

# Resident Representative Survey Report



# 2016

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## Resident Representative Survey - Summary Report - 2016

Our annual Resident Representative survey was conducted during September 2016. The purpose of the survey was to assess how well the organization is meeting resident/representatives needs and expectations and to identify areas for improvement which will assist decision making. It is important to note that the survey looks at our systems to see where improvements can be made, not individual staff members.

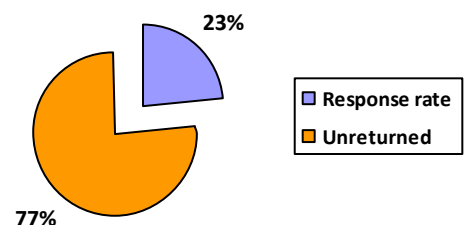
There was a response rate of 23% which means that the responses were of a number that was sufficient to highlight any concerning trends or areas of complaint if they existed. What was noted was that the responses received were overwhelmingly positive and we are very proud of the high level of care given to our residents, and the professionalism and dedication of our staff.

This year we introduced a rating system using a scale of 1 to 10, with 1 being very unsatisfied and 10 being very satisfied. It should be noted that of the 325 questions answered, 88% responded with a score of 8 or better, and of those, 68% responded with a '10'. There was only one score below 5.

A summary of the survey findings are provided below which indicates the general level of satisfaction. Scores of 5 and above are considered to indicate satisfaction, and below 5, unsatisfied, and improvement action needs to be taken. Please be assured that all comments are noted and acted upon as necessary to ensure that any concerns are respectfully considered.

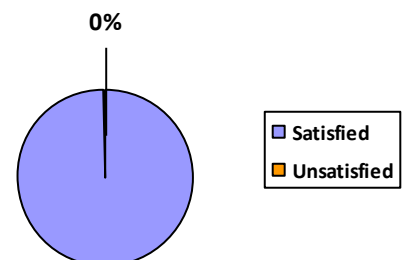
### Response Rate:

No Distributed = 30  
No. returned = 7  
Response rate = 23%



### Overall Satisfaction:

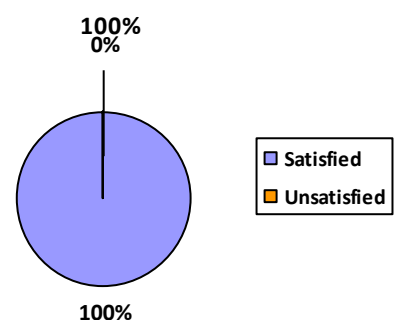
Overall satisfaction was extremely high, although some minor areas of concern were highlighted, and these issues will be considered for action.



### Section 1 – Communication

#### Comments:

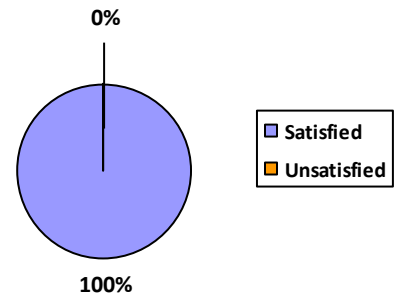
1. Communications to family needs to ensure that all relevant family members are included in the communiqué.



## Section 2 – Choice & Decision Making

**Comments:**

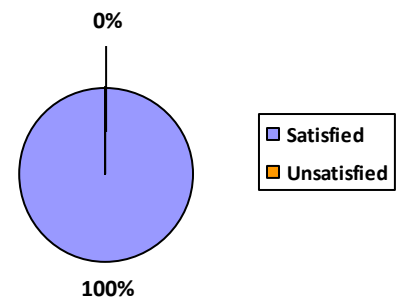
1. Remind/advise family of what the 'Resident of the Day' program is.
2. Ensure that family are consulted on the bi-monthly care plan reviews.



