

## RESIDENTIAL CARE FAMILY SATISFACTION SURVEY 2013

### Results – Delta View Life Enrichment

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The following lists the survey question and the correlating averaged response. The themed responses to open questions are summarized in the last pages of this report. Survey data was collected from September 1, 2013 to November 22, 2013.

The **scores are listed out of a possible 100** and, if available, the 2008 results are listed for comparison.

The **target score is 80/100**. Please celebrate those questions that you met or exceeded the target score and please create an action plan to manage the other scores. Many families spent a majority of their time writing in comments and have offered their suggestions for improvements as summarized for you on the last page in the comments. Please consider these comments as you move ahead with your planning.

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Residential Care Family Satisfaction Survey 2013  
Score Cards\*

<b>OVERALL SCORES</b>	<b>2013</b>	<b>2008</b>
Overall Site Scores	89.7	87.6
Overall Health Service Provider Scores	85.5	86.2
Overall Owned & Operated Scores	80.3	82.4
Overall FHA Scores	84.5	n/a

<b>ADMISSIONS</b>	<b>2013</b>	<b>2008</b>
1. Did site staff provide you with adequate information about the different services available at this site?	85.9	87.4
2. Did site staff give you clear information about the daily rate?	88.9	89.3
3. Did site staff adequately address your questions about how to pay for care?	94.3	91.2
4. Overall, were you satisfied with the admission process?	92.8	91.4

<b>ACTIVITIES</b>	<b>2013</b>	<b>2008</b>
5. Does the resident have enough to do at the site?	76.5	69.9
6. Are the site activities things that the resident likes to do?	73.5	70.3
7. Is the resident satisfied with the spiritual activities at the site?	94.3	80.4
8. Does the activities staff treat the resident with respect?	97.2	96.9
9. Overall, are you satisfied with the activities at the site?	87.1	84.3

\*based on a 58% response rate for your site

<b>CHOICE</b>	<b>2013</b>	<b>2008</b>
10. Can the resident go to bed when he/she likes?	85.2	94.4
11. Can the resident choose the clothes that he/she likes?	77.8	87.0
12. Can the resident bring in belongings that make his/her room feel home-like?	95.6	96.8
13. Does the site staff leave the resident alone if he/she doesn't want to do anything?	91.1	93.2
14. Does the site staff let the resident do things he/she wants to do for himself/herself?	89.2	90.8

<b>DIRECT CARE NURSING</b>	<b>2013</b>	<b>2008</b>
15. Does a staff person check on the resident to see if he/she is comfortable (asks if he/she needs a blanket, needs a drink, needs a change in position)?	92.4	88.2
16. During the <b>week</b> , is a staff person available to help the resident if he/she needs it (help getting dressed, help getting things)?	97.7	95.9
17. During the <b>weekends</b> , is a staff person available to help the resident if he/she needs it (help getting dressed, help getting things)?	96.2	92.7
18. During the <b>evenings and night</b> , is a staff person available to help the resident if he/she needs it (help getting dressed, help getting things)?	97.3	93.4
19. Are the care aides gentle when they take care of the resident?	97.9	94.2
20. Do the care aides treat the resident with respect?	99.2	96.9
21. Do the care aides spend enough time taking care of the resident?	90.1	88.2
22. Overall, are you satisfied with the care aides who care for the resident?	94.1	94.6
23. Overall, are you satisfied with the quality of the RNs and LPNs in the site?	94.5	95.4

<b>MEALS AND DINING</b>	<b>2013</b>	<b>2008</b>
24. Does the resident think that the food is tasty?	77.7	69.4
25. Are foods served at the right temperature (cold foods cold, hot foods hot)?	86.7	82.3
26. Can the resident get the foods he/she likes?	79.3	69.8
27. Does the resident get enough to eat?	96.1	88.8
28. Overall, are you satisfied with the food at the site?	92.6	84.4

<b>LAUNDRY</b>	<b>2013</b>	<b>2008</b>
29. Does the resident get his/her clothes back from the laundry?	86.5	56.6
30. Does the resident's clothing come back from the laundry in good condition?	87.7	64.1

