

**Regional Long Term Care
Family Experience
July to September 2013**



**Western
Health**

**Prepared by:
Darlene Welsh
Regional Manager Research and Evaluation
Quality Management and Research Branch**

Long Term Care Family Experience

Background

Survey Instrument

The validated long term care family experience survey that was administered to family of long term care residents throughout the Western region was the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Nursing Home Survey: Family Member Instrument (Appendix A) developed by Alberta Health Services in Canada.

Method

Long term care family experience surveys were mailed to a sample of families of long term care residents. This package included a cover letter, survey, and preaddressed and postage paid return envelope.

Participants

A list of long term care residents' family or next of kin was obtained from each long term care facility throughout Western Health in July of 2013. Surveys were distributed immediately following receipt of the lists to reduce the potential of a family member receiving a survey after the resident had died.

Sample

The total number of long term care residents throughout the Western region was 460. The sample was based on total number of non-cognitive, hard of hearing and/or periodically confused residents which was 327, as all other residents were surveyed face to face. Based on this population count, a 95% confidence level and a 5% confidence interval, a random sample was calculated. A random sample of 177 surveys was distributed to family or next of kin of the long term care residents. For those sites where there were a small number of residents who could not complete the survey, family or next of kin were surveyed for each of those residents.

Privacy, Confidentiality, Data Security

Privacy and confidentiality were achieved as the family members voluntarily completed the survey and returned the completed survey in a postage paid, preaddressed envelope with no identifying information or codes on the envelope or survey to identify the person. Any information that could potentially identify the family members was deleted. The data was stored on a password protected computer and surveys were stored in a locked office in the Western Memorial Health Clinic used by Quality Management and Research staff.

Data Analysis

A student completed the data entry for all surveys using Statistical Package for Social Sciences. Descriptive statistics were calculated on regional data to obtain a general perspective of family or next of kin experiences with long term care services at Western Health. All comments were transcribed (Appendix B). The following report provides survey results for the region.

Results

Demographics

A total of 177 surveys were distributed. Of these, one survey was returned as the person had moved. Eighty five surveys were returned out of the 176 surveys for a response rate of 48.3%.

To gain a more thorough understanding of the demographics of the family or next of kin being surveyed and their loved ones living in long term care, respondents were asked several questions; relation to the resident, if the resident was discharged from the facility or had died, how long the resident lived there, and if they expected the family member to live in a long term care home permanently. When asked the relationship to the resident, 12.9% reported that the resident was their spouse or partner, 72.9% reported their parent, 2.4% reported their aunt or uncle, 9.4% reported their sibling, 1.2% reported their friend and 1.2% did not report. Although efforts were taken to reduce the potential that a family member or next of kin received a survey after the resident had died, two respondents indicated that the resident had died. Just over 68.2% of respondents indicated that the resident lived in long term care for 12 months or longer, 18.8% reported 6 months to almost 12 months, 3.5% reported 3 months to almost 6 months, and 7.1% reported 1 month to almost 3 months. Nearly 91% reported that they expected the resident to live in a long term care home permanently.

Respondents were asked about how many times they visited the resident in the past 6 months. Nearly 65% reported more than 20 times, 10.6% reported 11-20 times, 2.4% reported 6-10 times, 11.8% reported 2-5 times and 5.9% reported 0-1 times. Respondents were also asked to indicate whether they were the people who had the most experience with the residents' care and 36.5% reported yes, 4.7% reported no and 58.8% did not respond.

Other questions were asked about finances, power of attorney, and substitute decision maker (See Table 1). The majority of respondents had power of attorney and were the residents substitute decision maker. They were also

asked gender, education, and ethnic background. Nearly 32% of respondents were male, 62.4% female and 5.9% did not respond. Nearly 19% had completed grade school or some high school, 25.9% completed high school. 15.3% completed post-secondary technical school, 5.9% completed some university or college, 21.2% reported that they completed a college or university degree, 4.7% had a post graduate degree and 8.2% did not report. Eighty three point five percent of respondents were white/Caucasian, 9.4% were aboriginal and 7.1% did not report.