## Section 3 – Comments, Suggestions & Complaints

**Comments:**

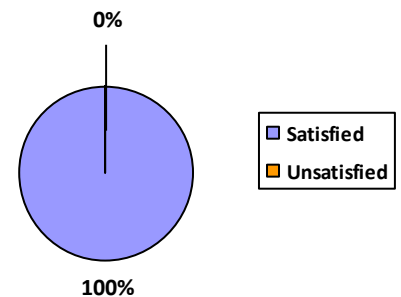
1. No areas of concern.



## Section 4 – Enjoyment of Life

**Comments:**

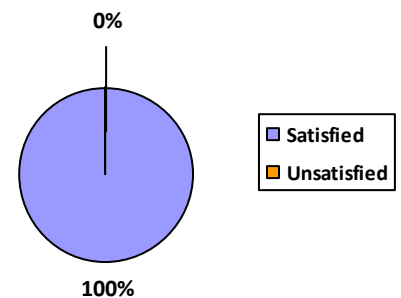
1. Ensure residents are verbally advised of upcoming activities.



## Section 5 – Care Provided

**Comments:**

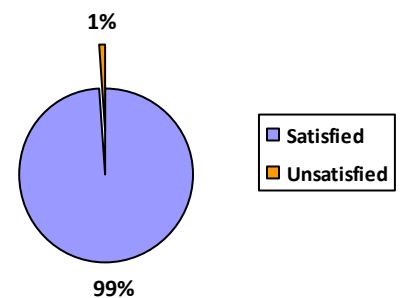
1. Whilst no areas for improvement were mentioned, we understand that striving to continually improve the level of care we provide is part of our culture. We received many comments regarding the wonderful standards of care and dedication.



## Section 6 – Living Environment

**Comments:**

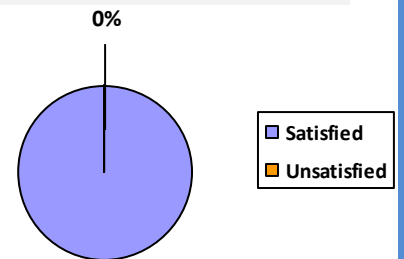
1. Need to be more diligent with resident privacy with regard to wandering residents. Alert systems are being installed for night time wanderers.



## Section 7 – Cleaning & Laundry

### Comments:

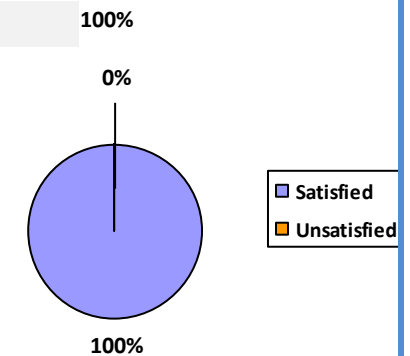
1. No areas of concern were reported



## Section 8 – Food Services

### Comments:

1. For those residents that aren't prepared to fill out their meal preferences, staff need to be more available to assist with their selection to ensure they are eating meals that are more suited to their taste.



## Section 9 – Further comments

Please note that not all comments are published here, to ensure privacy is respected.

- *I could not be happier with the general level of care and support from all the staff. Every Member!!.*
- *I have taken you up on your request to provide responses in areas where I see room for marginal improvement. Please know that each member of staff makes my heart sing with their compassion and that I am generally delighted with the level of care provided to (my mother). A huge thank you.*
- *Staff try hard. The Registered Nurses are great. Professional and caring. PCA's and Lifestyle staff are also friendly*
- *Occasionally new residents who wander into a room are a bit confronting....*
- *Overall, staff are caring and supportive. Management should appreciate and recognise their efforts.*
- *More IPads to facilitate one on one interaction would be great.*
- *Overall we all find staff very approachable and caring and 'fun'. Always informed of upcoming medical appointments. Thank you!*
- *I really cannot fault the care given to my mother by Emerald Terrace. Your staff are an absolute credit to you.*

### Conclusion:

Areas for improvement will be documented on Improvement Forms and followed up through the resident/relative, management and staff meetings. The progress and outcomes will be reported at relevant meetings and in the resident Newsletter.

**Thank you to everyone who participated in the survey.**