<b>ENVIRONMENT</b>	<b>2013</b>	<b>2008</b>
31. Can the resident get outdoors when he/she wants to, either with help or on their own?	81.2	70.1
32. Can you find places to talk with the resident in private?	97.3	96.4
33. Is the resident's room quiet enough?	97.0	92.1
34. Are you satisfied with the resident's room?	97.5	95.0
35. Are the public areas (dining room, halls) quiet enough?	86.6	85.4
36. Does the site seem homelike?	89.1	82.6
37. Is the site clean enough?	97.0	97.7
38. Are the resident's belongings safe at the site?	90.8	85.5
39. Are you satisfied with the safety and security at this site?	94.8	93.6

<b>THERAPY</b>	<b>2013</b>	<b>2008</b>
40. Does the physiotherapist spend enough time with the resident?	86.7	76.1
41. Does the occupational therapist spend enough time with the resident?	No data	74.5

<b>SOCIAL WORK SERVICES</b>	<b>2013</b>	<b>2008</b>
42. Does the social worker follow-up and respond quickly to your concerns?	95.0	88.2
43. Does the social worker treat you with respect?	98.8	95.7
44. Overall, are you satisfied with the quality of the social worker(s) at this site?	98.2	91.5

<b>ADDITIONAL QUESTIONS</b>	<b>2013</b>	<b>2008</b>
1. Are your telephone calls handled in an efficient manner?	98.1	96.4
2. Do residents look well-groomed and cared for?	93.0	89.7
3. Does the staff know the resident's likes and dislikes?	88.2	88.3
4. Does the resident receive the help he/she needs to eat?	95.0	95.7
5. Does the staff take the proper amount of time to feed the resident?	93.0	90.9
6. Do you know whom to approach when you have a concern or problem?	91.6	93.5
7. Do you feel listened to when you have a concern or problem?	93.8	93.2
8. Do staff make an effort to resolve your concerns or problems?	94.2	94.2
9. Would you recommend this site to a family member or friend?	96.2	96.2
10. Overall, are you satisfied with the quality of care the resident gets at this site?	95.5	95.4

Residential Care Family Satisfaction Survey 2013  
Themes

**Is there anything else you would like to tell us about the admission process?**

Praise

- *Admission process was excellent.*
- *They were all helpful and caring towards all our needs.*
- *Staff at care unit were very helpful and caring to our resident's needs.*

Concerns

- *There was no introductory briefing as such.*
- *My mother was moved from Delta View Habilitation to Delta View Life Enrichment Centre. Although I had assurances that she would not be moved before Christmas, she was moved in late October when I was out of town.*
- *The Fraser Health employee who handled my request for admission was very self-important and tried to tell me I was trying to beat the system. My [resident] was in two previous homes and had to wait a long time for each. They weren't suitable for a dog with dementia, never mind my [resident]. I paid full amount for my [resident] until the government saw fit to carry their share.*
- *Invoice is lacking in details as to what gets charged.*

Suggestions for Improvement

- *We would have liked more guidance on how to leave our loved one on the first day without having them feel abandoned. It was very emotional.*
- *I would have liked someone to sit down with me and ask me about my [resident] about his likes/dislikes and to find out more about who he is, etc.*
- *It would have been extremely helpful if the "Resident/Family Information Manual" had been provided at the time of admission for take-away to read; it would have clarified details and answered a lot of other questions and concerns that came up in the following months. Admission into a residence happens so fast, and is stressful for all concerned.*

General Comments

- *Our admission was years ago and I'm sure there have been improvements since then.*
- *Very difficult [resident]; dad's general behaviour upset another family member, but she made us feel at ease immediately.*

- *My husband was sent directly from hospital. Counsellors at the hospital gave me general information about what to expect by way of care and cost.*

**Is there anything else you would like to tell us about the activities at this site?**

Praise

- *Love the way families are included during the year at special occasions.*
- *Staff are wonderful.*
- *At Delta View, their staff are excellent.*
- *They do as much as they can.*
- *Lots of activities for those who can participate.*
- *Activities staff are great and they work very hard.*
- *The activities at site are amazing, however my mom is not able to participate; without support she would not be included in much other than music on her ward. However, with privately paid support mom can take full advantage of everything on the site.*

