they relate to residents.”

**Please advise where we did not meet your expectations:**

- I’ve circled agree for most only because there is always room for improvement in any situation. I’ve also noticed a great staff members are no longer with you which is a shame as they were so respectful of residents.”
- “I know that it is very difficult, however, I would like to see more attention given to her nails. When they are the least bit long she literally claws her skin. They are difficult to clean when they are long.”
- “ Everything is good”

## **What would you like to see done in the Home to improve residents' quality of life?**

- I love to eat, so it would be nice to have different things. Sometimes there's staff missing and the work falls on the ones that are on and I don't find that fair."
- "Clean the patio."
- "More choices in the kitchen would be really good."
- "More workers"
- "Trips by bus"
- "Better air quality"
- "Having more entertainment (music)"
- "Can only do what is possible within the space you currently have. An expansion would certainly enhance the quality of life for residents."
- "I'd like to have a better bed to be a bit comfier."
- "Improve the space for quality time for residence and their families. I would like to have my mother showered more than once per week."
- "It would be nice to have a room where you can go for privacy. I know we sometimes use Connie's room but its not always possible."
- "I would like to have more room for activities. I would like to see more staff because we have no workers to help us when they are so busy."
- "Would love more privacy especially in the rooms."
- "More windows."
- Lots of things. I'd like to see some staff having more patience."
- "More music when possible, perhaps road trips just for sightseeing a few at a time, perhaps a BBQ (summertime) (small vegetable or flower garden after construction phase is done if time permits"

## **Is there anything we did not ask you about in this survey that you want to tell us about?**

- "If I didn't like something I would tell them."
- "I feel that my needs are not met when it comes to the person who insults me."
- "I feel that people don't check in on me. I feel like a burden when asking for assistance. I don't



want to be annoying, but I really need their help sometimes.”

- “No.”
- “Although this is not your fault, I strongly feel that we are not able to spend quality time with Mom in the current room situation. \_\_\_\_\_ never leaves her room and it’s great that she has her family around her nightly/daily. They have her TV on and although Mom doesn’t really have to pay for hers, the fact is I’d be taking away something else for her. However, we’ve paid for 2 years now and she doesn’t get to enjoy it because we really can’t all be in the room with 2 TVs on side by side. It would be nice if on an odd night, the family would take \_\_\_\_\_ out and give us a turn with Mom and privacy in what is supposed to be her room too.”
- “Everything seems to be going well for us at the moment. It is difficult to deal with most patients and their needs as things change. Keep up the good work.”
- “The food she eats should reflect her condition. She should have more fruits and lower sugar – fruits packed in water 15 calories Vit C 100%.”
- “No”
- “Nothing I can think of at this time. I remain very satisfied with my wife’s care.”
- “Some residents wander freely and so far it has not been a personal safety issue. Other than an annoyance, not too bad but if they should become a security issue do you have a plan for keeping residents who are not mobile safe.”
- “No”

## **Findings (2019):**

This year, our response rate was 84.5%, an improvement from 2017 which was 55%. We have a total of 28 residents at this time. We distributed 26 surveys and 22 were returned. One resident declined the survey, one was not sent a survey related to risk concerns. 9 residents were able to complete the survey with assistance; the remainder were either mailed to family members or mailed.

## **RESULTS**

**PARTICIPATION:** On average, **83%** were satisfied with the level of participation they had during their loved ones stay at St. Anne Centre. The rating in 2017 was 90%.

**COMMUNICATION:** 89% of respondents were satisfied with communication between administration and resident/family and between staff and resident/family. Rating in 2017 was 90%.

**PERSONAL CARE SERVICES:** **83.5%** of respondents expressed satisfaction with personal care services received. Respondents were the least satisfied with whether they were happy with the assistance given for eating and going to the bathroom. Less than half of the population are able to eat independently; they are most likely at risk for choking related to disease processes – food is generally minced or pureed – not the most appealing to some. Residents typically have issues with food choices, frequency of soups and sandwiches, etc.

Respondents often have to wait for staff to assist them to the washroom. We have 1 staff person to 6 or 7 residents during the day; at night there are 3 staff to 28 residents. Residents often will wait because staffing levels are not 1:1, staff breaks, the need for some residents to require 2 people to transfer (safe operating practice) and the need to prioritize tasks for various reasons at various times. Rating for 2017 was 90%.

**ADVOCACY SERVICES:** **59%** of respondents were satisfied – 27% had no opinion. Residents and families had difficulty understanding the concept. 2 respondents stated they did not know the meaning of advocacy. In the past 2 surveys, we added information for respondents to review. The way in which this section is worded may need to change. Rating for 2017 was 84%.

**LIVING ENVIRONMENT:** 86% of respondents were satisfied with the living environment. Only 7 % had no opinion. Rating for 2017 was between 50%- 92%, with 33% having no opinion. Privacy is still a concern. Families do not feel they have a private area to visit with their loved one, especially where there are larger families. The resident sharing a room often may be at the mercy of a roommate for space and time. In this year's survey, one resident/family felt it would be a good idea to increase the size of available space at the end of the South wing. The view there is beautiful and is a fairly quiet space. Many residents and family members go there as a result. We are planning two additions – replacement of the activity room and an extension to the dining room. We had prepared the ground outside the existing activity room in preparation; unfortunately we have been delayed in building code compliance and the project is taking longer than initially anticipated.

## **CONCLUSION**

The common themes that were identified by residents and families were: (in no particular order)

- the importance of respect,
- importance of meeting the resident's needs,
- cleanliness of the facility,
- the need for trust,
- safety of all,
- compassionate care,
- Privacy and space for family visits.

We are working on providing more space and privacy for family visiting. Staff need to understand, tasks do not need to be completed by 10AM – tasks can be done at many different times of the day if we negotiate with the resident/family and other departments. Respect and compassion need to be top of mind for all residents, demonstrated by all staff. Communication with residents/families and staff is an ongoing process. There is so much information to impart when an individual is admitted. This is a challenge for many reasons – families are often guilt-ridden when they must have a loved one admitted to a nursing home; residents with dementia present different challenges all through their time with at St. Anne Centre. It is a delicate balance as to what, when and how to communicate with family, residents and staff.