

2023 Resident & Family Satisfaction Survey Results

Lanark Lodge

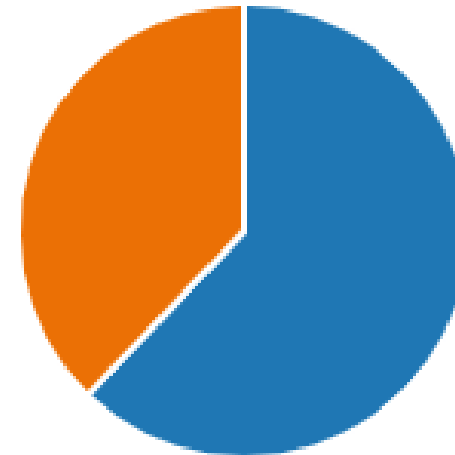
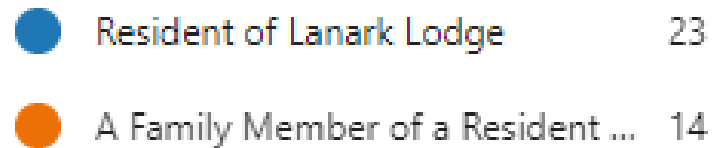
Thank you to those who took the time to complete the survey and share feedback. Your feedback will help make our great home even better!

2023 Satisfaction Survey Overview

37 Respondents (23%)

1. I am a:

[More Details](#)



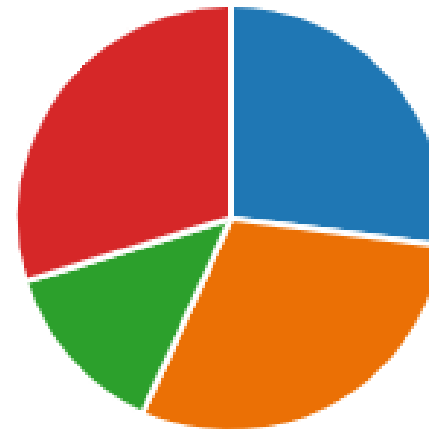
62% Residents

- Median length of stay 2-4 years (range less than 6 months to 6+ years)

3. Which of Lanark Lodge's neighborhoods do you (or your loved one) reside?

[More Details](#)

● Evergreens	10
● Honeysuckle Haven	11
● Maples	5
● Oakridge	11



4. **What do you like most about Lanark Lodge? Why?** (Please put the things that matter most to you at the top of your response).

TEAM MEMBERS AT THE LODGE MAKE THE DIFFERENCE

A few comments from respondents:

- The staff are very welcoming. Kind and make everyone feel they are cared for and loved.
- Staff know all the residents and try to create a home like environment for them.
- The decorations and cleanliness.
- The food looks appetizing and variety and multiple choice is appreciated.
- The staff appear cheerful and the home is clean and bright.
- Caregiving, level of professionalism...
- Ease with which one can communicate with staff and doctors.
- Compassionate care given.
- Pleasant & caring staff, quick responses to my needs, clothes are washed well, confidentiality is respected.
- Variety of entertainment, such as music, food programs.
- My family member likes the food and find the staff kind and friendly, which is important to me as a family member.
- It's wonderful. 'Best place'. They take care of us.

5. **What would you like to see changed about Lanark Lodge and how it supports you? Please tell us why?** (Please put the things that matter most to you at the top of your response).

Overall, most Residents and Families are happy with everything at Lanark Lodge. A few opportunities were identified:

Opportunity
With the turnover of staff, Residents/families do not know who they are speaking with (i.e. PSW or RPN)
Opportunity to share concerns/questions prior to 6 week admission conference.
Follow-up calls or emails...to update the POA, including more regular updates to care plan
Process for managing lost items (i.e. check garbage, take pictures if nametag comes off)
More training agency staff to better support residents (language)



Thank you! We are currently developing and implementing strategies based on this feedback!

5. **What would you like to see changed about Lanark Lodge and how it supports you? Please tell us why?** (Please put the things that matter most to you at the top of your response).

