

2023-2024 Overnight Respite Client Experience Survey Pilot Summary, Results, and Action Plans

Pilot Duration

Start Date: August 2023

- For all clients staying in program in July 2023

End Date: February 1, 2024

- Last survey distributed Jan 2024 for clients staying in program in December 2023
- Data received up to February 1 is included

Survey Distribution Methods

- On a monthly basis, after client billing is completed, Data Coordinator exported the list of clients who stayed in the Overnight Respite Program in the previous month
- Survey was distributed either by mail (completed by Receptionist) or by email (completed by Director, Quality & Communications) based on communication preferences of each client/caregiver
- Privacy and security measures of client information were ensured by the Privacy & Partnerships Officer
- For surveys distributed by mail, a stamped, addressed return envelope was included
- For surveys distributed by email, the survey was created in SurveyMonkey

Feedback from Staff:

- No concerns with distribution process from Receptionist and Data Coordinator. Both indicated they could continue to support the distribution process as described
- Director, Quality & Communications has asked Admin team to consider helping with the email distribution process and they were agreeable. Process will be revised and training provided to Admin team on survey distribution by email
- No concerns about pilot from Case Managers and Manager

Survey Response Rates

	Distributed by Mail	Distributed by Email	Total Surveys
Surveys distributed	34	36	70
Surveys Returned	12	10	22
Response Rates	35.3%	27.8%	31.4%

Typical time spent completing electronic surveys = 3 minutes, 6 seconds

Survey Response Summary

- Caregivers were primary respondents (66.7%)
- Rosemount was primary location for stay (71.4%)

Respecting client values, expressed needs, and preferences

- 76.19% reported they were 'completely satisfied - satisfied' that ESS staff treat them with courtesy and respect
- 80% reported they were 'completely satisfied – satisfied' with the opportunities to discuss the service plan and the care received

Sharing information, communication, and education

- 90% reported the staff 'definitely – for the most part' explained things in a way that was easy to understand

Coordinating and integrating services across boundaries

- 84.21% reported they were 'completely satisfied - satisfied' with the help received to be admitted and get settled

Enhancing quality of life in the care environment and in activities of daily living

- 85% reported the cleanliness of the centre was 'excellent - good'
- 30.77% reported the food quality was 'excellent – good', 30.77% reported they were unsure of the food quality
- 47.06% reported the quantity of food was 'excellent – good', 35.29% reported they were unsure of the food quantity

Overall satisfaction

- 71.42% reported they were 'completely satisfied - satisfied' with the overall care received
- 80% reported they would 'definitely – for the most part' recommend ESS to others

Program outcome / impact

- 95% reported that the caregiver / family member was 'definitely – for the most part' able to get a break during the stay

Specific staff recognition

- 12 respondents recognized specific Personal Support Workers and Case Manager for providing exceptional care

Additional comments and feedback

- 14 respondents provided additional comments and feedback (see complete survey results)

Question Review

- Response rate for all questions was high (86.5% - 95%)
 - One (1) respondent skipped all questions except for the Comments section
 - Most skipped question was “satisfaction with help received to be admitted and get settled” (3)
- Response rate would be lower if the ‘unsure’ response category was not included for questions about quality and quantity of food
 - Since the majority of the respondents were caregivers, many were unable to comment on these 2 questions
- Questions reflected all 4 quality dimensions outlined by Accreditation Canada
 - Respecting client values, expressed needs, and preferences
 - Sharing information, communication, and education
 - Coordinating and integrating services across boundaries
 - Enhancing quality of life in the care environment and in activities of daily living
- Respondents were invited to share their feedback about the pilot in the survey’s cover letter. One respondent provided input on a glitch in the selection of answers in SurveyMonkey. This will be reviewed and resolved with the release of the revised survey.

Action Plans for Continuous Quality Improvement

The pilot survey results demonstrate the excellent care provided by the Overnight Respite staff team to our clients, and the incredibly positive impact the program has on caregivers. We are committed to continuous quality improvement in our program. The following action plans have been developed to improve the experiences of our clients and caregivers.