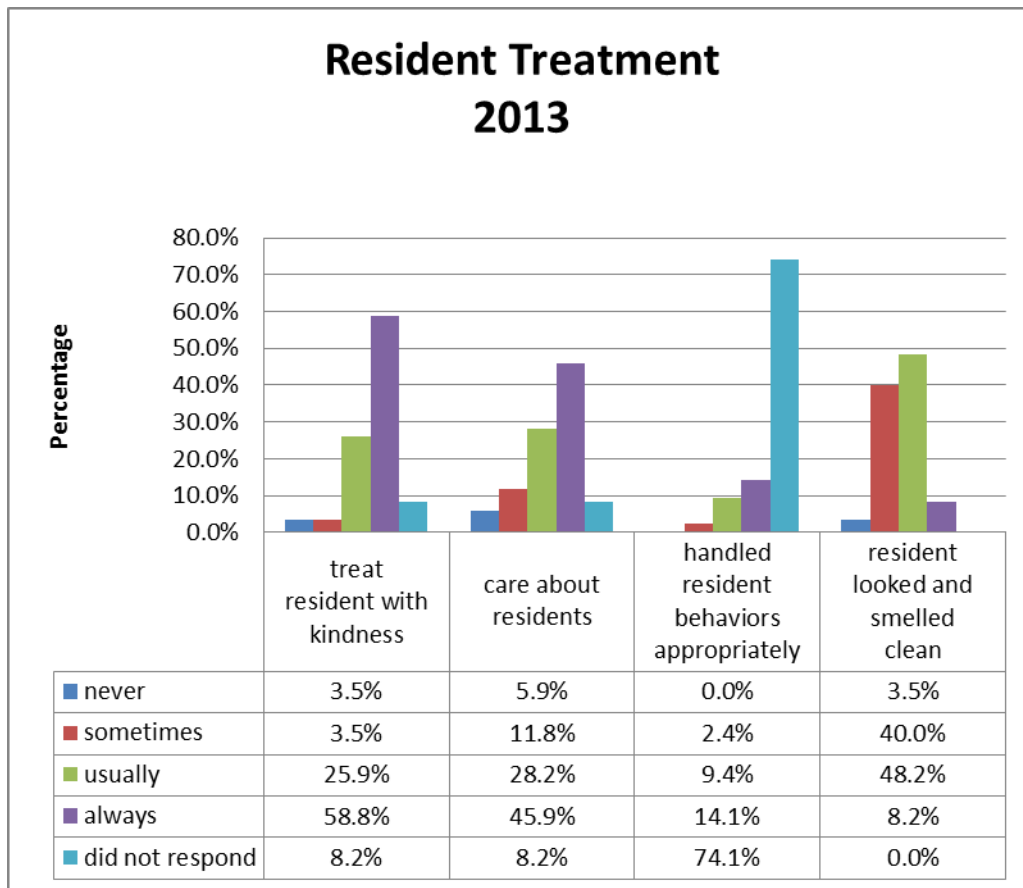
Table 1. Respondent Information

Question	Yes (%)	No (%)	Don't know (%)	Did not respond (%)
In the last 6 months, did you help your family with managing finances, such as paying bills or filling out insurance claims?	47.1	43.5		9.4
Do you have power of attorney for your family member?	60.0	20.0	11.8	8.2
Are you your family member's substitute decision maker (next of kin)?	82.4	5.9	2.4	9.4

Resident Care

Several questions were asked about nursing care in terms of the respondents' experiences over the past six months (See Figure 1). Of those who reported that they had tried to find a nurse, licensed practical nurse (LPN) or personal care attendant (PCA), 86.2% reported they could usually or always find one when they wanted one. Nearly 85% reported that they had always or usually seen the nursing staff treat the resident with kindness. Just over 74% reported that they usually or always felt that the nursing staff cared about the resident. Respondents were asked if in the last 6 months, they saw any resident behave in a way that made it hard for nurses or aides to provide care such as yelling, pushing, or hitting. Only 9.4% reported yes and of those, 87.5% reported that the nurses and aides always or usually handled this situation in a way that they felt was appropriate. When asked if they had ever seen any nursing staff be rude to their loved one or any other resident, 78.8% reported no, 12.9% reported yes and 8.2% did not respond. Respondents were asked how often the resident looked and smelled clean in the last 6 months and 88.2% reported usually or always.