Concerns

- *We wish there was more opportunity to attend an activity off site. When my parent was first admitted we were told there was a bus dedicated to take residents to various venues. This has NEVER occurred.*
- *The main TV is often left on with programs of interest to staff rather than residents. Talk shows are not of interest to residents; however, nature shows and travelogues are (unfinished comment).*
- *I recognize that there are limitations of a facility given the wide spectrum of "capabilities". I find that my resident, who is blessed with a good mind but needs some physical assistance, gets very frustrated sometimes with not being able to get together with other persons from within the whole facility who can actually carry on a conversation in order to keep their minds stimulated and strong.*
- *Resident complains about nothing to do but stare at the walls; I have found her just staring at the wall.*

Suggestions for Improvement

- *There are no[cultural] activities or interactions for him. The resident needs more encouragement to participate in activities that are offered.*
- *Would like to see a walking program a couple of days per week for those who are able.*

- *Most of the activities are geared toward people with late stage Alzheimer's; music and singing is geared for people in 80s and 90s age group. Not too much aimed at the [under-80] group.*

General Comments

- *The resident is in late stages of Alzheimer's.*
- *The resident is unable to participate in activities but does enjoy the music therapist.*
- *Can only do some of the activities.*
- *Resident is confined to a wheelchair so activities are limited for her. Otherwise there are enough activities for those able.*
- *Due to poor eyesight there is not much he can do.*
- *My husband cannot/does not participate in any activities because of his illness. That's why I marked "doesn't apply". I am assuming the activities staff treat the residents with respect because all the other employees treat the residents with respect.*
- *Dementia and in a wheelchair; not interested.*
- *Appreciate that activities at current facility are considered part of life's experience. At the previous facility, activities like music were 'extra' at considerable cost. This was more than ironic as my [resident] so often played the piano and was the source of the music on many occasions.*
- *He receives physio regularly; a very good thing. He cannot now deal with the activities he enjoyed as a healthy person and has not joined in any of the activities provided, as far as I know.*

**Is there anything else you would like to tell us about resident choice at this site?**

Praise

- *The staff at Delta View are always [there] for the resident's needs.*
- *Good ratio of caregivers to [residents] means needs can be addressed in a timely manner.*
- *[They] seem to know his likes and dislikes and try to do necessary routines around his moods.*
- *Resident really likes the assigned room and the caring staff.*
- *Routines have been adapted to best meet mom's needs - thank you.*



### Concerns

- *We realize the home has a policy of not forcing a resident to participate. Sometimes we feel our parent is ignored because of their habit of saying 'no' at first blush. However, with a little nudging our parent will participate. We believe the body is deteriorating due to inactivity.*
- *Belongings disappear. Some I find, others never get returned.*

### General Comments

- *Resident incapable of making choices.*
- *Unable to choose or dress herself.*
- *Answered to the best of my ability as I am not there at bedtime or during a lot of daily activities.*
- *Family has done this.*
- *[Resident] needs help getting up, going to bed, dressing, eating, etc.*
- *My husband is not aware of his surroundings, he is not talking or walking by himself anymore.*
- *The resident needs full care and is not able to make choices for herself.*
- *Government institutions should be taking lessons from Delta View on care and respect for their clients.*
- *Resident sometimes wants to do things she is not capable of.*
- *"No, Never" answers are because she needs assistance and cannot do things alone.*
- *Resident is fully dependent on staff. She cannot speak and is wheelchair bound. I am confident staff is tending to her needs as best they can.*
- *Within the limit of the staff responsibilities. Once my resident is made "ready for bed", "going to bed" is in my resident's control/decision. At my resident's request, yes. Because they know my resident actively participates in a lot of activities/events and is not just sitting alone, lonely or forgotten.*

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**Is there anything else you would like to tell us about the direct care at this site?**
Praise