<i>Client Experience Dimension: Respecting client values, expressed needs, and preferences</i>		
Related Survey Questions	Action Plans	Timeline
It is important that ESS Staff treat you and your family with courtesy and respect. Are you satisfied with how ESS staff treat you and your family member?	Provide education and training to PSWs on engaging with clients & caregivers in a caring, empathetic, and professional manner	2024
It is important that ESS staff give you and your family member opportunities to share your input, make comments, and ask questions. Are you satisfied with the opportunities	Provide information to staff teams on client-centred approaches to care and how to effectively engage clients in feedback during service provision to meet their needs and preferences	2024

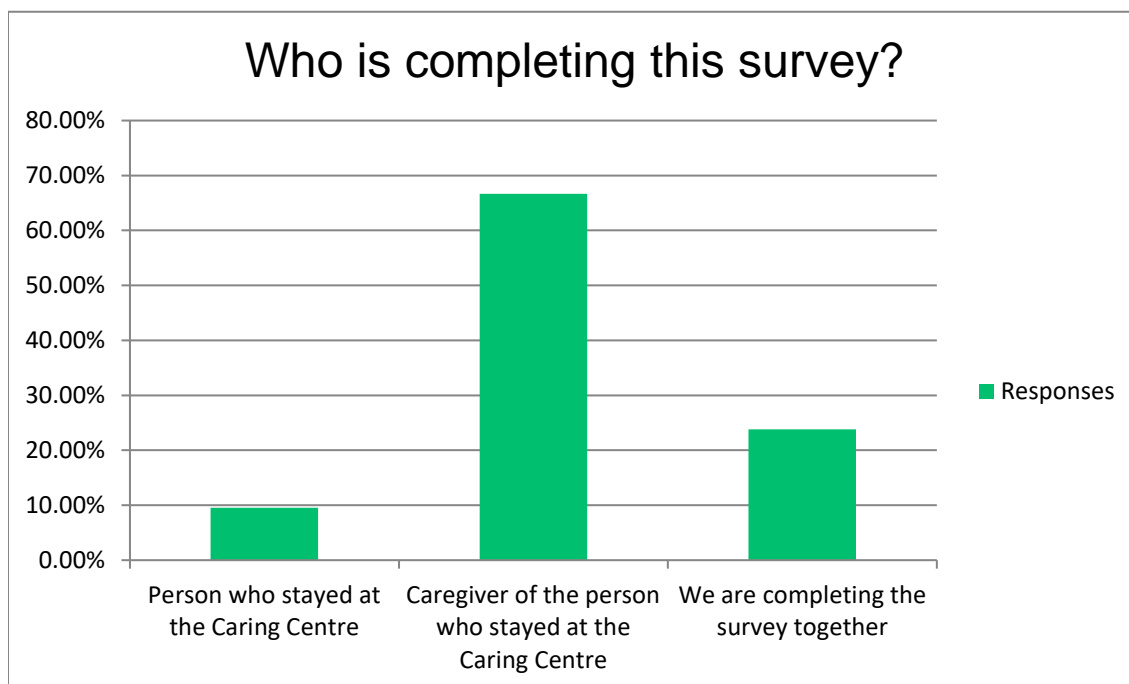
to discuss the service plan and care received?		
Client Experience Dimension: Sharing information, communication and education		
Related Survey Questions	Action Plans	Timeline
Do ESS staff explain things in a way that is easy to understand?	<p>Share results of pilot client experience survey with staff, clients, and caregivers</p> <p>Provide ongoing refreshers for staff on communication skills through team meetings and 1:1 staff support</p>	<p>May 2024</p> <p>2024 – 2025</p>
Client Experience Dimension: Coordinating and integrating services across boundaries		
Related Survey Questions	Action Plans	Timeline
How satisfied are you with the help received to be admitted and get settled?	<p>Review and update client admission process. Provide training to staff on completing admission procedures in an organized and welcoming manner</p> <p>Review and update survey question design to gain further understanding of client & caregiver experience with the admission process</p>	<p>2024</p> <p>May 2024</p>
Client Experience Dimension: Enhancing quality of life in the care environment and in activities of daily living		
Related Survey Questions	Action Plans	Timeline
Please rate the following: Quality of Food Quantity of Food Cleanliness of Centre	<p>Share feedback about centre cleanliness with the contracted cleaning company at the Rosemount site and provide them with direction on improvements</p> <p>Seek from clients further feedback specific to the quality & quantity of food by conducting a short survey or focus group to explore improvement opportunities</p>	<p>June 2024</p> <p>By September 2024</p>

	<p>Enhance safety and comfort at the Rosemount site by securing the exit doors and installing bedroom door hold-open devices</p> <p>Update client experience survey questions and relaunch revised survey to receive feedback on improvement opportunities</p>	<p>2024</p> <p>May 2024</p>
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Complete Survey Results

Who is completing this survey?