Figure 1. Resident Treatment



Respondents were asked questions about whether they helped residents with certain aspects of their care over the past six months and if this was because the staff either did not help or made the resident wait too long. When asked if they had helped the resident with eating, 49.4% reported yes. Of those who reported yes, 23.8% reported that it was because the nursing staff either did not help or made them wait too long. When asked if they helped the resident with drinking, nearly 46% reported yes and 25.6% reported that they helped because the nursing staff did not help or made the resident wait too long. Respondents were also asked if they helped the resident with toileting and 22.4% reported yes. Just over 5% reported that they helped the resident with toileting because the nursing staff did not help or made the resident wait too long. Respondents were also asked if they helped with the care of the resident when they visited and 68.2% reported yes, while 20% reported that they felt the long term care home staff expected them to help.

Nearly 92% of respondents reported that the nursing staff always or usually treated them with courtesy and respect.

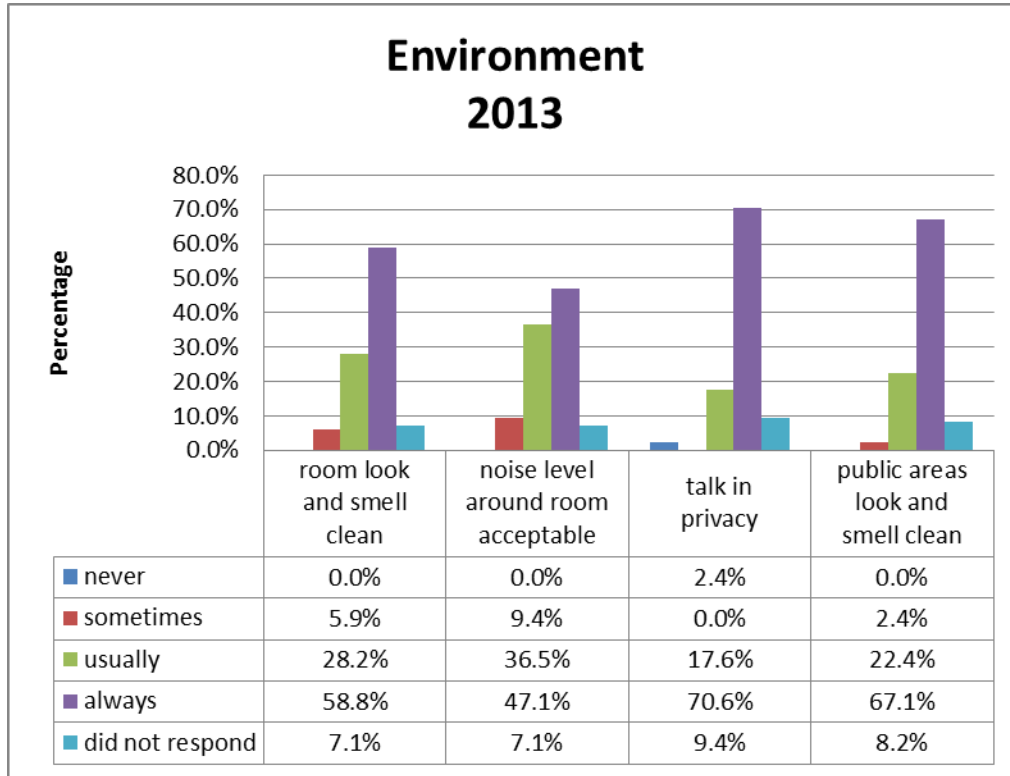
Obtaining Information

Questions relating to obtaining information were asked in relation to the last 6 months. Nearly 85% of respondents reported that they wanted to get information about their family member from nursing staff and 93.1% reported they always or usually got the information as soon as they wanted. Nearly 86% reported that the nursing staff explained things in a way that was easy for them to understand and 88.2% reported that nursing staff did not ever try to discourage them from asking questions about their family member. Respondents were asked if they had asked the long term care home staff for information about payments or expenses and 24.7% reported yes. Of those asking for this information, 95.3% reported that they always or usually got all the information they wanted.