- *They are wonderful, caring, compassionate professionals. Angels, in other words.*
- *Staffing at Delta View is excellent.*
- *Staff, in general, are quite compassionate and caring.*
- *Care aides, etc., are very personable.*
- *Generally, I am happy with the direct care that my [resident] receives. I appreciate the consistent staffing and lack of casuals. This allows the staff to know and understand my mother's care needs.*
- *The staff are always cheerful and pleasant with the residents. The nurses take all medical issues seriously and respond quickly and appropriately.*
- *Fantastic place for my parents to be together.*
- *It is an A #1. Thank you.*
- *We are very happy with all interactions with staff.*
- *I'm not always here but what I see looks good.*
- *My wife was diagnosed [with a terminal illness; they gave her a maximum of 12years to live. It's now almost 18 years. She has no grey hair, she doesn't get sick, takes no flu shots or prescriptions other than for asthma. The care at this site must be doing something.*
- *They seem to be quite attentive and respectful. As far as I can tell he seems to be fairly well cared for.*
- *I am totally satisfied with the care given to all residents by care aides and nurses. They treat all residents with loving care and patience.*
- *Generally quality overall of nursing support is excellent!*
- *Generally, I am satisfied with the direct care at this facility, given that I see/hear most of the time they are "short staffed". Most of the staff are kind, caring and compassionate. My resident generally gets appropriate care because: of my resident's mental acuity; I'm around, a lot; and, I address concerns as required in a positive way.*

Concerns

- *Too many new aides coming and going. I see [new] faces in my section all the time; the turnover of aides seems high.*
- *Some care aides are weaker in that they forget to let mom know what they plan to do to her before they do it.*
- *At times there has been no RN on site when I was there.*
- *There needs to be more staff; many times I've been there and no staff to be seen anywhere and I'm left to look after the residents in the dining room. I[sometimes] look for help for 5-10 minutes to find someone; this concerns me.*

- *My concern is with some care aides' total disregard for resident's requests for toileting.; too many times I have seen and heard residents who are physically reliant on care aides PLEADING to go to the bathroom before anything is done; then I hear them being verbally berated by care aides because they "soiled" themselves and now the aides have to "change" them. Some of those care aides should be required to sit in a chair or bed when they have to go to the bathroom, and see how it feels to be ignored or told "just a minute" or "you don't have to go" or "you just went a while ago".*

### Suggestions for Improvement

- *Only thing I would like to see more is the availability of a doctor on site when needed.*
- *I find that they can always do with more care aides.*
- *Sometimes the response to a resident's care is a bit slow because all the staff members are busy. More staff would be better.*

### General Comments

- *[Note - the respondent wrote "Very" in the "Yes, Always" box for Q22.]*
- *Although the staff are wonderful I get the feeling there are too few caregivers for the number of residents. It's especially difficult to find someone to take my parent to the washroom. I can only comment on what I see when I'm visiting.*
- *Not sure how many RN/LPNs are in each wing at Delta View.*

### **Is there anything else you would like to tell us about the meals and dining at this site?**

#### Praise

- *I only feed her lunch a couple times a week and don't know about the other meals. Overall, I am impressed with the quality and variety of lunches.*
- *They go out of their way to make sure meals are nutritious, flavourful and appetizing.*
- *I eat here and I'm satisfied.*
- *From an outside perspective, all looks well. I have eaten the food on special occasions and it was well prepared and in good amounts. My family member has, in the past, wanted me to purchase special items (fresh fruit, cereals) but this has stopped. All is clean looking, meal service looks good, and assistance is 1:1, and looks good. But I have only observed occasionally and really not an intentional look.*
- *Served promptly at the correct time. Previous facility served dinner far too early, around 430pm.*
- *Delta View does a good job at providing nourishment to the residents.*

- *He eats it; has three choices and his own unbreakable plate that moves across the table should he not like what is in front of him. He also gets his soft boiled egg (not on usual menu) every morning; and is at a good healthy weight, not like [at his previous facility].*
- *She says she can no longer taste anything, so she appreciates hot and cold foods.*
- *Exceptional, healthy diversified meals!*
- *Food seems to be tasty and freshly cooked.*
- *Because we were accustomed to eating healthy fresh organic gourmet food at home it did take a while for my loved one to get used to the food served. However, the food served is very adequate and the variety is quite good. So much better than when he was in the hospital. I also supplement with fresh fruit and home-made foods on occasion. Overall, it is definitely better than expected at a care facility.*

