

LTC Resident Satisfaction Survey

Site Name : Valhaven
 Number of surveys : 10

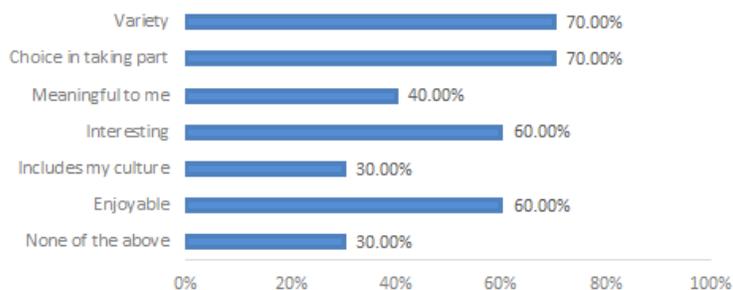
I am a family member completing on behalf of a resident = 40%
 I am a resident in this care home = 30%
 I am a volunteer or staff member helping a resident complete the survey =30%

Resident overall level of satisfaction living in this care home

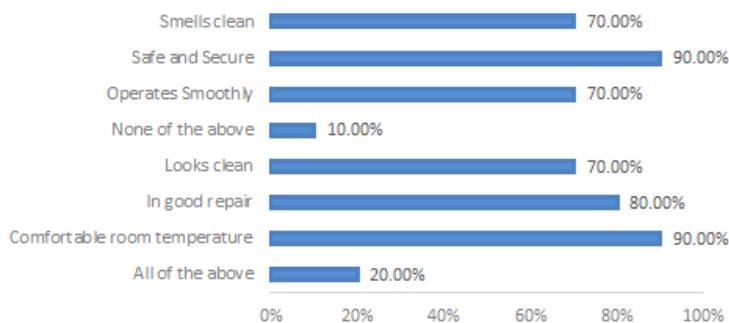
Satisfied - 70%
 Neutral - 20%
 Dissatisfied - 10%

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.	10	4.17	
I feel I can trust the staff who provide me with care and support.	10	4.38	
I feel welcome to get involved when changes are being made in the care home.	10	3.04	
My family and I are involved in deciding about my care.	10	3.61	
Staff are sensitive to my cultural values such as my language, beliefs, and cultural traditions.	10	4.58	
Staff explain things to me in a way that is easy to understand.	10	4.38	
Staff quickly respond when I need help.	10	4.31	
Staff treat me and my family with courtesy and respect.	10	4.63	

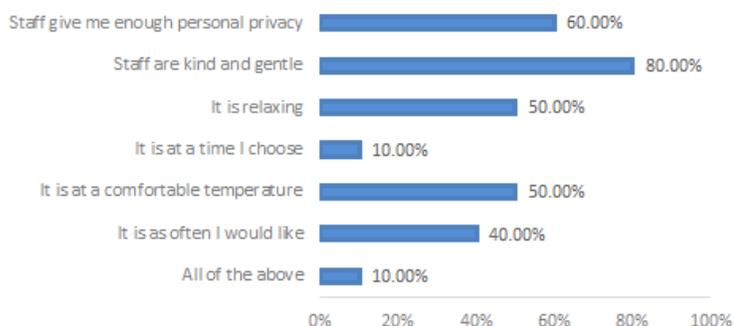
I would describe the activities and outings offered in the care home this way. (Check all that apply.)



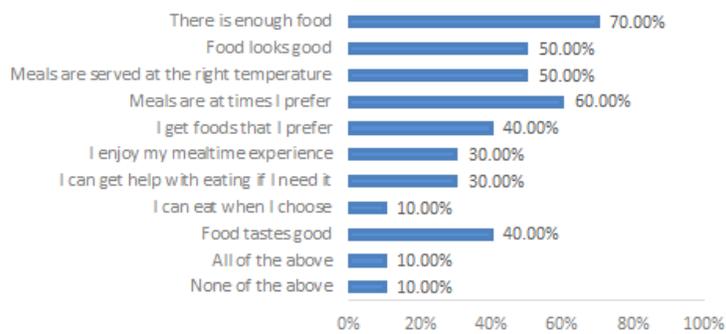
I would describe all the areas of the care home this way (check all that apply)



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



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



Is there anything we can do differently to improve your experience living here?

- Need another lift for him because it is painful at times.
- More staff and more communication with families
- I am very happy with the communication between the staff, Doctor and the family members. Thank you very much. We are also very grateful for the commitment to setting up a video chat with Leo's wife every night.
- Quick occasional sponge baths in the morning when wanted. Re: meals - cold be hotter and not as spicy, foods are not always my preference, I can't eat when I choose to, don't always enjoy my mealtime experience. Re: bath - the staff chooses the time. Re: activities - only some are meaningful to me. Re: operating smoothly - only when there's enough staff on. Re: changes being made - feeling of welcome depends on the changes being made.
- I am the daughter of a resident who has dementia, so is obviously not able to answer the questions herself. I have tried to answer them as best I can, but due to the way the questions are framed and also the overall structure of the survey I do not think that the answers should be used as data for making any kind of professional assessment of the care home my mother is in. In my view the survey has multiple flaws and is not fit for purpose in terms of data evaluation. I would be happy to share my concerns with someone if that would be helpful.

Thank you

- The resident thanks all people working in the care home.
- Thanks all the staff
- Amphie
- Care givers in Marwood Center all seem very kind
- Sue, Harjeet, Sheri
- Amphie, helps with FaceTime visits
- I do not think this question is appropriate in the framework of this survey.