Answer Choices	Responses	
Person who stayed at the Caring Centre	9.52%	2
Caregiver of the person who stayed at the Caring Centre	66.67%	14
We are completing the survey together	23.81%	5
	Answered	21
	Skipped	1



Which location was the stay?

Answer Choices	Responses	
Central King – 15 King Street	28.57%	6
Rosemount – 30 Rosemount Avenue	71.43%	15
Answered		21
Skipped		1



It is important that ESS Staff treat you and your family with courtesy and respect. Are you satisfied with how ESS staff treat you and your family member?

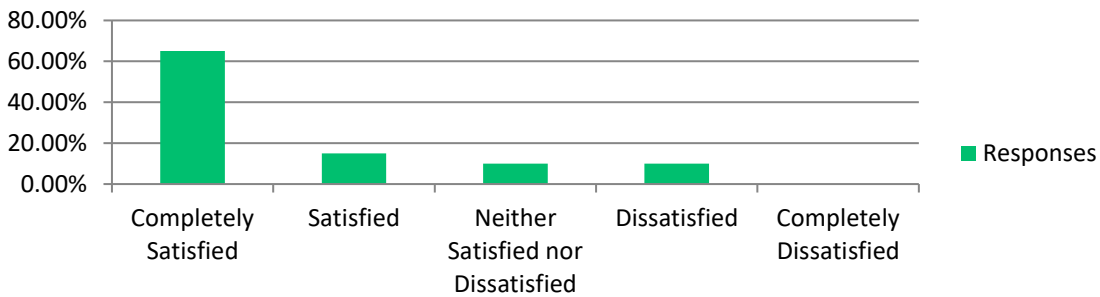
Answer Choices	Responses	
Completely Satisfied	66.67%	14
Satisfied	9.52%	2
Neither Satisfied nor Dissatisfied	9.52%	2
Dissatisfied	14.29%	3
Completely Dissatisfied	0.00%	0
	Answered	21
	Skipped	1



It is important that ESS staff give you and your family member opportunities to share your input, make comments, and ask questions. Are you satisfied with the opportunities to discuss the service plan and care received?

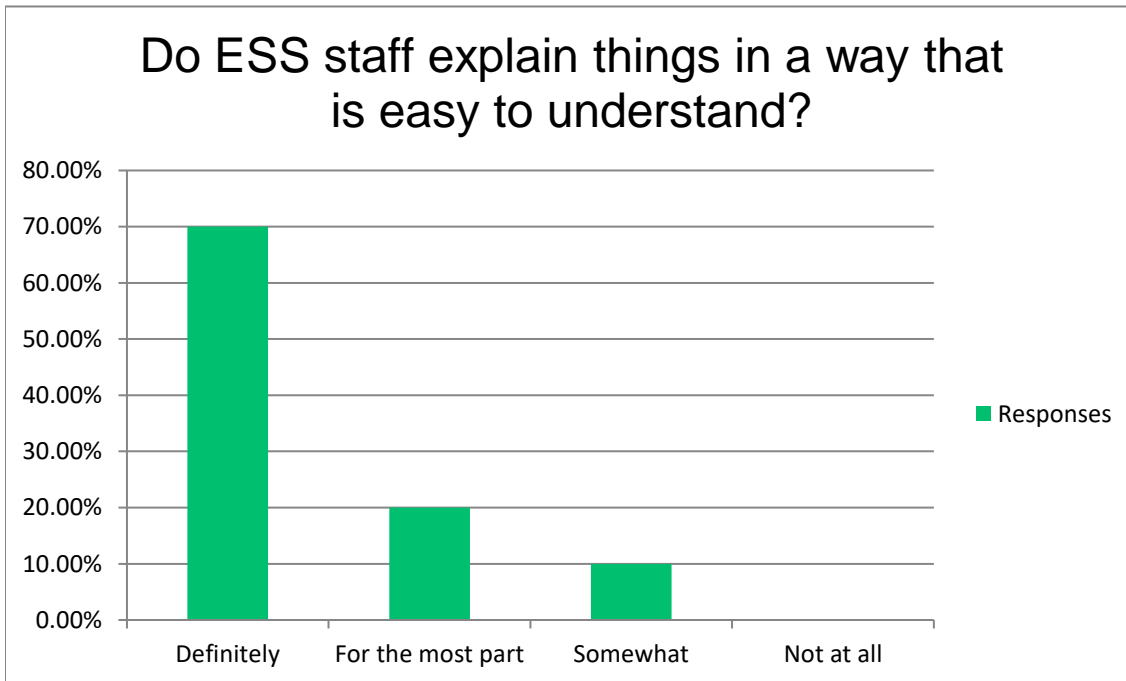
Answer Choices	Responses	
Completely Satisfied	65.00%	13
Satisfied	15.00%	3
Neither Satisfied nor Dissatisfied	10.00%	2
Dissatisfied	10.00%	2
Completely Dissatisfied	0.00%	0
	Answered	20
	Skipped	2