Overall, most Residents and Families are happy with everything at Lanark Lodge. A few opportunities were identified:

Opportunity
More flexibility in bedtime and wake up time
Rotating which Resident leaves dining room when, ensuring someone is not always last
More staff, more time with Residents.
Sunroom where tea/coffee is served nights and day.
Medication: When medication ordered from external physician, lists as in house doctor leading to confusion
Engage family and cross-functional team when resident is not well so that family concerns are shared and medical care is coordinated.



Thank you! We are currently developing and implementing strategies based on this feedback!

6. **Please share your thoughts and ideas about what Lanark Lodge could do to improve its services for its residents?** This could be offering a new service or program, changing an existing service, or something else entirely.

Overall, most Residents and Families are happy with services at Lanark Lodge – ‘It’s tops right now’, ‘If there’s a problem, it gets solved’. A few opportunities were identified:

Opportunity

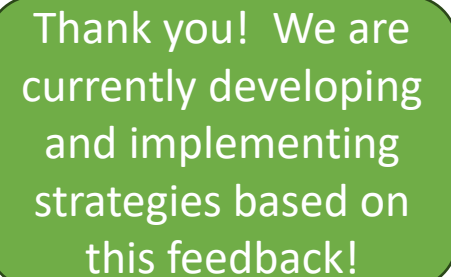
More support for recreation. More exercise.

More fruits/vegetables, less high carb/high sugar foods like breads, breaded meats. Suggest more salads, lemon or orange slices in the water, etc.

Soup for supper.

More activities for residents incl. puzzles, games to help with mobility, art classes, walks outside, more sitting areas, daily pet visits, bowling, field trips, etc.

Ability for Resident to personally call staff (i.e. maintenance for wheelchair care)



Thank you! We are currently developing and implementing strategies based on this feedback!

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Overall, most Residents and Families are happy with services at Lanark Lodge – ‘It’s tops right now’, ‘If there’s a problem, it gets solved’. A few opportunities were identified:

Opportunity
Improved nail care.
Attempt wherever possible to keep unwell Residents in their rooms.
More staff in all departments.
Can prescriptions be handled by local pharmacy?

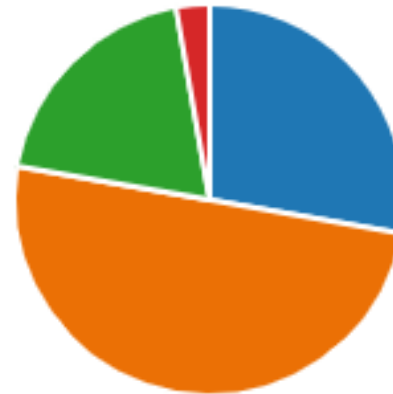


Thank you! We are currently developing and implementing strategies based on this feedback!

7. **Please weigh-in on this statement: I believe Lanark Lodge is committed to creating an inclusive and welcoming environment for the *diverse populations of residents it serves now and will be looking ahead.* (i.e. celebrating holidays across different religions, staff having an understanding of cultural sensitivities especially related to personal care / dignity etc, the ability to function in other languages when needed, etc.).** Please select one:

[More Details](#)

● Strongly Agree	10
● Agree	18
● Neither Agree nor Disagree	7
● Disagree	1
● Strongly Disagree	0



'Foods and decorations are provided from across cultures. Staff are very knowledgeable on each patient's preferences/likes/dislikes and accommodate in a non-judgmental way. Residents are allowed to be who they are.'

'With limited budgets and increased health precautions, Lanark Lodge is meeting all these goals.

The staff feels like family and calls me by name, in addition to knowing and caring for each resident.

It is truly inspiring to see the staff with my loved one, knowing they treat her as I would when I'm not there. Her physical, emotional, mental and spiritual well-being is their utmost priority.

Beyond the cleanings, meals, medications and overall care, it's the smiles, gentle touches, kind words, allowing extra time to choose their clothes or find the right word... please know how often your kindness is talked about with others.

I don't know you all personally but I am always happy to share with others the caring ways that I see when I visit.'

9. **Please weigh-in on this statement: I believe that Lanark Lodge lives its mission, vision, and values. Please select one:**

Mission: We are people caring for people and are committed to providing safe, resident-driven, quality-based care and services in a home-like environment.

