

Client Experience

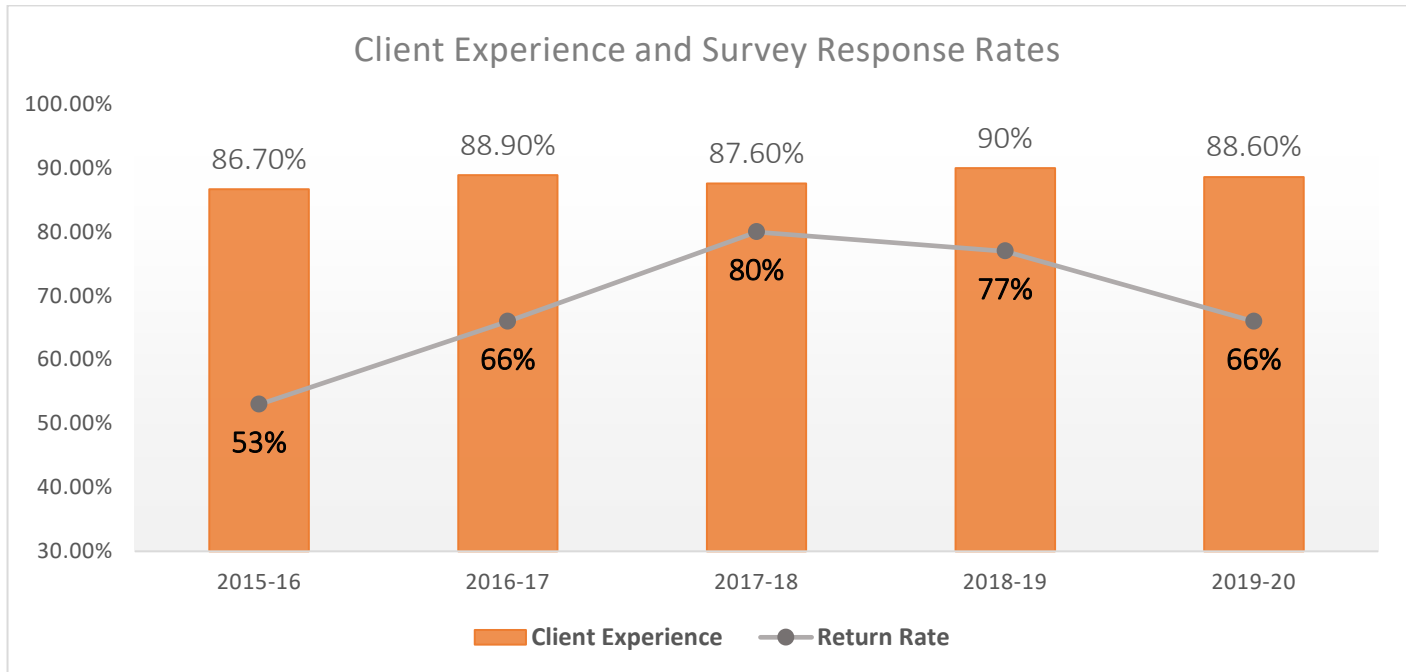
2019-20 SURVEY REPORT



Peel Senior Link
helping seniors live independently

Quantitative Results

Overall Experience Scores



Question Breakdown

#	Survey Question	Score
1	If I need help, the Supervisor is available and accessible to assist me to access the healthcare system and advocate for my needs.	88%
2	What is your satisfaction with your decision-making role regarding your care and service?	89%
3	When I request or require change to my service schedule the Supervisor tries to accommodate me.	88%
4	What is your satisfaction with the respect and dignity you receive from staff?	92%
5	My privacy is respected.	90%
6	Staff complete their duties in a skilled and competent way.	87%
7	Staff listen and understand my needs despite the language and cultural differences.	88%
8	I feel comfortable asking staff, if it is part of their job, for assistance or care not on my service plan/schedule.	86%
9**	Do you feel like you receive consistent/same care regardless of who from Peel Senior Link provides the service?	81%
10	I receive high quality of care from Peel Senior Link	88%
11	I could not live independently and safely without services provided by Peel Senior Link.	90%
12	If a friend or family member were in need of similar help, would you recommend our program to them?	92%
13*	Overall, what is your satisfaction with the care and services you receive from Peel Senior Link?	92%
14	The services I receive have helped me deal more effectively with my life's challenges	92%

*highest reported score

**lowest reported score

Qualitative Feedback

Clients shared a wealth of positive and remarkably satisfied comments. Many surveys indicated specific supervisor and front-line staff appreciation comments along with high levels of appreciation for staff and overall services.