Environment

Respondents were asked to report on various aspects of the environment based on the last 6 months (See Figure 2). When respondents were asked how often the residents' room looked and smelled clean, 87% report usually or always and 89.5% reported that the public areas looked and smelled clean. Nearly 84% reported that the noise level around the residents' room was acceptable to them. Privacy is also an important aspect of long term care. When respondents were asked how often they were able to find places to talk to the resident in private, 88.2% reported usually or always. Respondents were also asked if they had ever seen the nursing staff fail to protect any residents' privacy while the resident was dressing, showering, bathing, or in a public area and 85.9% reported no.

Figure 2. Environment



Residents’ Personal Belongings

Questions were asked related to personal belongings over the last 6 months. When asked how often residents’ personal medical belongings (e.g., dentures, hearing aids, eye glasses) were damaged or lost, 60% reported never, 16.5% reported once, 12.9% reported two or more times and 10.6% did not report. When asked how often the residents’ clothes were damaged or lost, 32.9% reported never, 27.1% reported once or twice, 11.8% reported three times or more and 28.2% did not indicate.

Communication

Respondents were asked several questions about overall care in the long term care facility in the last 6 months. When respondents were asked if they were ever unhappy with the care the resident received, 24.7% reported yes, 63.5% reported no and 11.8% did not report. Of those who reported having concerns, 90.5% reported that they

spoke to long term care home staff about this concern and 47.6% were usually or always satisfied with the way the staff handled these problems, 42.8% were sometimes or never satisfied, and 9.5% did not report. Of those who reported having concerns over the last 6 months, 33.3% reported that they stopped themselves from talking to any long term care home staff about their concerns because they thought staff would take it out on the resident.

Care Conferences and Involvement in Care

Nearly 85% of respondents reported being involved in decisions about the residents' care over the last 6 months and 75.3% reported being usually or always involved as much as they wanted to be. When respondents were asked about whether they have been part of a care conference, either in person or by telephone, over the last 12 months, 51.8% reported yes. For those who said no, they were asked to report whether they had an opportunity to be a part of a care conference and 25.8% reported yes, 67.7% reported no and 6.5% did not report.

Overall Care

When respondents were asked to rate the care on a scale of 0 to 10, with 0 being the worst care possible and 10 being the best care possible, the average was 8.52, the median was 9.0 and the ratings ranged from 4 to 10.

Nearly 58% said they would definitely recommend the long term care home to someone needing long term care, 25.9% said probably yes and 4.7% said probably no and 11.8% did not report.

Just over 55% of respondents indicated that there were usually or always enough nursing staff in the long term care home, 34.1% reported sometimes or never and 10.6% did not report.

Opportunities for Improvement

Overall results indicate that Western Health's long term care services have many strengths including availability and kindness of nurses and their ability to handle difficult situations appropriately. Other strengths include cleanliness of the physical environment, noise level, privacy, and sharing of information with next of kin/family.

Regionally, opportunities for improvement include:

- Explore opportunities to enhance families' perceptions of nurses caring and politeness;
- Explore opportunities to enhance families' perceptions of the nursing staff not helping or waiting too long to help with aspects of resident care such as eating, drinking, and expectations that families help with care;
- Explore ways to decrease the loss of or damage to residents' personal medical belongings (e.g., dentures, hearing aids, eye glasses) and clothing;
- Explore more effective problem solving strategies when issues arise;
- Explore opportunities to improve families' perceptions of their involvement in care through such means as care conferences.