It is important that ESS staff give you and your family member opportunities to share your input, make comments, and ask questions. Are you satisfied with the opportunities to discuss the service plan and care received?



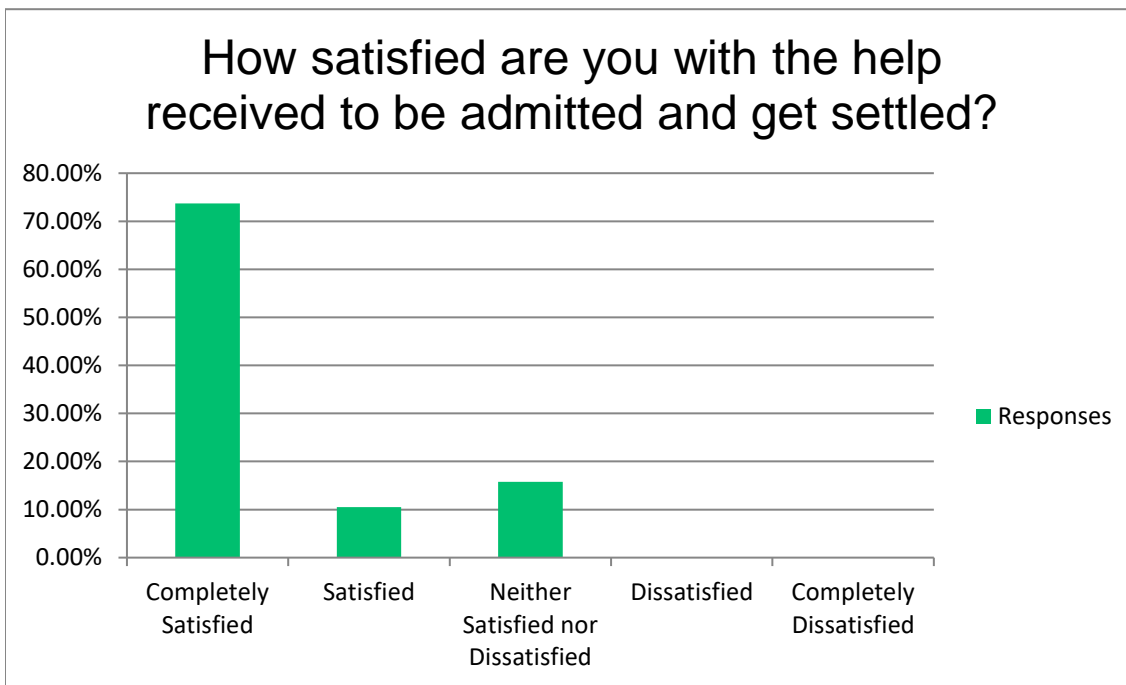
Do ESS staff explain things in a way that is easy to understand?

