

Family Satisfaction Survey Fall 2020 Results for Broadmead Care

While so many things have changed since March of 2020, resident and family satisfaction remain an extremely important part of ensuring that our community is one “where people of all ages and abilities can experience wellbeing and happiness.” In 2018, we completed an online survey that received 217 responses. We repeated this survey in October 2020, and received 194 responses.

In the early days of the pandemic, shortly after visiting restrictions were put into place (May 2020) we also completed a smaller survey with a subset of the questions from the 2018 and 2020 survey. As so much of the communication was going out from us at that time (related to ongoing changing health orders and procedures), we knew that it was important to hear back from family members to ensure that our communication was meeting family needs. For those questions which were asked in May 2020, the following report identifies all three survey periods (Oct 2018, May 2020, and Oct 2020).

Our respondents have changed since 2018:

Respondent Type	2018	2020
Spouse	15%	20%
Child	63%	58%
Other Relation	14%	12%
Friend	4%	6%
Other	4%	4%
Total number of respondents	217	194

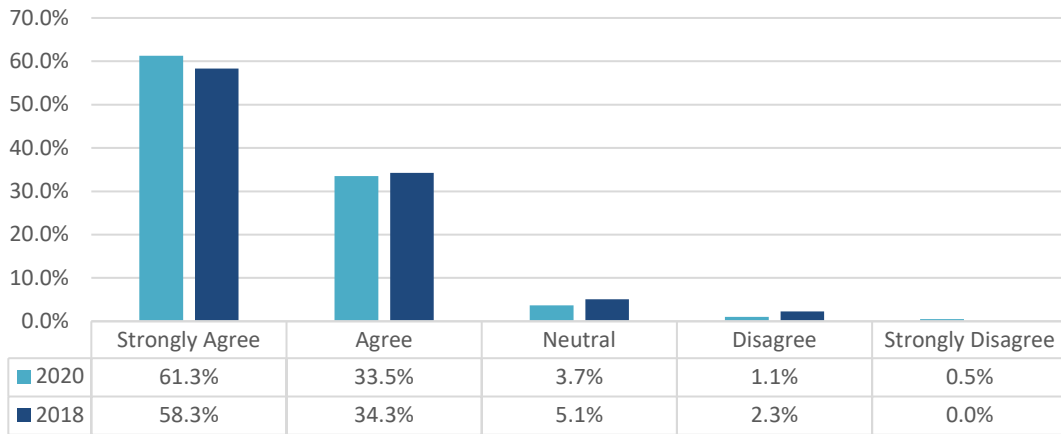
Our overall results demonstrate that Broadmead Care employees continue to welcome family spouses, friends and family (as permitted under current health orders), into our clean homes, and families and friends are largely satisfied with the quality of care that the residents receive.

We have also received positive feedback regarding questions surrounding the engagement of our residents; however, we note that there is still room for improvement in knowing the resident’s story, likes, and dislikes.

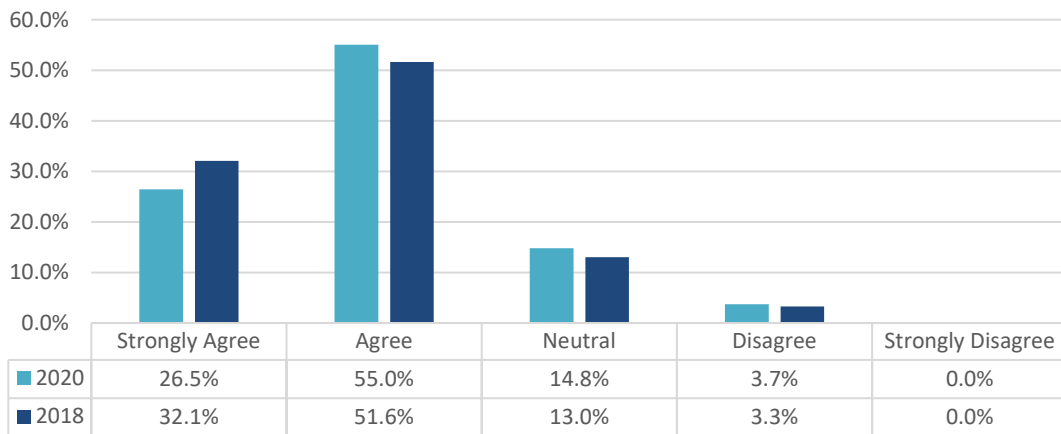
Broadmead Care has worked hard and quickly to implement safety measures related to residents and staff throughout the pandemic. Responses indicate strong satisfaction throughout the pandemic to date:

	Oct 2018	May 2020	Oct 2020
% of those satisfied with the quality of care the resident received	83.7%	93.6%	84.8%
% of those satisfied with the safety and security of the care home	89.8%	97.8%	93.2%
Number of total respondents	217	140	194

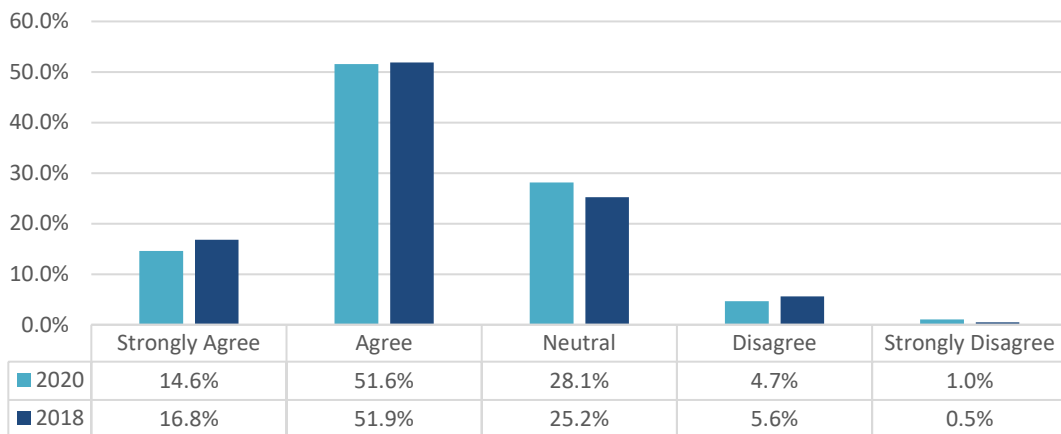
Q1. I feel welcomed by staff



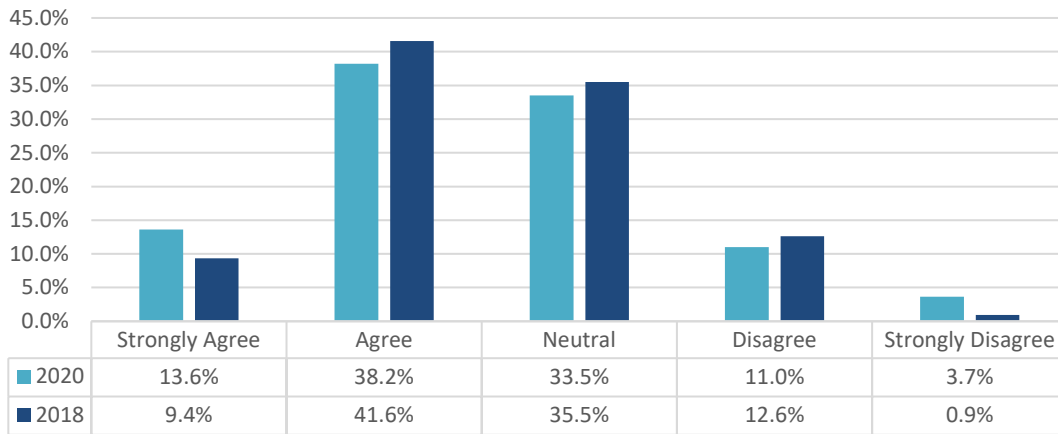
Q3. The staff know the resident's likes and dislikes



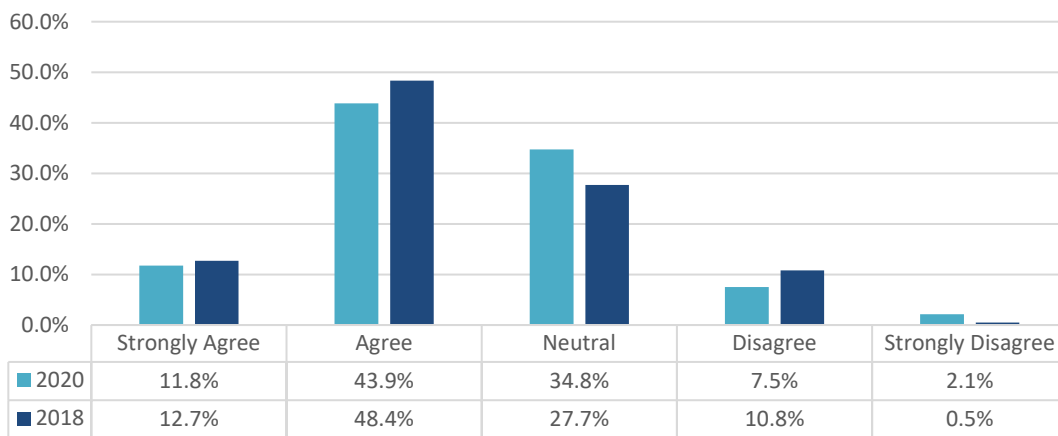
Q4. The staff know the resident's history/story



