

Family Caregiver Experience Survey

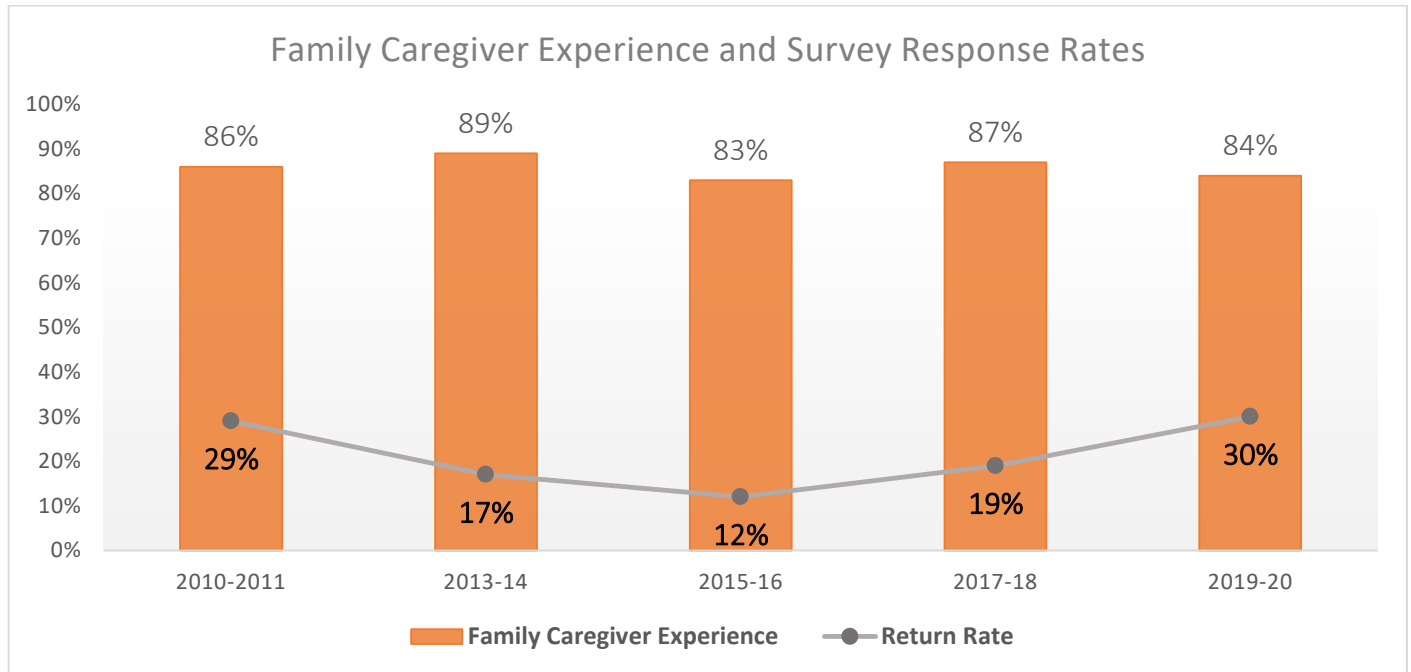
2019-20 SURVEY REPORT



Peel Senior Link
helping seniors live independently

Quantitative Results

Overall Experience Results



Question Breakdown

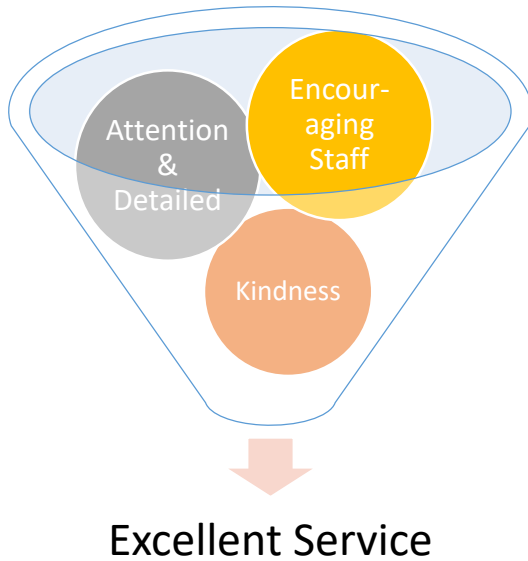
#	Survey Question	Score
1	If needed, I have met with the Supervisor & my family member (Client) in the past year to discuss and plan for care and service.	83%
2	I have participated in the decision-making about care & service that my family member receives.	84%
3	If my family member needs help, the Supervisor is available to assist them to access the healthcare system and advocate for their needs.	83%
4	Staff are courteous and polite.	84%
5	My family member is treated with respect and their dignity is maintained.	85%
6	If an emergency occurs, PSL staff respond appropriately.	87%
7	When I have questions or concerns about my family member's care or health, the Supervisor is able to assist me.	85%
8	I am satisfied with the personal care my family member receives from the staff.	83%
9**	Staff complete their duties in a skilled and competent way.	80%
10	Where applicable, the team works with me to resolve any risks and staff provide service that enhance safety.	82%
11	The program provides my family member with the ability to live independently.	87%
12	I know how to make a suggestion or complaint.	85%
13	The Supervisor works in partnership with me and my family member to make care transitions as stress free as possible.	83%
14*	I would recommend Peel Senior Link to other family members and friends.	88%

*highest reported score

**lowest reported score

Qualitative Feedback

Family caregivers shared a wealth of positive comments. Many surveys indicated specific supervisor and front-line staff appreciation comments.



"We are very pleased that your services allow our family member to maintain their independence. Which allows them to feel that they are less reliant on others."

<p><i>"I find that all PSL staff that I've met to be extremely kind, friendly and show my mom care and affection and have her safety and best interests at heart. I've been very pleased. My mom is happy in their care. Thank you."</i></p>	<p><i>"The staff do a wonderful job and are always available. Great job, great concept to have staff readily available to assist those in need."</i></p> <p><i>"Overall care and attention is exemplary."</i></p>
<p><i>"This is an amazing service and we are so lucky to be a part of this program."</i></p>	<p><i>"Our family feels that Peel Senior Link provides Top Notch Service."</i></p>