Appendix A

CAHPS Nursing Home Survey: Family Member Instrument

THE RESIDENT

1. Relationship to the resident named in the cover letter?

- My Spouse/ Partner
- My Parent
- My Mother-in-law/ Father-in-law
- My Grandparent
- My Aunt/ Uncle
- My Sister/ Brother
- My Child
- My Friend
- Other (please print.) _____

2. For this survey, the phrase “family member” refers to the resident (person) named in the cover letter. Is your family member now living in the nursing home listed in the cover letter?

- Yes – If Yes, Go to Question 4
- No

3. Was your family member discharged from this facility or did he or she die?

- Discharged** – if you checked discharged, please stop completing this survey and return it in the postage paid envelope provided.
- Deceased** - If you family member is deceased; we understand that you may not want to fill out a survey at this time. If this is the case, please check the box indicating that your family member is deceased and return the survey in the enclosed envelope.

If you would like to do the rest of the survey we would be very grateful for your feedback. Please answer the questions about your family member’s last six months at the nursing home. Thank you for your help.

4. In total about how long has your family member lived in this nursing home?

- Less than 1 month
- 1 month to almost 3 months
- 3 months to almost 6 months
- 6 months to almost 12 months
- 12 months or longer

5. Do you expect your family member to live in this or any other nursing home permanently?

- Yes
- No
- Don’t Know

6. In the last 6 months. Has your family member ever shared a room with another person at this nursing home?

- Yes
- No

7. Does your family member have serious memory problems because of Alzheimer’s disease, dementia, stroke, accident, or something else?

- Yes
- No

8. In the last 6 months, how often was your family member capable of making decisions about his or her own daily life, such as when to get up, what clothes to wear, and which activities to do?

- Never
- Sometimes
- Usually
- Always

9. In the last 6 months, about how many times did you visit your family member in the nursing home?

- 0-1 time in last 6 months – Go to Question 53
- 2-5 times in the last 6 months
- 6-10 times in the last 6 months
- 11-20 times in the last 6 months
- More than 20 times in the last 6 months.

10. In the last 6 months, during any of your visits, did you try to find a nurse, licensed practical nurse or personal care attendant for any reason?

- Yes
- No – If no, Go to Question 12

11. In the last 6 months, how often were you able to find a nurse, licensed practical nurse or personal care attendant when you wanted one?
- Never
 - Sometimes
 - Usually
 - Always
12. In the last 6 months, how often did you see the nurses, licensed practical nurses or personal care attendants treat your family member with kindness?
- Never
 - Sometimes
 - Usually
 - Always
13. In the last 6 months, how often did you see the nurses, licensed practical nurses or personal care attendants treat your family member with kindness?
- Never
 - Sometimes
 - Usually
 - Always
14. In the last 6 months, how often did you feel that the nurses, licensed practical nurses or personal care attendants really cared about your family member?
- Never
 - Sometimes
 - Usually
 - Always
15. In the last 6 months, did you ever see any nurses, licensed practical nurses or personal care attendants be rude to your family member or any other resident?
- Yes
 - No
16. In the last 6 months, during any of your visits, did you help your family member with eating?
- Yes
 - No – If No, Go to Question 18
17. If you answered yes, was it because the nursing staff either didn't help or made him or her wait too long?
- Yes
 - No
18. In the last 6 months, during any of your visits, did you help your family member with drinking?
- Yes
 - No – If No, Go to Question 20
19. If yes, as it because the nursing staff either didn't help or made him or her wait too long?
- Yes
 - No
20. "Help toileting" mean helping someone get on and off the toilet, or helping change disposable briefs or pads.
- In the last 6 months, during any of your visits to the nursing home, did you help your family member with toileting?
- Yes
 - No – If No, Go to Question 22
21. If yes, was it because the nursing staff either didn't help or made him or her wait too long?
- Yes
 - No
22. In the last 6 months, how often did your family member look and smell clean?
- Never
 - Sometimes
 - Usually
 - Always
23. Sometimes residents make it hard for nursing staff to provide care by doing thing like yelling, pushing, or hitting. In the last 6 months, did you see any resident, including your family member; behave in a way that made it hard for nurses or aides to provide care?
- Yes
 - No – If no, Go to Question 25

24. In the last 6 months, how often did the nurses and aides handle this situation in a way that you felt was appropriate?