### Concerns

- *I am very concerned about the resident's weight gain.*
- *Too much gravy and too sweet of gravy.*
- *There is a lot of food wasted! Cut down on the portion size!! Seniors don't eat as much, so why do they always "fill up the plate" like they are feeding a logger. And, then [residents] feel guilty leaving food on their plates. All the seniors I know almost instantly lose their appetite when they get served a full plate of food. If they want more, give them seconds! I have eaten at their Family Days, and the food is generally good and well prepared, tasty and served at appropriate temperatures. [As for] food served in the Units: hot is hardly ever hot - cool porridge, tepid coffee and tea, congealed cool gravy. This needs to be addressed. Staffing for meals seems to be a big issue. And, there is ALWAYS a big rush to get the table cleared off, even when some residents are still legitimately eating. Dining in the units make me unsettled and very sad for my resident, but there is nothing I can do about it. Residents yelling, shouting, and wandering around, threatening actions by other residents; I wouldn't want to eat there either.*

### Suggestions for Improvement

- *Food should be adapted as best as possible to the likes of the resident.*
- *Puree could have more variety.*
- *Like to see that they play music during meals. There are several residents who shout obscenities during the meal time, and I would prefer if they were not allowed to disrupt everyone else. Perhaps eat at a separate time or location.*
- *More fresh vegetables, fruit.*
- *She could but she doesn't like the food except for breakfast. Fresh fruit and veggies are needed; often they need to be cut up; all time-consuming, of course. Salads shouldn't be dressed until right before serving and only if the resident wants it, and then only lightly. Sadly the food is not the best. Not as bad as hospital food but not what she is used to - fresh and of a better quality.*

General Comments

- *I've never eaten at the home so I can't comment. My parent tells me the meat is always very tough. Mind you, I've heard from staff and her table mates that her eating habits are horrible.*

**Is there anything else you would like to tell us about the laundry services at this site?**

Praise

- *Seems adequate; [resident] is always wearing clean clothes when I visit and clothes seem to last.*
- *Honesty prevails when something like cash is left in a pocket.*
- *Excellent system, name markings is a great idea.*

Concerns

- *Commercial machines are very hard on clothes.*
- *The laundry process is VERY hard on the resident's clothes.*
- *Clothes are always missing buttons.*
- *Things sometimes go missing but most find their way back.*
- *On occasion, an item will go missing, but it eventually shows up.*
- *Often someone else's clothes are in the resident's closet.*
- *The choices for #30 are not necessarily appropriate. Commercial laundry facilities are hard on clothing so I notice items deteriorate more quickly. This is to be expected.*
- *We've had two wool sweaters returned half their original size.*
- *Industrial washers and dryers are very hard on clothing. My mother's clothing has taken a beating from them. I understand the challenges. My complaint would be around bringing in bags of clothing and leaving them with staff to arrange with laundry to have them labelled. On a number of occasions the clothing has gone missing and I have had to replace it.*
- *Clothes from the laundry are just 'thrown' on hangers. Sometimes two or three items on top of each other (pants and two shirts on one hanger). My dad is sight impaired and can only see the top item and cannot locate the pants or shirts under it. Also it's difficult to get the pants or other items off the hanger when there are three items on it.*
- *Not sure where all the resident's clothes have gone.*

- *Clothing missing finally turned up [months later]. She sometimes gets other people's clothing.*

#### General Comments

- *We were having problems but each unit has their own laundry and the issues have been resolved.*
- *As a matter of preference, I do my [resident's] laundry.*
- *It took over a month for them to label clothing; some clothes sent to be labelled never came back ever; the "hot press" used to apply the labels ruined some of my resident's clothes. So I bought my own tape and label all new clothes. I launder all my resident's clothing at my home. Clothes sent to onsite laundry went missing too often, even when labelled. Clothes looked wrinkled all the time. Whites were obviously being washed with darks. Even with bad eyesight, my resident could see that and was very upset. For me, washing whites with darks is an issue, because [of infection control issues (fecal matter on pants transferred to tops)].*

#### **Is there anything else you would like to tell us about the environment at this site?**

#### Praise

- *The room is very large with a private bathroom and shower. Nice furniture and always clean.*
- *Beautiful place, kept in excellent condition.*
- *I like the 'pod' design and the memory boxes outside each resident's room. This is a special gesture and enhances the feeling of home.*
- *Delta View does an excellent job at maintaining a beautiful, clean and safe environment. It's the best I have ever seen.*
- *Always clean and well looked after.*
- *Home away from home. Housekeeping deserves a big pat on the back, takes pride in their job and are very respectful.*
- *Totally amazing facility. We are very fortunate.*