Answer Choices	Responses	
Definitely	70.00%	14
For the most part	20.00%	4
Somewhat	10.00%	2
Not at all	0.00%	0
Answered		20
Skipped		2



How satisfied are you with the help received to be admitted and get settled?

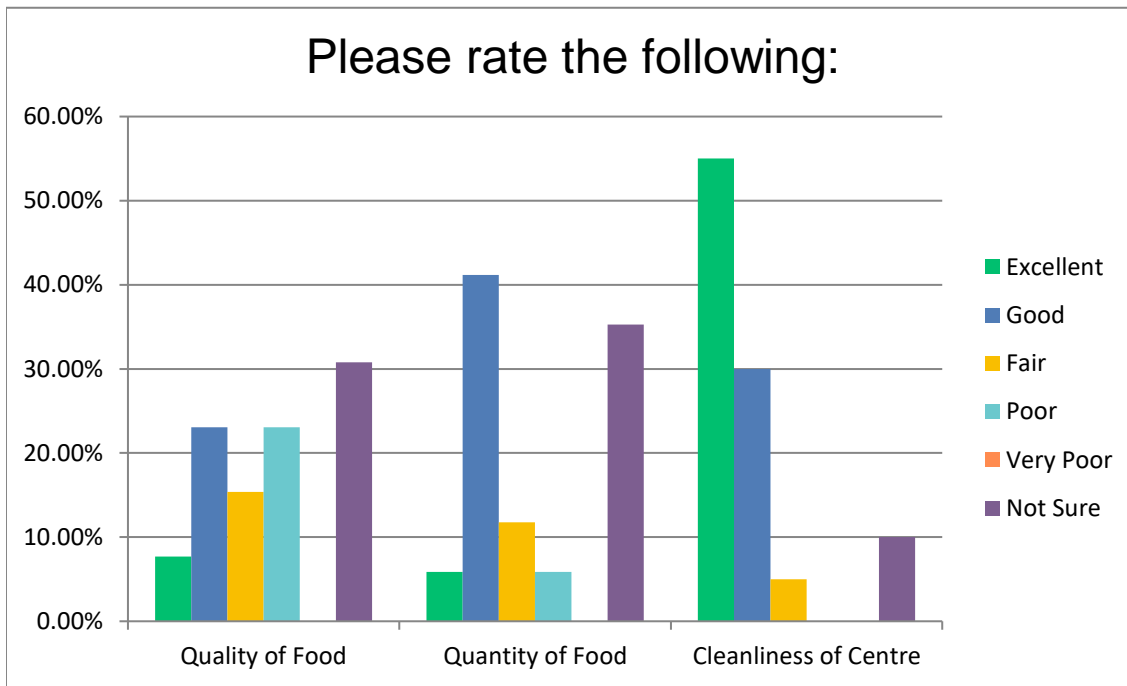
Answer Choices	Responses	
Completely Satisfied	73.68%	14
Satisfied	10.53%	2
Neither Satisfied nor Dissatisfied	15.79%	3
Dissatisfied	0.00%	0
Completely Dissatisfied	0.00%	0
Answered		19
Skipped		3



Please rate the following:

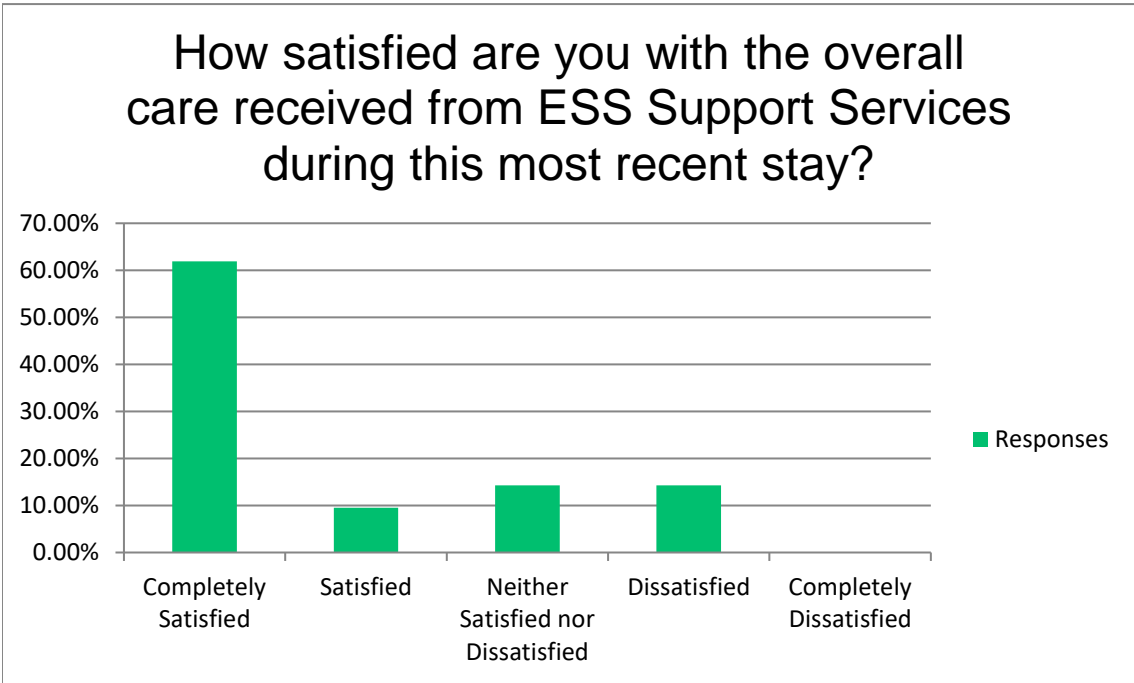
	Excellent	Good	Fair	Poor	Very Poor	Not Sure	Total
Quality of Food	7.69% 1	23.08% 3	15.38% 2	23.08% 3	0.00% 0	30.77% 4	13
Quantity of Food	5.88% 1	41.18% 7	11.76% 2	5.88% 1	0.00% 0	35.29% 6	17
Cleanliness of Centre	55.00% 11	30.00% 6	5.00% 1	0.00% 0	0.00% 0	10.00% 2	20

Answered 21
Skipped 1



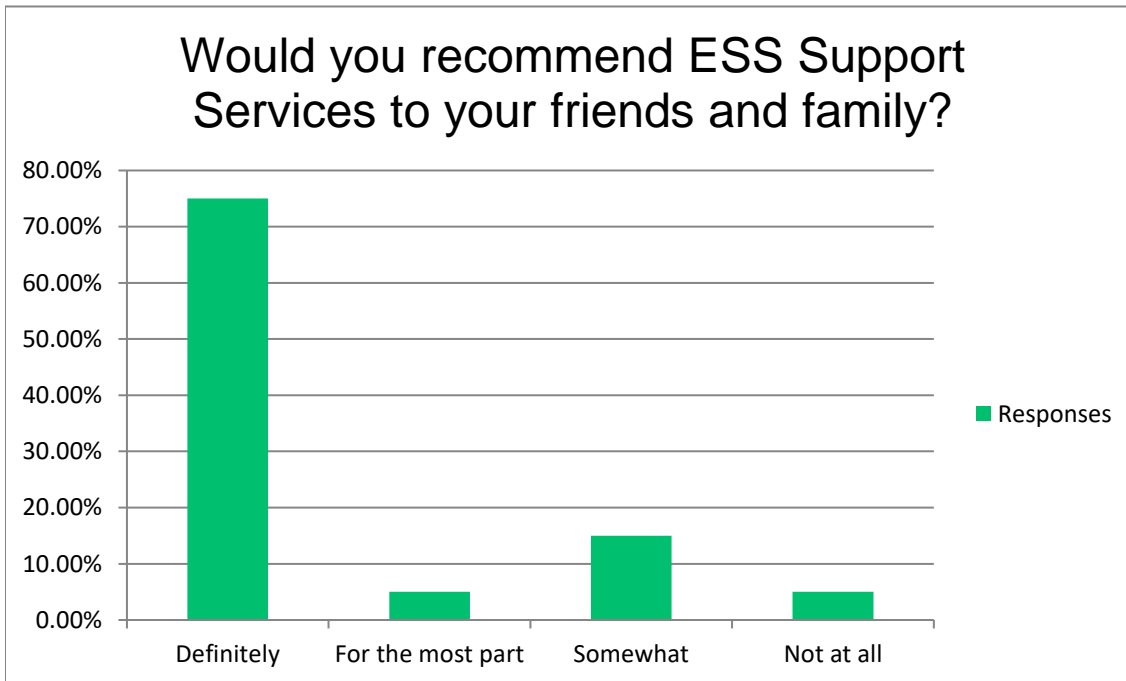
How satisfied are you with the overall care received from ESS Support Services during this most recent stay?

