

Stirling Manor Family Survey Responses 2021

Family/SDM responses	2021
Care and Services	
Q3. I feel that good personal care is provided to my loved one.	89%
Q4. I am satisfied with the respect and emotional support given to my loved one.	86%
Q5. I am involved as much as I want to be in decisions about care.	90%
Q6. The Home respects my loved one's spiritual and cultural values.	85%
Q7. I am satisfied with the medical attention provided by my loved ones Physician	91%
Q8. I feel there is enough recreation programs that meet the individual needs and interests of each resident.	82%
Q9. I am happy with the overall cleanliness of the home.	87%
Q10. I am satisfied with the laundry services provided over the past year ie. the quality, care and delivery services.	82%
Communication	
Q11. Team Members (staff) actively listen to me (listen and acknowledge what I am saying).	88%
Q12. The Home responds to my questions and concerns in a timely manner	90%
Q13. I feel informed about policies, routines and services at the Home so that I understand the context of my loved one's care.	91%
Q14. I am comfortable approaching team members (staff) with my concerns.	89%
Q15. The Home resolves my concern(s) to my satisfaction.	88%
Q16. As POA/SDM, I am provided with enough information regarding changes in medication, physical condition and plan of care in order to provide my informed consent.	94%

Q17. During this past year, I am satisfied with how the home responded to the COVID-19 Pandemic. I felt that the appropriate precautions were taken to protect my loved one.	95%
Q18. Resident visiting options including virtual, outdoor and indoor have been organized, accessible and accommodating during this COVID-19 pandemic.	91%
Contract Services	
Q19. I am satisfied with the Hairdressing Services provided to my loved one.	88%
Q20. I am satisfied with the Physiotherapy services (heat therapy, range of motion exercises, one to one exercises, walking)	87%
Q21. I am aware of how I can access external healthcare services for my loved one. (ie dental, advanced footcare, vision, hearing services)	83%
Summary	
Q22. I would recommend this Home to others.	86%