#### Concerns

- *Many residents have dementia and take possessions. Sometimes what's taken is hard to find.*
- *The curtain around the bed doesn't seem to get cleaned often. I have seen the same stains on it for months.*
- *In particular, my [resident] loves to walk and I find that there are never enough care aides to take him out very often.*
- *The resident is in a shared room with a lady that makes [noise] at night.*
- *Very little access to their room, so they really don't see their own things.*

- *The cleaners, in my opinion, are NOT properly trained. Example, washing the chair seats and table top with the same cloth is not acceptable. As for safety, why does the victim have to move to another unit and the aggressor can stay?*
- *I visit the resident twice a week and find there are a few residents who yell and scream constantly during dinner or lunch. Resident does not eat, and when I ask why she says 'because that lady's screaming bothers me'; sad.*
- *Elopement issues.*
- *Frequent burned out light bulbs in her bathroom; sometimes for several days.*

### General Comments

- *I don't think the resident is aware or understands he can go outside, unless I take him out.*
- *We had requested a single room over a year ago to no avail. However, the current roommate is no problem.*
- *Room doors are locked.*
- *Answer is related to within the facility. I regularly take my resident away from facility by car. Dining area in unit is not quiet. Now that my resident is in a "single" room, the many issues surrounding a "shared room" are no longer [of concern].*

### **Is there anything else you would like to tell us about the therapy at this site?**

#### Praise

- *They both work with the resident whenever she wants them to; they ask if she wants to go to the gym and they take her if she does.*
- *It is exceptional - having the Neurogym provides my [resident] with daily stimulation, keeping him more alert and stronger. This is a VERY special service. Also, because he is so musical, staff often wheel him to music therapy in other units during the day. This staff makes the extra effort!*
- *Per care interview they do what they can as his needs change.*
- *My dad broke his hip [a while ago]. He is back up walking with a walker due to the daily physio provided and the encouragement of others. Being able to move around has positively impacted his morale.*
- *Enjoys his weight room.*
- *The physiotherapy available and used by my resident has improved stability, mobility, strength and range of motion. My resident enjoys the staff and willingly goes to participate.*
- *Having a gym with assistive technology and encouragement of all residents to participate puts this facility above - far above - others I've seen.*

Concerns

- *I have never had a report on what physio treatment there is for her.*
- *Please explain the two therapists. I know \*\*\*\*\* tried to work with my parent, but no one else has!*
- *We are concerned about the resident's physical state (muscle atrophy) and would like to see physio happening to avoid this.*
- *As far as I know, the resident doesn't get any physiotherapy.*

Suggestions for Improvement

- *No way of knowing. It would be helpful to know on an ongoing basis rather than hearing it at the yearly conference.*

General Comments

- *Due to dementia, I'm not sure if it would really help her.*

**Is there anything else you would like to tell us about the social services at this site?**

Praise

- *I have to commend them for their good work.*
- *The social worker is compassionate, attentive and competent.*
- *The social worker is fabulous! And, the spiritual counsellor is also very compassionate, caring and helpful with non-spiritual concerns.*
- *One year I had to bring a concern forward to social worker and was very pleased with how respectful and thoroughly it was addressed.*
- *Contact with social workers [about] any concerns has been very limited, but on those few occasions they have been thorough.*

Concerns

- *What is the name of the social worker at Delta View?*
- *We don't know who our social worker is??*



General Comments

- *I've never had to talk to the social worker except to say "Hello" as we pass.*
- *I met her once or twice when the [resident] moved in, but I have never seen or heard from her again.*
- *Have only dealt with her once.*
- *Only met her once at mom's care conference. She was newly hired and didn't know much about my mom.*
- *We hardly ever need the social worker.*
- *We have never asked to speak to the social worker.*
- *We are pleased with all the services. But we don't know who the social worker is. Thanks.*
- *Don't know the social worker but am sure they have one available if needed.*
- *Very seldom comes into play, but will follow up on his needs.*
- *I have not had much interaction with the social worker so far.*