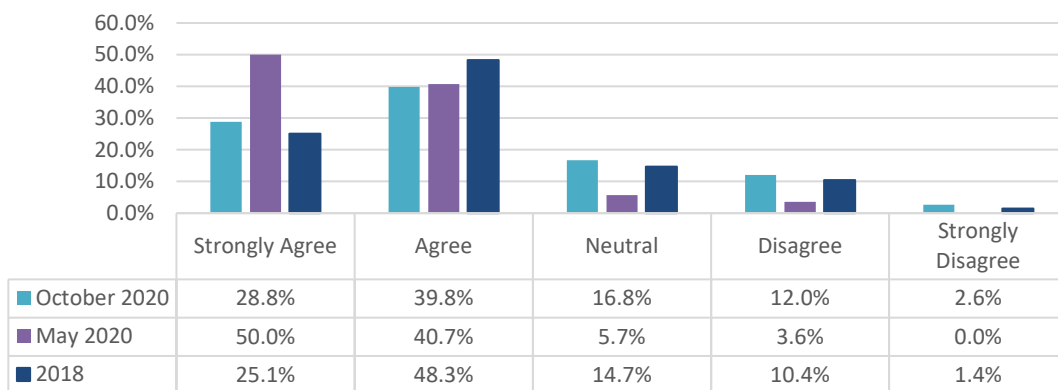
Q6. The residents do not look lonely



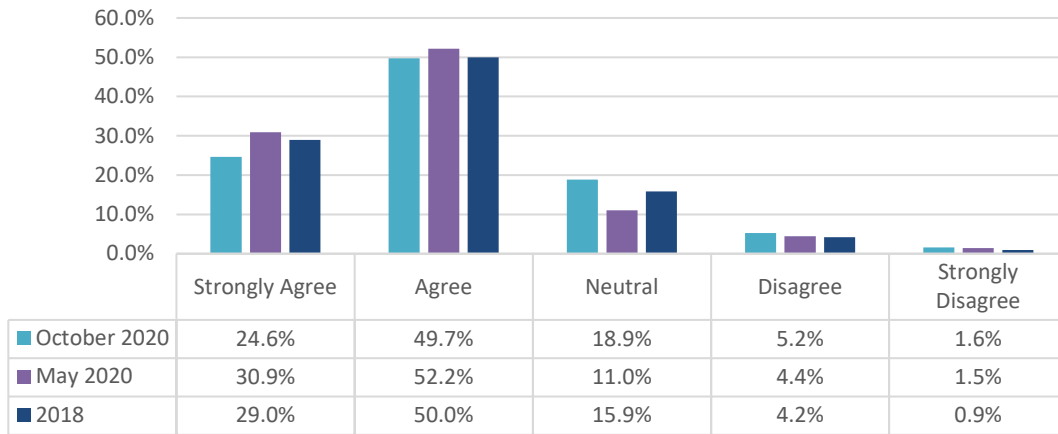
Q7. The resident has the same care aides most days