Answer Choices	Responses	
Completely Satisfied	61.90%	13
Satisfied	9.52%	2
Neither Satisfied nor Dissatisfied	14.29%	3
Dissatisfied	14.29%	3
Completely Dissatisfied	0.00%	0
	Answered	21
	Skipped	1



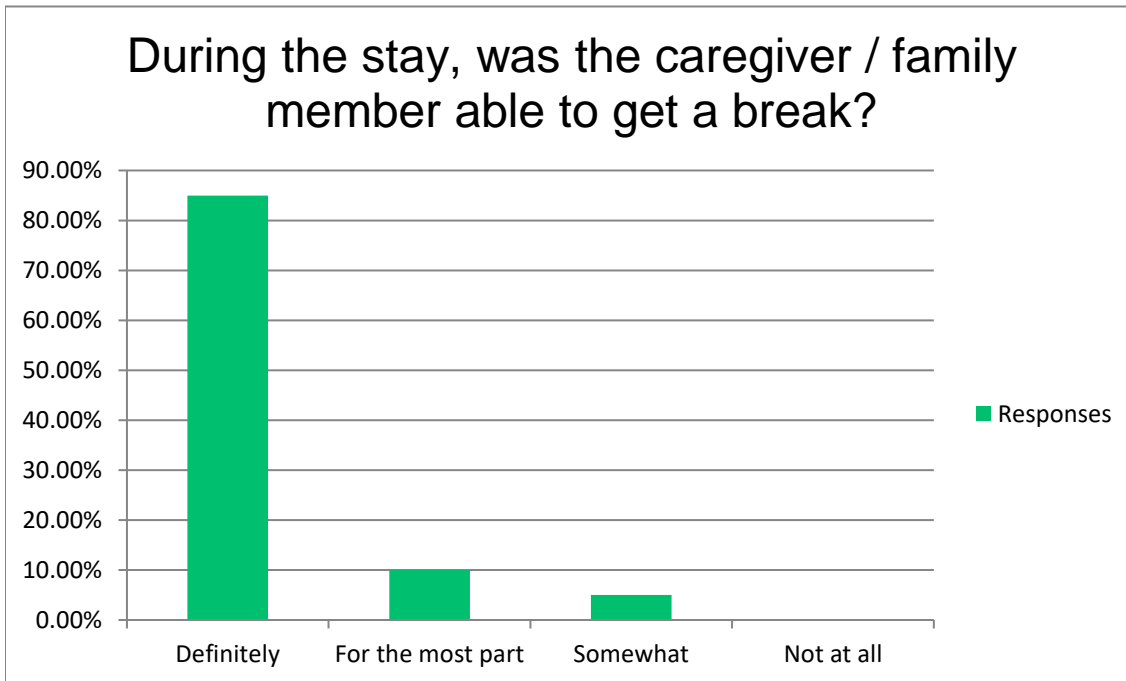
Would you recommend ESS Support Services to your friends and family?

Answer Choices	Responses	
Definitely	75.00%	15
For the most part	5.00%	1
Somewhat	15.00%	3
Not at all	5.00%	1
Answered		20
Skipped		2



During the stay, was the caregiver / family member able to get a break?

Answer Choices	Responses	
Definitely	85.00%	17
For the most part	10.00%	2
Somewhat	5.00%	1
Not at all	0.00%	0
	Answered	20
	Skipped	2



Please use the space below to share any additional comments and feedback.

Overall, the stay there each of the four times has been, from the perspective of the resident, very good to excellent.

I, [] was always impressed with the attention to details given in advance of the stay and at the time of check-in. The list of medications and dosages were checked and rechecked.