**Is there anything that we have not asked you that you would like to tell us about?**

Praise

- *Excellent care and staff. The facility itself is lovely. The family is to be commended for giving us this gem in our community. We are very lucky to have Delta View and I am so grateful they have a place for the resident.*
- *All staff members are very polite and always greet everyone with a pleasant smile and hello. The facility is immaculately clean and tastefully decorated.*
- *I am very fortunate to have my spouse in this facility. He was placed in two others before this one and we are very lucky to have this as his home.*
- *I am beyond relief that my [resident] was able to stay where he is and was not transferred. He is well taken care of, he is happy, and family can visit him relatively easily. Moreover, the quality of care is superb.*
- *I do feel the home tries very hard to entertain the seniors. The nurses and care aides are gentle and concerned for the most part.*
- *Delta View is a Godsend for our family. The staff, through their interactions with the [residents], show that they want to be there, helping and caring.*
- *The facility is old and depressing but the staff make it a warm and cheery atmosphere. The staff are always happy, polite, calm and patient with the residents and there are programs run all day for those who want to participate. The recreation staff run numerous programs, trying to tailor them to the wants of the residents.*
- *Fantastic staff, and a completely different experience than the previous private location. My parents have stopped unnecessary medications due to the hugs-not-drugs philosophy.*
- *No complaints at all. It's like a five star hotel. Residents feel like this is a home, food is good.*

- *We are very happy with the staff, management and overall experience.*
- *Delta View Life Enrichment Centre is a wonderful caring place.*
- *Again we are very fortunate to have this high quality facility in our community!*

### Concerns

- *The most consistent problem seems to be with my parents' hearing aids. Sometimes they are put in the wrong ear or they're put in with dead batteries.*
- *Delta View Habilitation Centre and Delta View Life Enrichment Centre have both provided exceptional care to my [resident]. She was in other facilities prior and none of them come close to the excellence at Delta. Residential Care in Fraser Health should all model care needs from Delta View.*

### Suggestions for Improvement

- *Resident is an Alzheimer's[resident]. A lot of the questions were hard to answer.*
- *More usage of outdoor spaces (gardens). There are lots of outdoor spaces and gardens at this place (Delta View) which are not used for residents.*
- *I would like the nurses to communicate more. I understand that part of the reason they do not do it is because they are too busy.*
- *We would like the resident moved so it's easier to visit; she is on a transfer list.*

### General Comments

- *Any of my less-than-perfect comments are the result of staff shortages. When the facility is short-staffed, the residents have to wait, sometimes quite long, for the generally high quality of care Delta View provides.*
- *This refers to Delta View Habilitation.*
- *I think so, though they are all busy. Re #10: except for food.*
- *Family would like to be put on waiting list for the future.*

**What would you like to see done at this site to improve the residents' quality of life?**

Praise

- *I think that Delta View does a great job.*
- *In Heather Point, the staff are very good; they work very hard. Thank you; I am very satisfied with everything.*
- *We are very pleased with the care the resident receives in the home. The care givers are wonderful and caring people.*
- *Delta View site is perfect.*
- *Retain your current staff, they are always kind and respectful.*
- *Continue your good work.*
- *My [resident] has been at Delta View for years. Their level of service and professional (from all their staff) is excellent. I feel very lucky to have my [resident] at this facility.*

Concerns

- *My wife has no quality of life. The lights are on but no one is at home. She doesn't even know who she is; I recommend euthanasia.*

Suggestions for Improvement

- *It would be nice to have more staff.*
- *In the resident's case, I have a hard time getting him from the car to his room without a bathroom accident because all the bathrooms are a fair distance from the front door.*
- *Delta View is an excellent example of very good design of facilities yet the beautiful outdoor spaces are not used enough for the residents.*
- *It would be nice if there was a program/staff/volunteers to take my [resident] outside to get some fresh air when I cannot visit him.*
- *You might improve more senior's lives, especially those suffering from dementia, by re-engaging the back building for Fraser Health placements in the near future.*
- *More aides helping residents at peak times like lunch and dinner.*
- *Better laundry practices; one item per hanger.*
- *More music. More guided outdoor walks.*
- *Maybe just make sure the resident gets their own clothes returned to them.*
- *Please consider more wheelchair parking spots at Delta View.*

