

LTC Resident Satisfaction Survey

Site Name : Tabor Home

Number of surveys : 32

Resident overall level of satisfaction living in this care home

I am a family member completing on behalf of a resident = 56%









I am a resident in this care home = 22%

I am a volunteer or staff member helping a resident complete the survey =22%

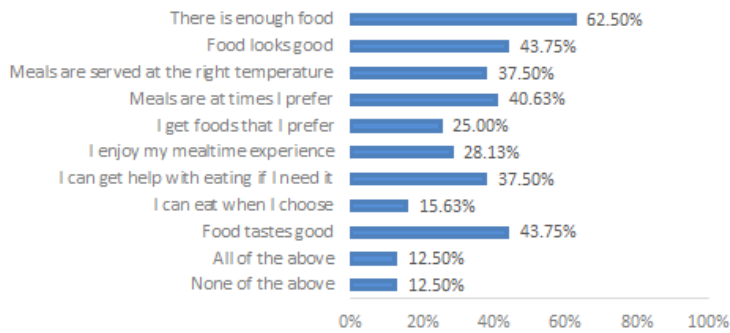
Satisfied - 56.25%

Neutral - 31.25%

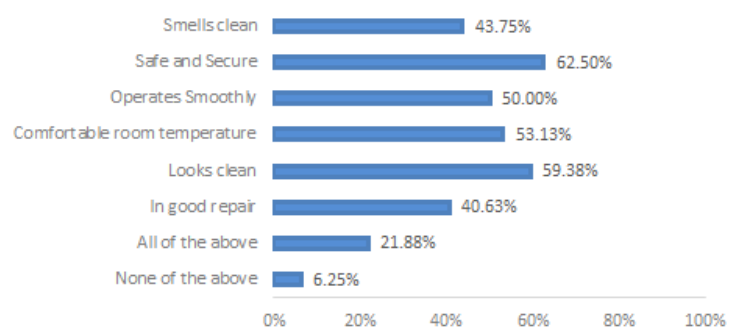
Dissatisfied - 12.5%

Question	Number of Responses	Rated Score (weighted average)	Star Rating
I am satisfied with how my doctor or nurse practitioner involves me and my family in deciding about my care.	32	3.84	
I feel I can trust the staff who provide me with care and support.	32	4.31	
I feel welcome to get involved when changes are being made in the care home.	32	3.57	
My family and I are involved in deciding about my care.	32	4.27	
Staff are sensitive to my cultural values such as my language, beliefs, and cultural traditions.	32	4.26	
Staff explain things to me in a way that is easy to understand.	32	4.13	
Staff quickly respond when I need help.	32	3.97	
Staff treat me and my family with courtesy and respect.	32	4.07	

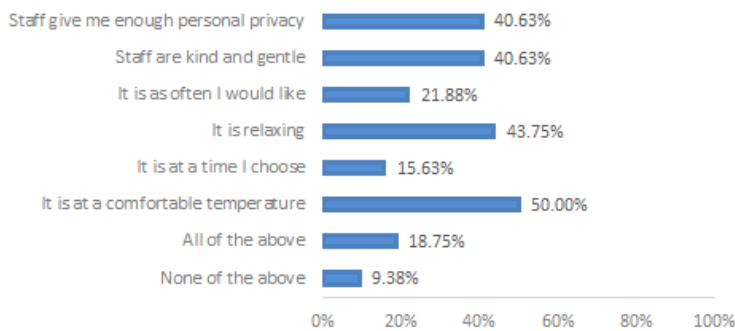
I would describe the meals and mealtimes this way. (Check all that apply)



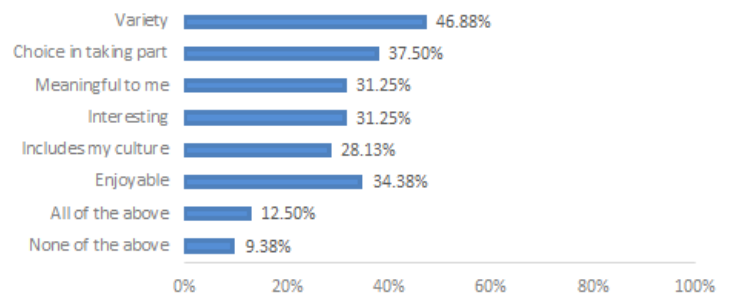
I would describe all the areas of the care home this way (check all that apply)



I would describe my bath or shower experience this way. (Check all that apply)



I would describe the activities and outings offered in the care home this way. (Check all that apply.)



Dining experience:

- Food could be better
- Bigger portions and more options for the food
- Temperature of the food not maintained properly

Cultural experience:

- Staff speak a different language other than English to each other

Care community experience:

- Staff not able to provide desired care
- Diapers not changed often enough, leading to skin issues and discomfort for residents
- Residents feeling depersonalized and forced to comply with certain practices
- Lack of attention to personal needs, like changing urine-soaked pads at night
- Lack of recreation and outings
- Delayed response to call bells and requests for help
- Lack of regular doctor visits and assessment of residents' health
- Issues with cleanliness and irregular bedsheets changes
- Lack of a wearable alert system for emergencies
- Insufficient frequency of baths

Thank you

- Dan Penner, Annie, Kuljit. Darren, Tony.
- The family member thanks everyone in the home.
- The rehab aide Usman was very responsive.
- A volunteer that helps people named Vy.
- Thanks Don, and Darren for the care.
- The family thanks Myrla Earle DOC care services, Leona the social worker, George Jacob was the best.
- The family caregiver thanks all the staff in the facility.
- The resident thanks the lady in the reception, she is so nice.
- Her husband since he comes every day.
- Everyone I have met is so helpful and kind, the staff are amazing
- Care aides: Darin, Dan and Annie
- Annie, Darin, Dan are the ones that come to mind
- Wants to thank Emily the care aid.
- Thanks all the staff, nurses, care aids, and all people working here.
- The family member feel can trust the staff and has a nice feeling, they are friendly.
- There were 2 people that provided exceptional care. I do not know their last names but I have not seen them for a long time. LPN Jo and care aid Tamera
- Recreational staff (April/Jen/Tatyana). They are excellent! Care aid Annie. The volunteer Vi. Receptionists are awesome.
- The care aids on the floor and the nurses working with my mom.
- All and any staff they have a very tough job. A big thank you to all