In the process described above, Nancy Cussen, Case Manager, was the person centrally involved. Nancy has always been courteous, polite, attentive to details while simultaneously succinct.

I look forward eagerly to continue enjoying the respite benefits accrued from future stays involving [] at ESS. Respectfully submitted, []

Was very good for me, allows me to go on a vacation. [] said the best caregiver was Lydia.

Everything was very good. Thank you all.

-didn't like that the door had to be closed all the time

-food proportions small

-no call bell - felt completely isolated

-windows too high to see out of them

-trains noisy at night - affected my ability to sleep

The entire staff was good cannot pick just one ALI great

I was thrilled this facility was available. My mom is no longer mobile, and so cannot go to Nora's house anymore. This was my first extended vacation in several years, and I am so grateful for the care she received. I was worried as there are important considerations for her care, but she arrived back home well and happy. BRAVO ESS, this fills an important need for caregivers! And thanks to you, I had a wonderful vacation and was able to attend a family wedding.

No additional comment. The service provided was simply fantastic!

Also shown exceptional understanding and empathy

Bought incidental items as needed

Brought reading material

Shirley was also very helpful at times

Objectives:

The food needs much improvement

The choices promised were not available

Lack of outdoor space

I feel very grateful and appreciative that there is an ESS Overnight Respite Centre that allows for short-term stays with the best program at a very reasonable rate. It is also coordinated

and run by an incredible team. I have witnessed their day programs with engaged participants and noticed more security personnel. I feel that my mother will be well taken care of in a safe and caring environment.

The 3 parts of Q7 don't allow you to select 'excellent' for all 3 as it removes the previous tick box(es). So I selected 'good' for the 2nd one and it doesn't allow me to select 'good' again without removing the previous tick box.

An on-site Adult Day Program would be excellent otherwise all he can do all day is watch TV.

As caregiver, my impression of my spouse's stay was very different than his. He was not happy with it but he would not have been happy anywhere. From his point of view, he was being held prisoner and complained about many things. He was very rude to the staff when he left, for which I apologized at the time.

The staff person who came down to help us get up to the unit when we arrived did not speak or introduce themselves; they were just standing in the lobby and I had to ask if they were ESS staff and could help us. Assistance is definitely needed upon arrival and departure when the client has a walker and there is luggage and other items to carry.

I had to ask that my spouse have time on the outdoor balcony, which I thought the staff would offer to him as part of the daily routine if the weather was suitable.

Overall I was pleased with the level of care, the safety measures, and the staff. Thank you.

The caregiver Mary was very disrespectful, etc. according to my husband. Also overall, he had a very negative experience, the other client screamed and yelled was taken out for two days and brought back - his behaviour modified slightly but deficated, etc. on the floor. To get away from the experience my husband spent most of the two weeks in bed. Also advised me he was woken at 5:30am to change his Depends in the bed. Was given breakfast around 10am and then he requested being taken back to bed to get away from everything. Said after the first week there was no fruit or vegetables - when he got home he ate nothing but fruit and vegetables for four days. He does not want to return for respite care ever again. This is what he relayed to me. I shared the information with Nancy Cussen and said though I could not confirm as I wasn't there, it should definitely be reviewed. Nancy advised she would look into the situation. I cancelled the three days in August as my husband was adamant. To date I have not cancelled my November booking, but probably will have to do so. It is unfortunate that this situation occurred as respite care provided me with peace of mind when I cannot be there. The decision to accommodate a very disturbed person in such a confined area as a small apartment was inappropriate - I hope you will reconsider such decision making before putting anyone else through such an experience.

Finding out about ESS and having the ability to have my Mom stay there was so comforting for me. It gave me a break from my normal daily routine with my Mom and I was able to attend my Son's wedding with no worries. I was totally at peace knowing that Mom would be taken care of.

Thank you for everything and I look forward to using your facility again for my Mom. []

Nancy Cussen made the admission so smooth and easy. From talking and writing emails, she was so thorough with my mother's needs ensuring that the Centre had all the information needed to provide exceptional care. I felt so relieved with the ratio of caregivers to clients, who were very experienced, caring, and capable. I am so fortunate and grateful for this service that provides such excellent care for my mother and those like her in a respite centre.