Vision: Lanark Lodge is the home where life wellbeing matters most. Here, residents and families become friends, and staff feel like family.

Values: Together We're Better
Leading the Way
Caring from the Heart

[More Details](#)

● Strongly Agree	12
● Agree	21
● Neither Agree nor Disagree	4
● Disagree	0
● Strongly Disagree	0



11. **Complete the following statement regarding your experiences with Lanark Lodge's Recreational Services..."I enjoy the most...**



'The recreational staff is excellent. They give 100% to providing activities & outings for residents.'

12. What suggestions do you have for Lanark Lodge about the Recreational Services they provide?

Opportunity

More 1:1 time with Residents

More activities to keep Residents engaged and active.

More music including a choir.

More gym, fitness equipment.

More staff.

Monitor TV volume.

Books on lower shelves for Residents to be able to access.

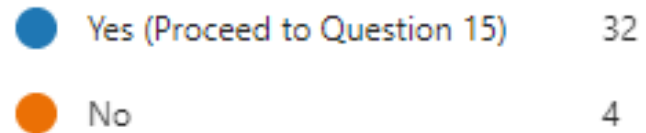


Thank you! We are currently developing and implementing strategies based on this feedback!

'I am most happy with the many activities offered'

13. Are you satisfied with the communication coming from Lanark Lodge?

[More Details](#)



Overall, we are doing a good job in communication, and we can do even better by:

- Doing a check in with residents and family members before the 6-week care conference to ensure everyone is aligned and we learn more about the residents needs and likes.
- Following up with the resident/POA after a test has been done
- More staff, recognizing this is an issue across the healthcare sector
- Ensuring we are consistent communicating with Residents about outbreaks in the home
- Ensuring all staff for the neighbourhood are aware when a Resident is unwell.

15. **I know which member of the Lanark Lodge Team I can turn to for specific issues? Please select one:**






[More Details](#)

● Strongly Agree	9
● Agree	15
● Neither Agree nor Disagree	6
● Disagree	3
● Strongly Disagree	2



16. **I feel Team Members at Lanark Lodge listen to me? Please select one:**

[More Details](#)

 Strongly Agree	12
 Agree	16
 Neither Agree nor Disagree	7
 Disagree	0
 Strongly Disagree	1



17. **I can express my opinion without fear of consequences? Please select one:**

[More Details](#)

● Strongly Agree	8
● Agree	17
● Neither Agree nor Disagree	6
● Disagree	4
● Strongly Disagree	0



18. **If you have expressed a complaint or concern in the last 12 months, has it been resolved to your satisfaction? Please select one:**

[More Details](#)

● Strongly Agree	5
● Agree	11
● Neither Agree nor Disagree	11
● Disagree	5
● Strongly Disagree	0



19. Nursing and PSW Staff:

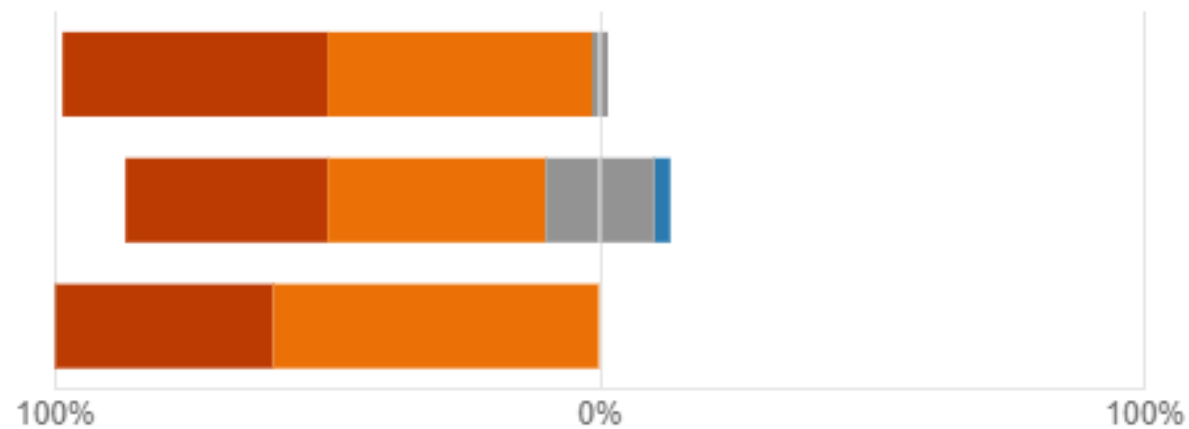
[More Details](#)

■ Strongly Agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

Are friendly, caring and compassionate?

