

2024 Annual Resident & Family Quality of Life Survey Summary

December 2024
Brucelea Haven





45.0°N 81.3°W

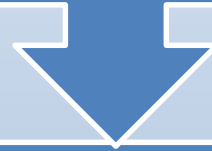
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Resident Survey Overview

- The Resident Satisfaction Survey examines self reported Quality of Life (QOL).
- Survey data will help us determine how residents experience day-to-day life and assess the services they receive.

Survey Participation

2024 – 46 surveys completed
2023 - 48 surveys completed



Residents were considered for participation if they scored between a 0 (intact) and 3 (moderate impairment) on the Cognitive Performance Scale (CPS) as identified on the RAI-MDS.

Demographics of Participants

Age	45-64: 1	65-74: 9	75-84: 12	85+: 24
Gender	Male: 15	Female: 31	Other: 0	
How Long have you lived here	Less than 1 yr: 9	1-2 years: 9	2+ years: 28	
Health Rating	Excellent or Good: 43	Fair or Poor: 3		
Part of a Couple	Yes: 6	No: 40		

- BLH had 61 residents qualified to participate.
- 15 people approached were unable to complete the survey or chose not to participate.
- Total of 46 people completed the resident survey (42% of 144 residents).

Survey Domains

- 50 items/questions were grouped under 10 domains.
- Response categories: Never, Rarely, Sometimes, Most of the time, Always, Don't know, Refused/No Response can be coded
- Positive responses are considered to be "Most of the time" and "Always".

Domain	# of Items
Privacy	2
Food & Meals	5
Safety & Security	3
Comfort	5
Autonomy	7
Respect	4
Staff Responsiveness	7
Staff/Resident Bonding	6
Activities	6
Personal Relationships	5

Domain Averages

Higher Rating Domains

- Privacy (92.4%)
- Respect by Staff (92.4%)
- Safety & Security (89.9%)
- Daily Decisions/Autonomy (89.4%)
- Staff Responsiveness (86.6%)
- Food & Meals (82.2%)

Lower Rating Domains

- Activities (72.5%)
- Comfort (69.6%)
- Staff-Resident Bonding (67.4%)
- Personal Relationships (42.2%)

Top Performing Questions



100% I decide how to spend my time

98% I feel safe when I am alone

96% My privacy is respected when people care for me

96% I enjoy mealtimes

96% I decide when to go to bed

96% Staff respect what I like and dislike

96% I get the health services I need

More Top Performing Questions



93% I feel my possessions are secure

93% I get the services I need

93% I would recommend this site to others

93% I control who comes into my room

93% I am treated with respect by staff

93% Staff pay attention to me

91% I decide what clothes to wear

89% The care and support I get help me live my life the way I want

89% My services are delivered when I want them

89% I can be alone when I wish

Lower Performing Questions

- I have people who want to do things together with me
- I have opportunities for affection or romance
- People ask for my help or advice
- Another resident here is my close friend
- I have enjoyable things to do here in the evenings
- I have enjoyable things to do here on the weekends
- Staff ask how my needs can be met
- Staff take time to have a friendly conversation with me
- I have a special relationship with a staff member (*but 80% consider a staff member to be their friend*)
- Some staff know the story of my life
- I get my favourite foods here

Noteworthy Improvements

Question	2023	2024	% Increase
*Resident Data I would recommend this site or organization to others.	87%	93%	6%
*Resident data I can express my opinion without fear of consequences.	83%	87%	4%

*Note – although a different survey was conducted in 2024, two identical questions were included, enabling a direct comparison.

What residents are saying...

It's a good place to live. They always treat you like someone who belongs here. They are good people here.

I am happy here

Everyone treats me well

I'm quite comfortable

I enjoy it here. I think it's one of the better parts of my life.

I really like going downstairs to play euchre and bingo

It's a good cultural place.

I am happy here and I make my own bed

I think I chose one of the better places to live.

Overall I am happy.



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Family Survey Overview

- The Family Satisfaction Survey examines self reported Quality of Life (QOL).
- Survey data will help us determine families experiences in/with the home and assess the services they receive.