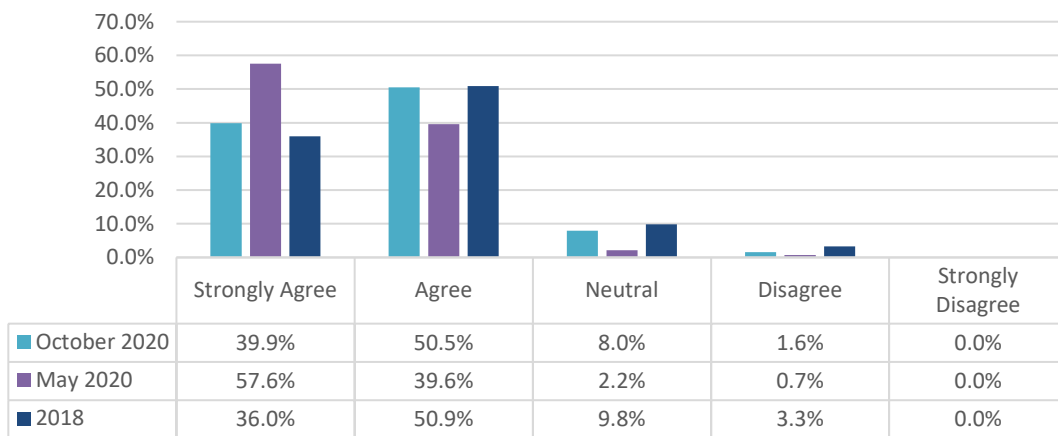
Q8. The staff keep you informed about changes in the resident's health and care plan



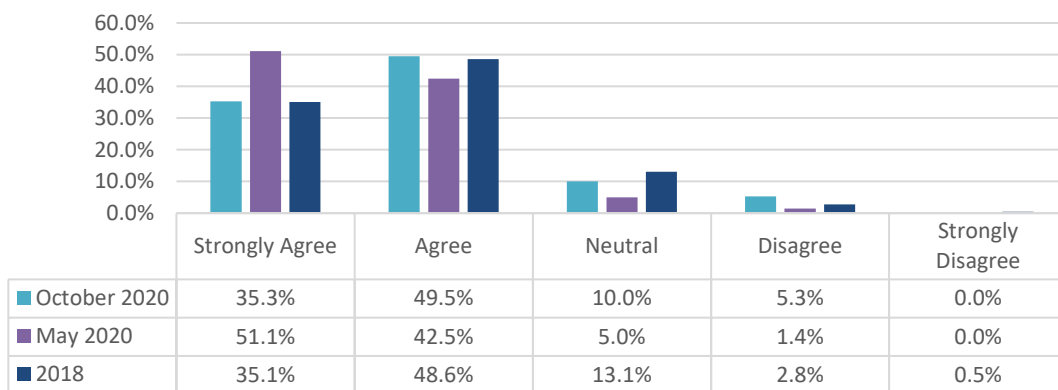
Q9. The resident and family participate in decision-making



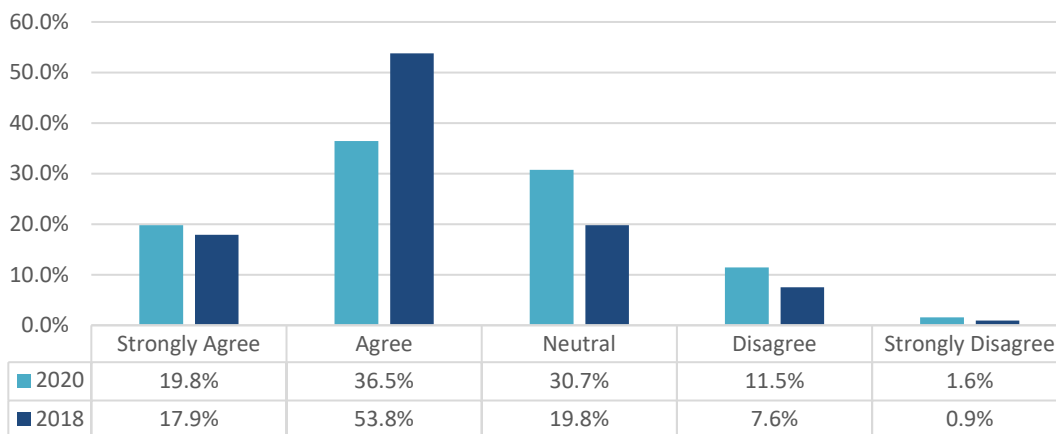
Q13. I am satisfied with those who care for the resident