- Never
- Sometimes
- Usually
- Always

YOUR EXPERIENCE WITH NURSING STAFF

25. In the last 6 months, how often did the nursing staff treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

26. In the last 6 months, did you want to get information about your family member from nursing staff?

- Yes
- No – If No, Go to Question 28

27. If yes, how often did you get this information as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

28. In the last 6 months, how often did the nursing staff explain things in a way that was easy for you to understand?

- Never
- Sometimes
- Usually
- Always

29. In the last 6 months, did nursing staff ever try to discourage you from asking questions about your family member?

- Yes
- No

THE NURSING HOME

30. In the last 6 months, how often did your family member's room look and smell clean?

- Never
- Sometimes
- Usually
- Always

31. In the last 6 months, how often was the noise level around your family member's room acceptable to you?

- Never
- Sometimes
- Usually
- Always

32. In the last 6 months, how often were you able to find places to talk to your family member in private?

- Never
- Sometimes
- Usually
- Always

33. In the last 6 months, how often did the public areas of the nursing home such as the main entrance, and dining rooms look and smell clean?

- Never
- Sometimes
- Usually
- Always

34. In the last 6 months, did you ever see the nursing staff fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?

- Yes
- No

35. **Personal medical belongings are things like hearing aids, eye glasses, and dentures. In the last 6 months, how often were your family member's personal medical belongings damaged or lost?**

- Never
- Once
- Two or more times

36. **In the last 6 months, did your family member use the nursing home's laundry service for his or her clothes?**

- Yes
- No – If No, Go to Question 38

37. **If yes, how often were clothes damages or lost?**

- Never
- Once or twice
- Three times or more

38. **At any time in the last 6 months, were you ever unhappy with the care your family member received at the nursing home?**

- Yes
- No – If No, Go to Question 42

39. **In the last 6 months, did you talk to any nursing home staff about this concern?**

- Yes
- No – If No, Go to Question 41

40. **In the last 6 months, how often were you satisfied with the way the nursing home staff handled these problems?**

- Never
- Sometimes
- Usually
- Always

41. **In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they would take it out on your family member?**

- Yes
- No

CARE OF YOUR FAMILY MEMBER

42. **In the last 6 months, have you been involved in decisions about your family member's care?**

- Yes
- No

43. **In the last 6 months, how often were you involved as much as you wanted to be in the decisions about your family member's care?**

- Never
- Sometimes
- Usually
- Always

44. **An interdisciplinary care conference is a meeting about care planning and health between a care team and resident and his or her family.**

In the last 12 months, have you been part of an interdisciplinary care conference, either in person or by phone?

- Yes – If Yes, Go to Question 46
- No

45. **Were you given the opportunity to be part of an interdisciplinary care conference in the last 12 months either in person or by phone?**

- Yes
- No

46. **Using any number from 0 to 10 where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate the care at the nursing home?**

- 0 Worst care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best care possible

47. If someone needed nursing home care, would you recommend this nursing home to them?

- Definitely No
- Probably No
- Probably Yes
- Definitely yes

48. In the last 6 months, how often did you feel that there was enough nursing staff in the nursing home?

- Never
- Sometimes
- Usually
- Always

YOU AND YOUR ROLE

Please remember the questions in this survey are about your experiences. Do not include the experiences of other family members.

49. In the last 6 months, did you help with the care of your family member when you visited?

- Yes
- No

50. Do you feel that nursing home staff expect you to help with the care of your family member when you visit?

- Yes
- No

51. In the last 6 months, did you ask the nursing home for information about payments or expenses?

- Yes
- No – If No, Go to Question 53

52. In the last 6 months, how often did you get all the information you wanted about payments or expenses?

- Never
- Sometimes
- Usually
- Always

53. In the last 6 months, did you help your family member with managing finances, such as paying bills or filling out insurance claims?

