

Here is where we are doing well.....



- I am well cared for, treated with respect, and involved in decisions about care
- I am comfortable speaking to staff about an issue
- I feel safe
- Staff support me in meaningful activities and I choose whether or not I participate
- I have good access spiritual care services
- I get enough to eat and drink
- home is kept clean

Most people answered "Providence Place is a Good Place To Live!" *

Sometimes there was a difference between how families and residents rated their experience. Areas residents rated **HIGHER** than families are:



- there is opportunity to talk about care plans and staff are available
- information is shared with those that need it
- there are choices given to me about my care (time to wake up, clothes to wear, etc)
- I get encouragement to do the things I can do myself

Road to Improvement



What we heard from you...

- more variety and consistency in food choice and quality
- get back to you when you raise a concern or have a request about care or request to see other health professionals.

What we are doing...

- developing standard recipes and offering more variety more often.
- make sure families are contacted based on their chosen method of communication after concerns are reviewed.
- try some new ways to improve team to resident communication



Thank-you to everyone who participated. Your feedback is important to us.

→ **If you would like a hard copy of the survey results, please request one at the Front Desk.**