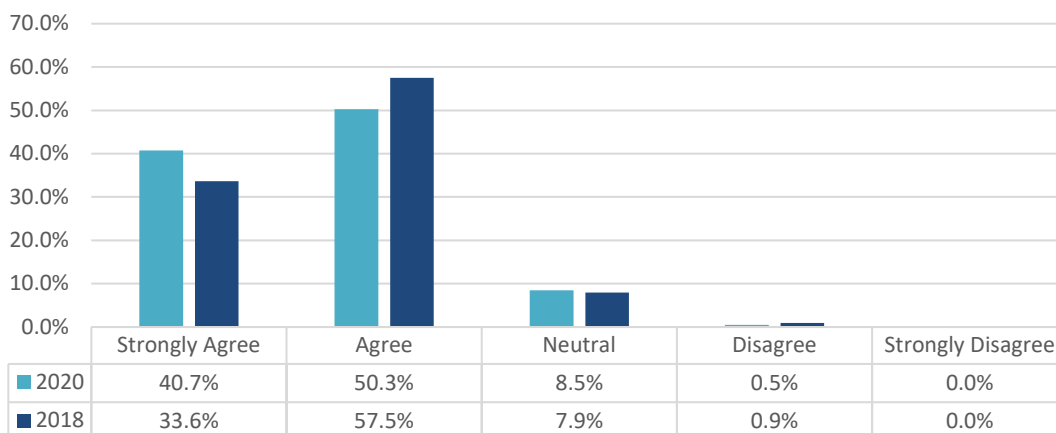
Q14. I am satisfied with the quality of care the resident receives