- Yes
- No

54. Power of attorney is a legal document that allows you to make decisions about your family member's finances or property.

Do you have the power to attorney for your family member?

- Yes
- No
- Don't know

55. A substitute decision maker is a person who is at least 19 years of age who has accepted the responsibility for ensuring the prior health care wishes of a person, who is now incompetent, are communicated to and carried out by health care providers. If an individual had not appointed a substitute decision maker, legislation identifies a list of persons who may act in this capacity. Regardless of the relationship, a person can act as a substitute decision-maker only if they have had personal involvement with the incompetent person in the preceding twelve months. In the past, the substitute decision maker has been referred to as the next of kin.

Are you your family member's substitute decision maker (next of kin)?

- Yes
- No
- Don't know

56. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74

75 or older

57. Are you male or female?

Male

Female

58. What is the highest grade or level of school that you have completed?

Grade school or some high school

Completed high school

Post-secondary technical school

Some university or college

Completed college diploma

Completed university degree

Postgrad degree (Master's or Ph.D.)

59. Would you say you are...

White/ Caucasian

Aboriginal

Other

If other, please specify _____

60. What language do you mainly speak at home?

English

French

Other

If other, please specify _____

61. Did someone help you complete this survey?

Yes

No – Go to Question 64

62. How did that person help you?

Read the questions to me

Wrote down the answers I gave

Answered the question for me

Translated the questions into my language

63. Considering all of the people who visit your family member in the nursing home, are you the person who has the most experience with his/her care?

Yes

No

Don't know

64. Do you have any suggestions how care and services at this nursing home could be improved? If so, please explain.

Please return the completed survey in the postage-paid envelope. Thank you for completing this survey. Your opinions are important to us.

Appendix B
Family Comments

1. Meals could be better especially the supper meals.
2. Cafeteria should be open at 430pm instead of 5 so family members can have evening meals the same time as residents.
3. If some residents wish to go back to bed in the afternoon they should be allowed to get back up for the evening meal.
4. If the resident is worried about odors from pampers, they should be changed even if nurses feel they aren't too bad.
5. Main issue is staffing, there is not enough staff.
6. Should be more personal care workers to take and help residents with social aspects of home.
7. Should be more therapy especially massage therapy for residents.
8. 1 RN to 63 rooms is a joke.
9. Assign staff to specific units so they can get to know the residents and their families.
10. Improve communication from one rotation to the next.
11. Hire more staff to work the floors.
12. Give residents back rubs.
13. When changes at the home it should be for all not to help only one person or one family.
14. Not all staff use gloves when working around family members.
15. A private phone where she can call out. More closet space.
16. By an exercise program in the big room.
17. Extra staff would help the staff and residents. Residents have long wait times when requiring personal care.
18. Family's concerns should be taken seriously. Rules for nursing staff should be better enforced (Cell phone rounds, checking on meds). Decisions on a person's care should be discussed with the family. Issues should be taken care of once they have been addressed. More suited nursing staff is required. Staff should treat patients like family not animals.
19. He has to be fed ALL his meals. Maybe they should NOT be giving him so many sedatives. Exercise more.
20. I am very pleased with the care that my mother receives at the Bungalows.
21. I feel chronic care patients should have more medical care. They are neglected severely in chronic care in the area. Normal personal care is great but doesn't get the medical attention they need or deserve. Hope this is helpful.
22. I feel my mother is in good hands at the facility she's in. I feel really fortunate that she was accepted to this home. A little more staff at night would be better. The staff is excellent.
23. I feel that for privacy a person in a nursing home should have their own room. I know that is hard to do but you can never feel completely free to discuss things with them.
24. I feel that a person of any age should be treated with dignity. More so when it comes to being dressed or undressed a person's top clothing should not be taken off when buttoned up (2 pcs together) because it tends to bruise the skin.
25. I think that staff are doing a great job. We were always informed of any changes to my brother's condition and staff were always eager to help and answer our questions.
26. I think that the care my mom (who is 95), is receiving, is the best that could possibly be provided anywhere. They treat her like she's their mother. Excellent!!!
27. I think the menu could do with a little change, too much pasta and spaghetti. Could be more staff on night shift. 1 person to get 10 people out in an event of fire.

