

# Family & Resident Eden Warmth Survey Results: Next Steps



November 2018

**Thank You** to everyone who contributed to our 2018 Family and Resident Eden Warmth Surveys.

These results demonstrate our ongoing commitment to make Windsor Elms Village be the best place to live, work and visit – today and tomorrow. Combining the feedback of all Care Partners will help us to identify opportunities as we move forward.

## HOMEWIDE HIGHLIGHTS FOR EACH CATEGORY

### RESIDENT RESULTS

For the Resident Survey there has been a spike in satisfaction for all 3 positive categories in 2018 including **Generosity, Optimism, & Trust**. There is also a positive downward trend in the categories of **Pessimism & Cynicism** which we aim to reduce in the home.

The most dramatic drop was in the category of **Cynicism**. Only 24% of residents who responded agreed with the statement “I am bored” (compared with 48% in 2017).

Additionally residents who responded to the survey felt they often saw the nurse.

95% of residents surveyed feel they see our nurses regularly

35% less residents were eligible to be surveyed than last year suggesting we are seeing changes in the population we serve.

### FAMILY RESULTS

Overall Family results are similar to past years. Some differences are less favorable results in the categories of **Pessimism and Trust**.

WEV accepts submissions from all family connections interested in participating, it is not limited to the Substitute decision-maker.

The greatest opportunity is to continue to improve **Trust of resident Families**.

94% of family members who responded to the survey stated they are “comfortable bringing my concerns to a staff member” (similar to 91% last year)

There is confidence in knowing families feel comfortable bringing concerns forward.

When we are approached, we have an opportunity to address concerns and reinforce trust, so people in need of continuing care can flourish and be proud to call us home!

## Strengths:

- Residents results have outshined scores from the last 5 years!
- In the categories we are aiming for **higher scores** (Generosity, Optimism, & Trust) in 2018 Resident responses **are 12% higher** on average than last year
- In the categories Pessimism & Cynicism we are **aiming for lower scores** and this year Resident responses are **21% lower** than last year, which is yet another improvement

## Next Steps

Neighbourhood Teams will have the opportunity to review survey results for their area. In the upcoming months staff will be planning how to involve residents and families in contributing to continuing to make this the best place to live, work, and visit! We look forward to exploring opportunities to make improvements in those areas that need special attention.

We would like to remind you of the Neighbourhood Community Councils and invite you to attend to learn more about life in the neighbourhoods, share your thoughts, and make contributions.

As a Care Partner, your voice contributes to strengthening and nurturing relationships in the home.

**~ YOU ARE ALWAYS INVITED TO KEEP US INFORMED ~**

Your feedback is appreciated, at any time, during one on one conversations, submitting comments through our website or onsite suggestion boxes if you prefer.

Neighbourhood Teams are the key to bringing about positive change that makes a difference in the quality of life for all care partners.