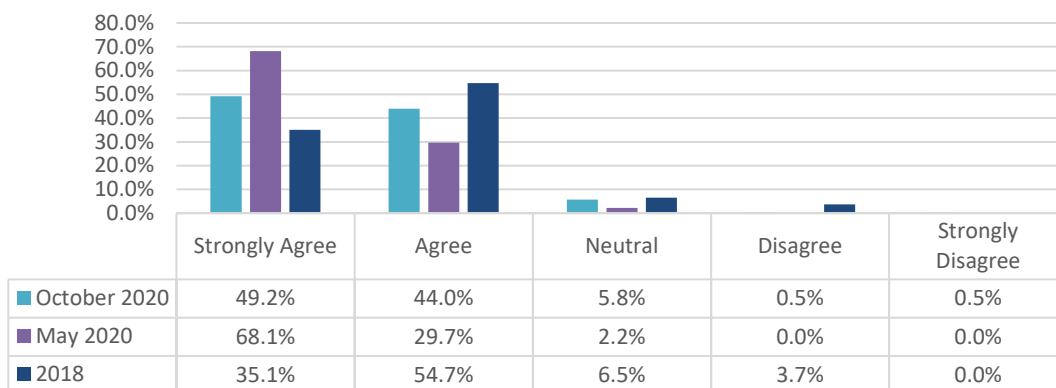
Q16. The care home feels homelike



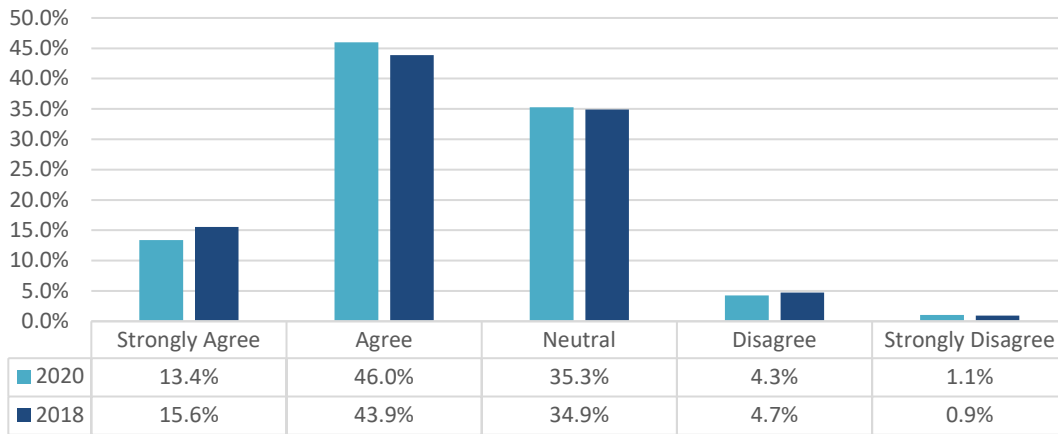
Q19. The care home is clean



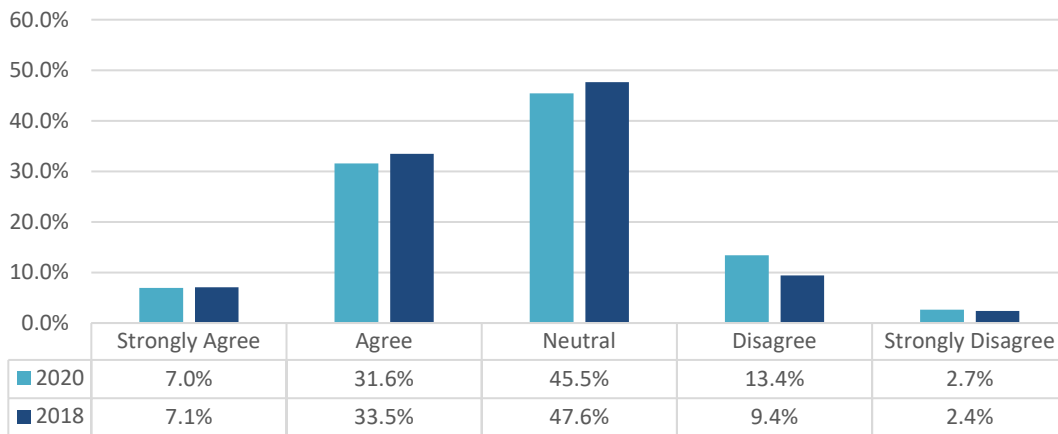
Q20. I am satisfied with the safety and security of the care home



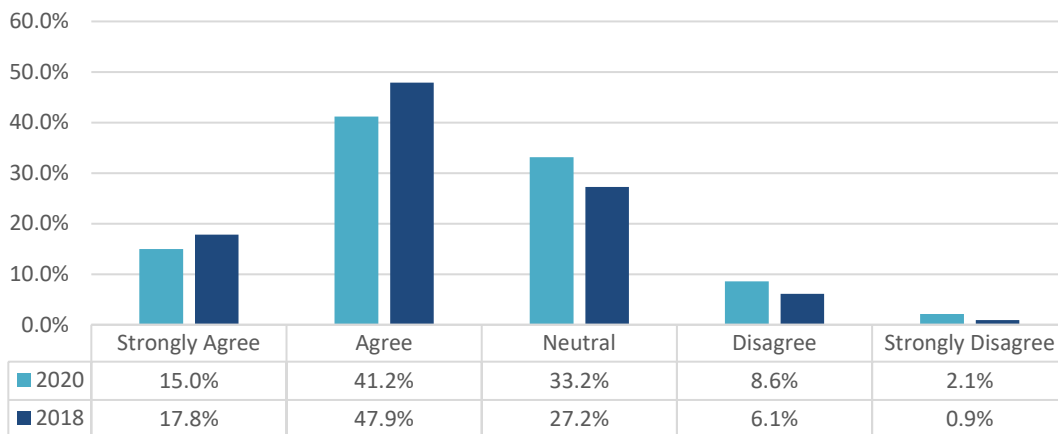
Q26. The activities are things the resident likes to do



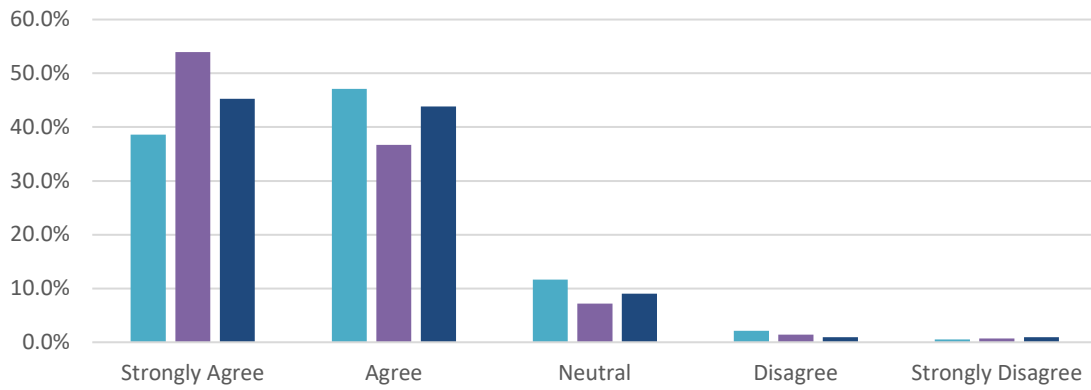
Q27. The residents do not look bored.



Q28. I am satisfied with the activities



Q32. The staff makes an effort to resolve my concerns or problems



Q42. How often do you visit with the resident (pre COVID-19)