<p><i>"The staff, who is supporting my Mother at [site] is very nice. My Mom feels very comfortable and safe at this location. Each morning and evening she is happy that PSW staff is visiting her asking her if she is ok and providing any help she needs. She is also complimenting the staff who is helping her with her shower. She feels safe and respected. She has help with the cleaning of her apartment as well. All the staff is always polite, respectful and very helpful. My Mom likes to participate in the activities provided on the main floor. [...] We are very grateful to the Supervisor, [name], who is very good with organizing extra activities to keep the residents active and to keep them in better mental and physical health. She is always available to help and because of her nice personality, my Mom likes her very much. On behalf of my Mom and our family, I would like to thank Peel Senior Link for providing such a wonderful service. Thanks to it, my Mom is in a safe, respectful environment and we know that she can get assistance whenever she needs."</i></p>	

Improvement Domains

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

Enhance Communication

- Group information sessions/meetings to update on availability of new programs and services
- Supervisors to involve client and family in decisions re: client safety
- Family would like updates on client's functioning and supervisor's input on client condition
- Better communication when regular staff on vacation and if any changes to regular service or late arrivals
- Clients and families to be made aware of how long each type of service takes (this will help with seniors getting confused and families know what to expect)
- Contact family if language barriers or have any questions re: care with client
- When a new PSW or HH becomes part of PSL, have supervisor introduce them in person

Enhance Service Quality

- Increase quality and time of cleaning services
- Some relief staff do not introduce themselves properly
- More compassion, patience and understanding towards clients
- More consistency in time of visits
- PSWs to take pride in their work
- General disengagement of some staff (not about good or bad days)
- Random Supervisor audits or "check-ins" during service delivery to identify staff that need to be monitored

Enhance Service Coordination

- Coordinate transportation to medical appointments
- More support for other services coming in (e.g. wound care)
- More partnerships in the system network and clarification for families (e.g. LHINs)
- Awareness of other services available in the community (e.g. prevention, mental exercises, physio etc.)
- Periodic visits from a health care professional with information on managing disabilities and coping with aging

Enhance Service Delivery

- Sitting and spending time with clients > 5 minute services
- More social visits after duties complete
- More patience and understanding from PSWs of client requests
- Designate same PSW to clients
- More staff at night
- More supervisor visits