"On behalf of my Mom and our family, I would like to thank Peel Senior Link for providing such a wonderful service. My Mom feels safe, respectful and she knows, that she can get assistance whenever she needs. Thank you for the staff who is helping her with the shower, staff who is keeping her place clean and the staff, who is checking on her every morning and evening. Without this service, my Mom will not be able to live independently."

Direct Survey Quotes

The following quotations are based on clients being asked "How can Peel Senior Link better meet your needs or improve our service?" and/or additional comments.

<i>"PSL are the best in service. We get the best people to look after our needs. I ask & they do. Thank you."</i>	<i>"I have been with PSL for years and it's the best service I have ever receive. The ladies are angels."</i>
<i>"Very satisfied with services; everyone listens, having a listening ear is good for seniors who mostly spend time on their own."</i>	<i>"On a consistent basis all PSW are polite, caring, patient with a strong work ethic. Two thumbs up and quite impressed."</i>
<i>"The entire staff treat me with love & respect. They always listen to my needs & provide prompt service."</i>	<i>"In general I am well, staff are all kind and pleasant and cheerful. This is important to a senior."</i>
<i>"We are so please having your assistance. Not only to help my father, have you helped me. Thank you for putting the spark back in my dad."</i>	<i>"Service is great. The girls and guys makes you feel like they are friends. Love the service. Congratulations."</i>
<i>"PSWs are well chosen and good at their jobs – I like all of those who come to help me."</i>	<i>"They help me live well and they give all I need. Thank god for them"</i>
<i>"I am quite satisfied with the service being provided to me. Generally, all the PSWs are performing very satisfactorily."</i>	<i>"Very happy with the services our Dad & Grandpa receive. Thank you for the commitment, the great service & dedication the staff demonstrates."</i>
<i>"PSL staff are always friendly and where appropriate a humourous demeanor."</i>	<i>"I get the best and care a mother can give a child"</i>
<i>"Exceptionally content with the supportive services & updated at all times of appropriate community and medical services to meet my challenging disabilities"</i>	<i>"My father could not live alone with your assistance. I am very grateful for the service he receives. Your staff are always courteous, helpful and friendly."</i>
<i>"PSL has given me the confidence to live independently & safely in my home."</i>	<i>"I am grateful for your services. It helps me to be more independent and not so lonely."</i>
<i>"I am and will always be grateful for God and PSL as well. You are all such wonderful persons starting with the Supervisor who is such a nice hearted lady. Perfect in doing every thing and so are the staff. With love, Thanks."</i>	

Improvement Domains

The following comments are feedback from clients on what Peel Senior Link can do to improve services.

Direct Service (Individual Based)

- Request re-assessment to re-evaluated allotted time due to deterioration
- Request more time to morning visit
- More laundry

Services & Programs

- Explore more social activities (e.g. visits, outings, parks in the summer, etc.)
- Grocery Program
- Small shopping requests (e.g. bread, milk etc.)
- Support to attend doctor appointments
- Support once a week with walking around the neighbourhood. Support in visits to local shopping.
- Assistance with shopping
- Conversations to break social isolation feelings (e.g. 2-3 minutes about weather, etc.)

Performance & Training

- New PSWs stay extra minutes to allow clients/families to train on our needs.
- Give staff more time to help.
- Difference between regular and contracted staff
- More training for the staff (e.g. colostomy bag more than 1 staff trained, Use dual language cards)

Quality & Service Delivery

- Ensure discipline among staff when supervisor is absent
- Improve Home Helper services (better & more thorough cleaning, longer & punctual visits)
- A little more gentle with dressing or bathing (only 1 comment from 1 site)
- Rinse bathtub after showers
- More time spent with clients
- Smile and friendly manner
- On-call must return messages. Manager should return calls within 24 hrs. (only 1 comment related to communication)