

Residential Care Family Satisfaction Survey 2010/2011 Verbatim Comments*

Is there anything else you would like to tell us about the admission process?

- I was not there to admit my mother so I have to respect what my father and sister told me.
- I do not live locally to the facility therefore my answers are what I have been told by my family. I have visited the facility five times in the few months my mother has been a resident.
- It was [a] fairly smooth transition.
- It was thorough and included all the siblings.
- My Dad was brought to the Lodge on a quick basis so I did not get the total admission process.

Is there anything else you would like to tell us about the activities in the facility?

- The people that run the programs are wonderful. I know although it would be hard to have activities that work for a wide variety of care needs they could do more (i.e., games, cooking, art, etc.).
- My Mom is not very social [so] I am not sure. She is now eating things; I would have said she would never have [eaten], so maybe she would do activities? I don't know; not unhappy.
- The staff is excellent; all of them.
- Time restraints make it hard for staff to do more, but you could not find more trying people.
- My Dad does not choose to participate; he still wants to go home.
- The recreation department does a great job - lots of different activities.
- She never went to church as an adult so her spiritual activities are minimal.
- The activities staff and volunteers have great personalities. They are the right fit for the job.
- There is such a wide range of activities; something for everyone, I'm sure. It really is exceptional.
- The people are great, but there's not enough of them.
- 100%.
- Can use more activities to keep clients occupied, [like] reading to them from the newspaper and good news. [And] more movies - not far-fetched but something of interest.

Is there anything else you would like to tell us about resident choice in the facility?

- Many activities to choose from.
- They try to make sure she comes for meals.
- The resident is not well enough to choose for herself.

Is there anything else you would like to tell us about the direct care at the facility?

- The staff is sincere and kind.
- The care at Buchanan is very good; the staff is very caring.
- There are times when it appears no one is available between 630 and 7pm. There appears to be some communication gaps between the care aides and the nurses. I have to tell the nurse when my mother needs a bandage on her sores. The nurses respond right away, but I shouldn't have to tell them. If I didn't help my mother prepare for bed I wouldn't see the problem and my mother would suffer. I shouldn't have to tell the nurses when there is a problem. It's hard to know if my mother tells them or waits to tell us.
- The staff is just the best! They are not only helpful but friendly. Like a very large family! It is a good feeling to know my mom is in such a nice place. I am very grateful that my mom is also in a safe place. Special thanks to [REDACTED]
- At night there is one care aide for 20 residents - time could be a problem.
- All the staff not only treats the residents with respect but also with affection.

Is there anything else you would like to tell us about the meals and dining at the facility?

- The food at Buchanan Lodge far exceeds any expectations I would have ever had for a care home.
- My mom isn't a huge meat eater but for the most part she is happy with her meals.
- She is a good eater so will eat what is in front of her; but overall the food is good.
- Make some changes to the meals such as a monthly dinner plan instead of the same food every week. Add some additional meals to the rotation.
- The staff here does a great job on a limited food budget.

Is there anything else you would like to tell us about the laundry services at the facility?

- I prefer to take my mom's laundry home and do it, but occasionally her laundry gets taken by the staff.
- Mom has her laundry done at home.

- A little fading; can't be helped.
- Another great department!
- Hard to say; my dad has been moved three times so we've had mix-ups, but understandably so.

Is there anything else you would like to tell us about the environment at the facility?

- Buchanan Lodge is a beautiful, well maintained home.
- They take great care to keep things safe.
- It has only been since November since my mother came to Buchanan so ability to get outdoors has been non-existent except when I take her out.
- Warm, inviting and having pets - birds, fish are good, too.
- Door stops are required for the doors to the gardens. It is very hard to hold a heavy door and try and push a wheelchair outside.

Is there anything else you would like to tell us about the therapy at the facility?

- The therapist gets three hours a week to help her patients and she does extra work on her own time. She needs more time allotted for her work, but she sure tries hard.
- I know she does exercises but don't know if a therapist works with her or not.
- Two hours a week is not enough. It would be nice to be able to hire a therapist to work individually with a resident. I would be willing to pay extra to get my mother more therapy.
- Don't know! One wheelchair discussion with occupational therapist - went well.

Is there anything else you would like to tell us about the social services at the facility?

- I don't believe I have ever met a social worker at Buchanan.
- If I have a concern I am never reluctant to make an inquiry and I get a response.
- I do not believe I have met a social worker in the Lodge.
- Does not apply; do not have social worker.
- The care facilitator and director responded very quickly to our concerns and worked with us to make things better.
- RN does social work; no problem in this area! I suspect my needs would be well met.

Is there anything that we have not asked you that you would like to tell us about?

- Yes, what could make my Mom life better.
- There should be more places like Buchanan; it's excellent.
- Yes, my husband's mother was in one and if you rate these homes on a 1 to 5 [scale] hers was a 2; Buchanan lodge is a 5; the first one is Kinsman Place Lodge at 5.
- How to get a person to get involved but does not want to be there.
- We are very happy with Buchanan Lodge.
- The family feels fortunate that our parent is getting good care. The staff is caring and compassionate. Families feel comfortable in the facility and feel that it is easy to access help when needed.
- I am here for an hour every day I am in town.
- ■■■ on the Magnolia side is absolutely fantastic. She is approachable and always seems to have everyone's best interest at heart; a real gem.

What would you like to see done in the facility to improve our residents' quality of life?

- As I said before, I think there should be more activities for the residents. I often see most of the resident`s sleeping while I think some activity would be good for them.
- Let's be open, honest and say it like it is. No mixed messages. We have moved back to New Westminster and changing Mom's doctors has been challenging on my Dad, so understand that this old fellow is struggling.
- Not sure but if I think of something, where can I submit my ideas?
- Everything looks fine.
- More therapy, more care aides.
- More motivated staff would help.
- Take them to all activities [that] a client can enjoy to pass [the] time.
- The facility is well taken care of. The staff is very pleasant and helpful. [They] always make the time if one of our family members needs to talk, has questions or concerns.

Would you be interested in attending education sessions if they were available at the facility? If you answered 'yes', please indicate your topics of interest (e.g., dementia care, end

- Any of these would be of interest to me.
- Dementia care (5).
- Also, fall prevention.
- End of life care (2).
- None at the moment.
- If classes aren't too long - any!
- For me, maybe; for the staff and/or resident, no.
- Adjusting to residential care living.

Please take a moment to add your comments about your experience completing the survey online.

- I think the fact I have been able to give input is awesome; thanks.
- It's pretty good but perhaps more of selection of responses or options.
- Okay!
- Sometimes 'always' or 'never' aren't proper answers, but overall my mother is receiving excellent care and responds well to the staff. She is treated with respect and this is very important to her, even if she doesn't remember any interactions.
- Did not do this online.
- I did the paper version.
- No problem.

** Data collected from 28 respondents. Content has been severed to preserve anonymity of respondents.*

