

2024 Annual Resident & Family Quality of Life Survey Summary

December 2024
Gateway Haven





BRUCE
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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 in our LTC home.

Survey Participation

Total # of Surveys Completed	43
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2024 – 43 surveys completed
2023 - 14 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: 5	65-74: 5	75-84: 21	85 +: 12
Gender	Male: 19	Female: 24	Other: 0	
How long have you lived here	Less than 1 yr: 8	1-2 years: 17	2+ years: 18	
Health Rating	Excellent or Good: 19	Fair or Poor: 24		
Part of a Couple	Yes: 1	No: 42		

Survey Domains

- 50 items/questions were grouped under 10 domains.
- Residents 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
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 Data

Higher Rating Domains

- Privacy
- Respect
- Safety & Security
- Autonomy

Lower Rating Domains

- Personal Relationships
- Staff/Resident Bonding
- Activities
- Food and Meals

Top Performing Questions



100% My privacy is respected when people care for me

100% I decide what to wear

100% I decide how to spend my time

97.7 % I am treated with respect by staff

95.3% I feel safe when I'm alone

More Top Performing Questions



95.3% I can be alone when I wish

95.3% I would recommend Gateway to others

95.3% I get the health services I need.

93% I can express my opinion without fear of consequences

93% Staff pay attention to me

Lower Performing Questions

- People ask for my help or advice
- I have opportunities for affection or romance
- I have people who want to do things together with me
- Another resident is my close friend
- I get my favourite foods here
- I have a special relationship with a staff member
- Staff respond to my suggestions
- I have the opportunity to explore new skills and interests
- I have opportunities to spend time with other like-minded residents
- This place feels like home to me

Noteworthy Improvement

Question	2023	2024	% Increase
*Resident Data I can express my opinion without fear of consequences	77	93	16
*Resident Data I would recommend this site or organization to others	77	95.3	18.3

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

What residents are saying...

It's great here, good food and good staff!

Place is as clean as a whistle and staff are great. No complaints, it's quiet and I like that.

There are good people here, they are pleasant. I'm happy here, I'd don't know what I'd change.

Food is yummy, yummy, I never leave anything on my plate. It's a great place all the way around, clean and friendly, everyone is great.

Great staff and facilities are good.

Resident Council is helpful and can express our opinions and find out information.

I really like the view here and watching the cars and people go by.

Staff here are very nice!

I feel comfortable living here

I'm very happy here, very satisfied with everything

Family Survey Overview

- The Family Survey examines views on your loved one's QOL as well as your own experiences as a family member in our LTC home.
- 39 Survey respondents.
- Options: Electronic link sent via email, paper copies available at the home and/or by request

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

Domain Data

Higher Rating Domains

- Visiting Experience
- Respect
- Communication
- Trust
- Engagement in Care
- Comfort
- Safety & Security

Lower Rating Domains

- Staff Responsiveness
- Food & Meals
- Activities & Belonging

Top Performing Questions



100% I can visit my family member when I choose

100% There are comfortable places to visit with my family member here

100% Staff treat me with respect

94% I trust the information I receive from staff here

93.8% This home has a clean and pleasant environment

More Top Performing Questions



90.9% I know who to contact if I have concerns about my family member's care

90.9% I trust the staff to take good care of my family member

90.9% I participate in care decisions about my family member

90.9% My family member is treated with respect by staff

90.9% My family member is safe living at this home

Lower Performing Questions

- Another resident is my family member's close friend
- This home is well managed
- My family member participated in meaningful activities in the past week
- My family member gets the services he/she needs
- If he/she needs help right away, my family member can get it
- My family member enjoys mealtimes
- My family member has enough variety in their meals

What families are saying...

We could never have wished for a better caring and safe place!

Mom hasn't been this content in years. We're so grateful!

Management - above and beyond the behind the scenes angels!

When I have a concern the staff respond promptly and keep me updated

We love Gateway Haven and are grateful for this beautiful place. Thank you to all the staff and volunteers for taking care of my Mom.

I believe that Gateway Haven and their staff are exceptional, professional and thorough.

The facility and staff are first class

Environmental staff keep the facility clean and neat

Activities are varied and well run

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.