Respond promptly when I call for assistance?

Are knowledgeable and capable in caring for me (or my loved one)?

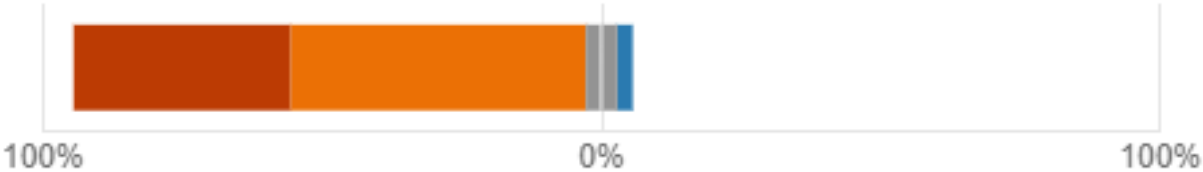


20. Staff Members are respectful of my privacy?

[More Details](#)

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Staff respectful of privacy?

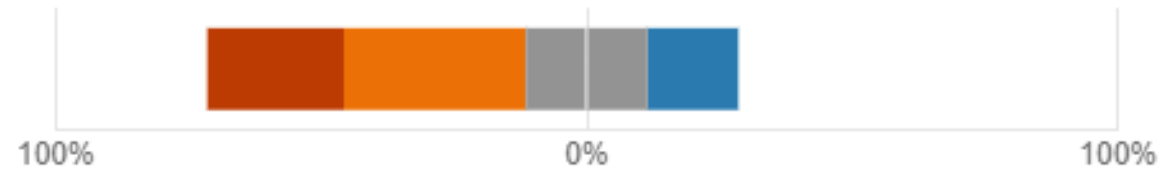


21. I am pleased with the care I receive from my Physician/Nurse Practitioner?

[More Details](#)

■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

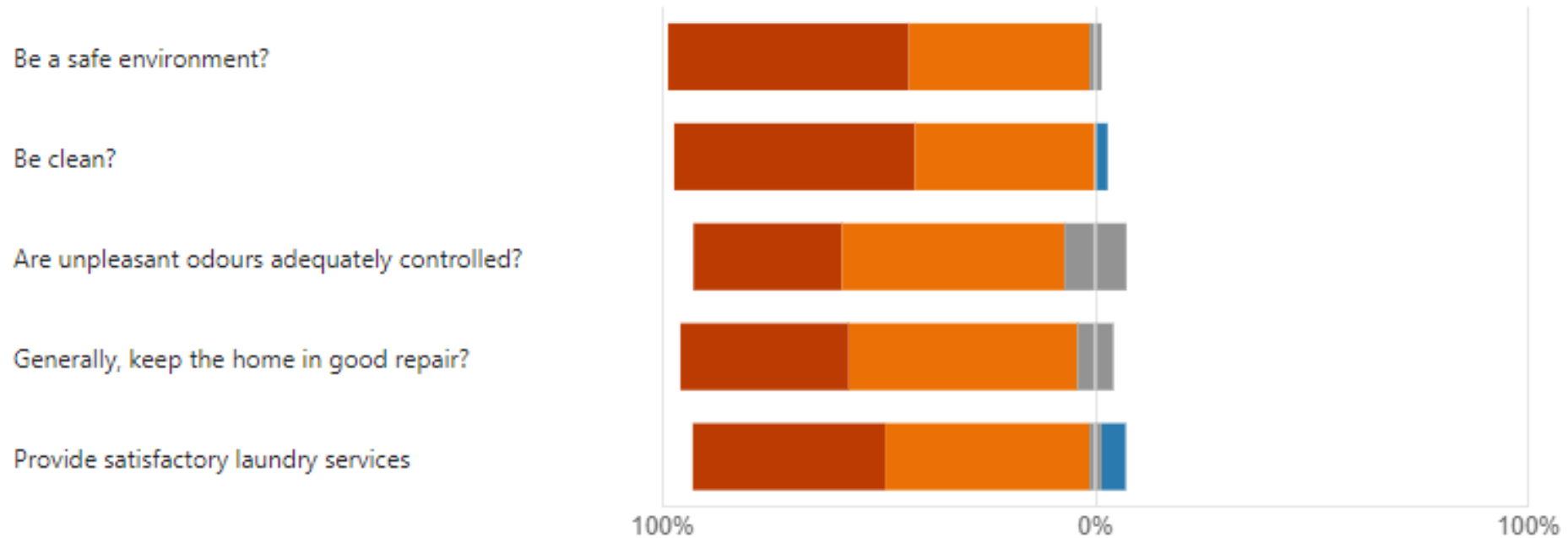
Pleased with Physician/NP Care?