28. I think there should be more staff - this is my only concern.
29. I visit [Name Deleted] every night 7-9:30.
30. I would like my mother's wedding rings returned!
31. It seems to me that administrators are reluctant to talk to casuals and inform them of their responsibility to the patients, especially when giving medications. (on time). The laundry workers are not returning laundry, or putting in someone else's closet, in one case they LPN told me my wife had no clothes to wear.
32. Kept sitting too long in a chair at once time that she can't get out of. Would like to see her alternated from bed to chair more often. Two hours in a chair would be enough.
33. Letting family members know of any changes with involved ones at the home.
34. Having plan(s) of action in place prior to events/losses happening.
35. More casual visits by staff with residents- instead of sitting around chatting, take 5 minutes to read a poem have a chat with a resident, this should be part of the job.
36. More attention/training in diagnosing changes by first attenders (i.e., LPNs, NAs) in residents i.e., fevers, breathing, positioning in bed (causing discomfort). This seems to be basic care issues and wondering if these things are not stressed enough during training.
37. More care in the home at night time too many patients and not enough night staff.
38. More staff and more attention should be given to the residents.
39. More staff would definitely be a bonus. The staff that I've dealt with are awesome but at times they certainly need more help.
40. More staff. Check on residents for a drink more often.
41. More volunteers would be wonderful for long term care residents spending time with patients mean a lot. I know that nurses can only do so much.
42. My parent is at Lighthouse Lane (Dr. Charles LeGrow Health Centre). He/she is receiving excellent care.
43. My parent is on the Protective Wing! Services could be improved by maintaining a regular staff rather than rotating staff from other wings. These residents need consistency in order to develop trusting relationships.
44. Not really, I think they are doing an excellent job.
45. On behalf of my mama, keep up the good work. Thanks
46. Protective care unit needs a window to outside so residents and staff could have some natural light.
47. Routine bloodwork and urinalysis as well as urology consults should be able to be done in-house. Taking out to hospital is very disruptive.
48. Sometimes they make the person wait too long to go to the bathroom or if they want to go to bed. One lady waited 20 minutes. She cannot walk alone.
49. Staff is over worked at times. An additional care giver would make things easier i.e., LPN or nurse or personal care attendant.
50. The facility is understaffed and it's a disgrace to the residents who cannot help themselves and there does not seem to be any plan in place to change things for the better.
51. The only issue I have is: He is unable to ask for water. I wish there was a way to have someone give it to him on a regular basis. As far as myself and the other members are concerned - my dad receives excellent care.
52. The shortage of staff and the high turnover rate amongst staff, causes a serious lack of communication and major concerns with the quality of care.

53. There are not enough staff to cope with all the responsibilities, especially around times when meals are prepared and served.
54. There should be more staff on the night shift. Two people cannot be everywhere at once. If they are doing care in someone's room, they don't know what is going on at the end of the hall. That's when people fall and get hurt.
55. Tub bath more than once a week or at least hair washed more than once a week. Some staff could improve their attitude. More help given with bathroom use. Give her more walks, exercise.
56. Yes. More staff needed. Too many people looking for staff. Not available.
57. I think the menu could do with a little change, too much pasta and spaghetti. Could be more staff on night shift - 1 person to get 10 people out in an event of fire.
58. Except for mouth care - no assistance with brushing teeth
59. But I have requested a meeting with the social worker and nurse coordinator, the three of us together, on 2 occasions - easily accomplished and fruitful.
60. Amazing care at this facility.
61. No problem with the chronic care staff but medical i.e., doctors and nurses and medical care is anything but great care. Cleanliness and programs are a 10 but medical care is a 0-1.
62. For nursing home care but not medically care for.
63. I feel they don't expect it but appreciate it when you do.
64. But I am sole person to handle all situations with family backing my decision.
65. We all share responsibility but I attend to all doctor meetings and such.