- *I would like to see more fresh food, including better quality meats, bread, veggies and fruit. Though this is a lovely facility with friendly, helpful people, I would never want to be here myself because of the food.*
- *Perhaps a few activities geared toward those who are a bit younger and at early to mid-stage Alzheimer's.*
- *Volunteer visitors for residents without family would be nice.*
- *I know the resident likes to hear the TV or be close to one. The TV room at the Eagle Point is a small area; change the TV room where the goldfish tank sits that way when the residents who are left there can watch TV in a larger room.*
- *Maybe more staff for each unit, and more help for the staff at difficult times, such as feeding. The residents sometimes need more one-on-one, which isn't possible. There are too many residents acting up at once, but the staff try to keep them under control and do the best they can while doing all their other chores as well.*

### General Comments

- *Not that I can think of.*
- *It's difficult to say because I sometimes feel the people are left to sit hour upon hour, yet I do get the impression everyone enjoys their snooze time.*
- *I take him outside for a long walk each time I go. I think what Fraser Health did in closing Delta View Rehabilitation/back building was totally wrong. I believe this was all political and not in the best interest of the residents or families. This broke up our group of caregivers who formed a little family of our own. Some were moved to Arbutus Place where Fraser Health put thousands of dollars to get this building up to code whereas the Delta View building and staff were all there; a lot of our families are still wondering why. This has put a lot of stress on [spouses] whose loved ones were moved. The other families that were moved say the new places are not like the bond and family atmosphere that they used to have at Delta View. In visiting Arbutus Place, I was shocked to see no long hallways for them to walk around and around, very noisy at meal times, no quiet room, no place for family to go and visit loved ones, etc., no places for a resident to have time on their own. I could go on and on, but Fraser Health made up their mind.*

**Please add your comments about the questionnaire**Praise

- *I am impressed that Fraser Health is doing this survey.*
- *Delta View Life Enrichment Centre is an excellent facility and has taken care of my [resident] with Alzheimer's for years. She is well cared for in all aspects.*
- *Overall, the facility is excellent. Staff are very personable and helpful. Activities for her are few since she spends a lot of time sleeping.*
- *I'm very satisfied with the staff and the care they give the resident.*
- *Thank you for asking for our feedback. My [resident] is in a very good facility.*
- *The resident is at the Delta View. The staff on her floor are excellent. I really could not have found a better place. The surroundings are beautiful and the resident is very happy.*
- *Delta View facility is an excellent residence; however we would like the resident moved to make the visits easier as it takes us half an hour to drive there.*
- *Delta View organizes special activities involving residents and family, such as their HUGE Canada Day ceremony (dancing, singing, displays, etc.) and barbeque for all. DV makes a concerted effort to be inclusive.*
- *Thank you for sending the questionnaire. It's wonderful to know the home cares so much about how it's perceived. My parent seems happy and well taken care of.*
- *Delta View is an excellent facility. Our parent is special needs and the staff are caring and kind. [Staff] have a lot of responsibility and [care for] difficult residents, but they do their work every day with a smile and understanding nature.*
- *The staff at Delta View are excellent. They take great care of the resident.*
- *Our visits concentrate on social visitation with the resident and trying to see her happy for our short time together.*
- *Comprehensive questionnaire; I appreciate the opportunity to give positive feedback to the staff and facility.*
- *Excellent.*
- *Very thorough. Thanks again; you are all doing a great job.*
- *I am confident that my resident is safe and generally well cared for.*
- *Questionnaire was comprehensive and covered all aspects of living in residential care.*

Suggestions for Improvement

- *As most facilities, the staff to resident ratio is always an issue. Questions about knowledge of the care aides and nurses would be a plus. It is not a problem where my [resident] is now.*
- *Would be nice to have an online option - really people, its 2013. I understand paper surveys would be the only option for some but not all. I also think that the name of the site the resident resides in be asked. Makes for better feedback to the sites directly.*
- *Some situations do not fit perfectly into the categories provided so I have explained the answers as best I can.*

General Comments

- *The resident is no longer interested in any activities.*
- *This questionnaire is more for a senior home resident. The resident has Alzheimer's; I am sure he is bored but is not able to do anything.*
- *It is fine; I hope the money is well spent.*
- *I take her out once a week.*