22. Overall, I find Lanark Lodge to:

[More Details](#)

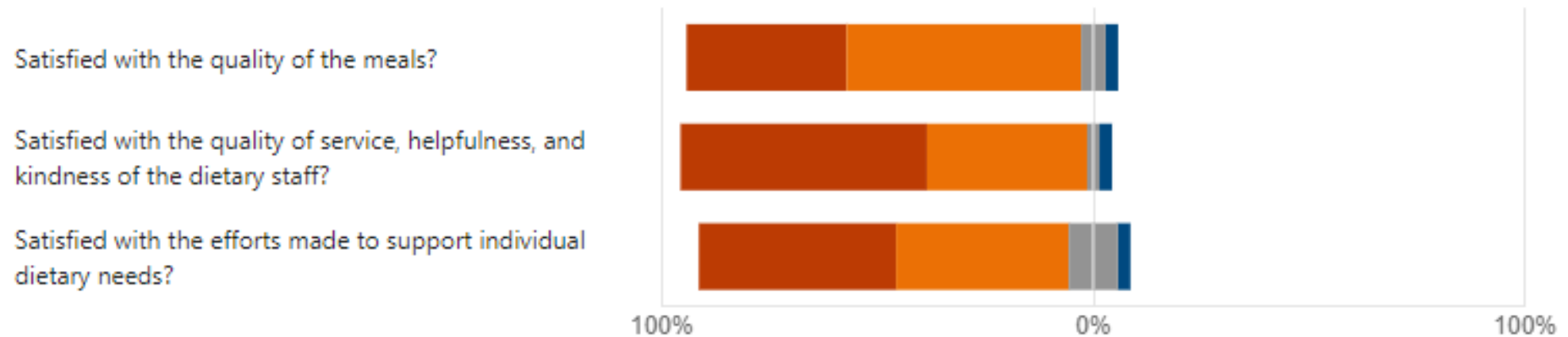
Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree



23. Thinking about meals and meal service at Lanark Lodge, I am:

[More Details](#)

Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree



24. **Please indicate how likely you would be to recommend Lanark Lodge as a place for other families to receive services:**

[More Details](#)

● Very likely	23
● Likely	8
● Unsure	5
● Unlikely	0
● Very Unlikely	0



25. **Please share anything we haven't asked you about that you would like to share:**

'A yearly conference with regard to the resident's " social " life is always done perhaps such a conference may be available to discuss the resident's medical regimen - who is the doctor of record for the resident - is advice sought from other medical sources (eg a psychiatrist) - which medical personnel has THE say regarding a medicine or procedure and dosage.'

'Loneliness on behalf of caregivers who have placed loved ones. I would like some feedback on how to answer awkward questions'

25. **Please share anything we haven't asked you about that you would like to share:**

'I think Lanark Lodge is amazing and I want to send a huge kudos to the staff and volunteers who work tirelessly (especially during and since covid) without holidays and being understaffed.

You're tired and overworked but are still simply amazing! And a huge thank you to Carey and other managers for a thankless job that you do with heart and compassion likely having many sleepless nights on how to improve services for the staff and residents.

And a huge thank you to the County for providing this much needed service to Lanark County!

Great job everyone!'

'I am amazed by it all.'