Family Survey Participation

2024 – 42 surveys completed
2023 - 41 surveys completed

Launching June 2024, Families were emailed the Satisfaction Survey link from Reception or Recreation & Leisure Manager surrounding Family Care Conference schedule. Starting in October 2024, the entire family group was emailed by the Recreation & Leisure Manager to complete the survey with the link attached. Survey link was closed in November 2024.

Family Survey Domains

- 25 items/questions were grouped under 10 domains.
- Family members answer questions about how often certain statements are true for them
- Response categories: Never, Rarely, Sometimes, Most of the time, Always, Don't know, Refused/No Response can be coded
- Positive responses are considered to be "Most of the time" and "Always".

Domain	# of Items
Food & Meals	2
Safety & Security	4
Comfort	4
Trust	4
Respect	2
Staff Responsiveness	1
Communication	2
Visiting Experience	2
Engagement in Care	2
Activities & Belonging	2



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Demographics of Participants

Your Gender is	Male: 10	Female: 31				
Your Age is	Under 45: 1	45-64: 15	65-74: 16	75-84: 9	85+: 0	
Your Relationship to the Resident is	Spouse: 6	Child (Child-in-law): 26	Sibling: 4	Parent: 1	Other: 4	
Average monthly visits to the home	Daily: 5	Several times per week: 16	Once per week: 13	2-3 times per month: 4	Once per month: 1	Few times per year: 2



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Demographics of Participants Family Member

Your family member is part of a couple	Yes: 7	No: 33	
Family Member's Gender	Male: 17	Female: 24	
Family Member's Age	65-74: 6	75-84: 8	85+: 27
Family Member's Health Status	Excellent or Good: 15	Fair or Poor: 25	
Family Member has lived in this LTC Home for:	Less than one year: 10	One to Two Years: 11	Two+ years: 20

Top Performing Questions

100% Staff treat me with respect

100% I can visit my family member when I choose

98% I trust the staff to take good care of my family member

98% I trust the information I receive from the staff here

98% My family member is treated with respect by staff

95% My family member is safe living in this home

95% My family member gets the services they need

95% This home has a clean & pleasant environment

95% This home is the best place to meet my family member's needs

95% Staff respond quickly when my family member asks for help

95% I have the information I need about my family member's health status

95% There are comfortable places to visit with my family member here

More Top Performing Questions



93% I would recommend this home to others

93% Staff pay attention to my family member

90% I know who to contact if I have concerns about my family member's care

90% I participate in the care decisions about my family member

90% I am consulted about changes in my family member's care plan

90% My family member has enough variety in their meals

Lower Performing Questions

- Another resident is my family member's close friend
- My family member participated in meaningful activities in the past week
- This home is well managed

What families are saying...

We are both very pleased with the home and the staff there are very kind and helpful.. they are fun for the most part, and it is a joy to see them every day..😊

I feel fortunate to have my mother in Brucelea Haven, it is the best long term care facility in Grey/Bruce.

The staff on 2 west have few staff that do go away above and beyond to make sure my mom is looked after

Overall we are quite satisfied with care.

We appreciate the staff that goes beyond the call of duty.
Thank You.

What families are saying...

I am very grateful that my family member is being taken care of at Brucelea Haven

We are fortunate to have such a great facility in our community.

Mom has been recently placed in Brucelea haven, it seems like the best suited place to provide mom the care she needs. To this point the staff have been great with her and us, we have no concerns with moms care.

We are very pleased with the care given to our loved one. The staff keeps us well informed about changes in his care and health.
Great care given in this facility.

My mother enjoys all the music you have. She also enjoys BINGO and especially when the great grandkids come and play with her.

We are very grateful for the attentive care and concern you provide to my dad, and we appreciate the patience and dedication of your staff.
We feel he is very fortunate to have received a placement at Brucelea Haven.

Next Steps



- **Identify** areas of strength and opportunities for growth
- **Plan** improvement action steps
- **Implement** and communicate change
- **Evaluate** effectiveness – repeat survey in 2025!

Together we make a
difference!

Your opinions matter.

