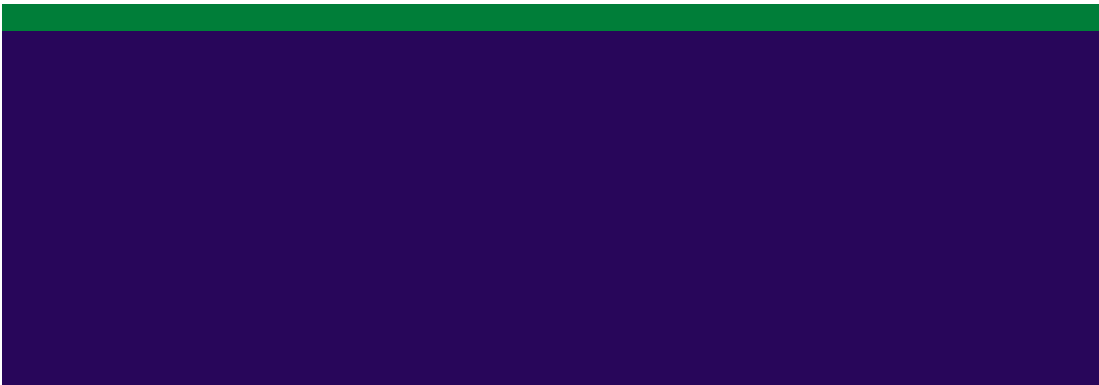


Client & Caregiver Experience Survey Report

2023/24



Peel Senior Link
helping seniors live independently

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SURVEY SUMMARY

Peel Senior Link's (PSL) *Client Experience Survey* and *Caregiver Experience Survey* were combined into one survey. Combined survey questions were reviewed by the Operations Team and Board Quality & Community Engagement Committee for content, phrasing of questions and validity. The purpose of the new, single survey is for clients and caregivers to be able to have accessible support and efficiency in completing the survey, and to strengthen response rates.

SURVEY UPDATES

To achieve an improved assessment, accurate calculation of survey return rates and overall results, new procedures were completed or added to identify and quantify results for the following:

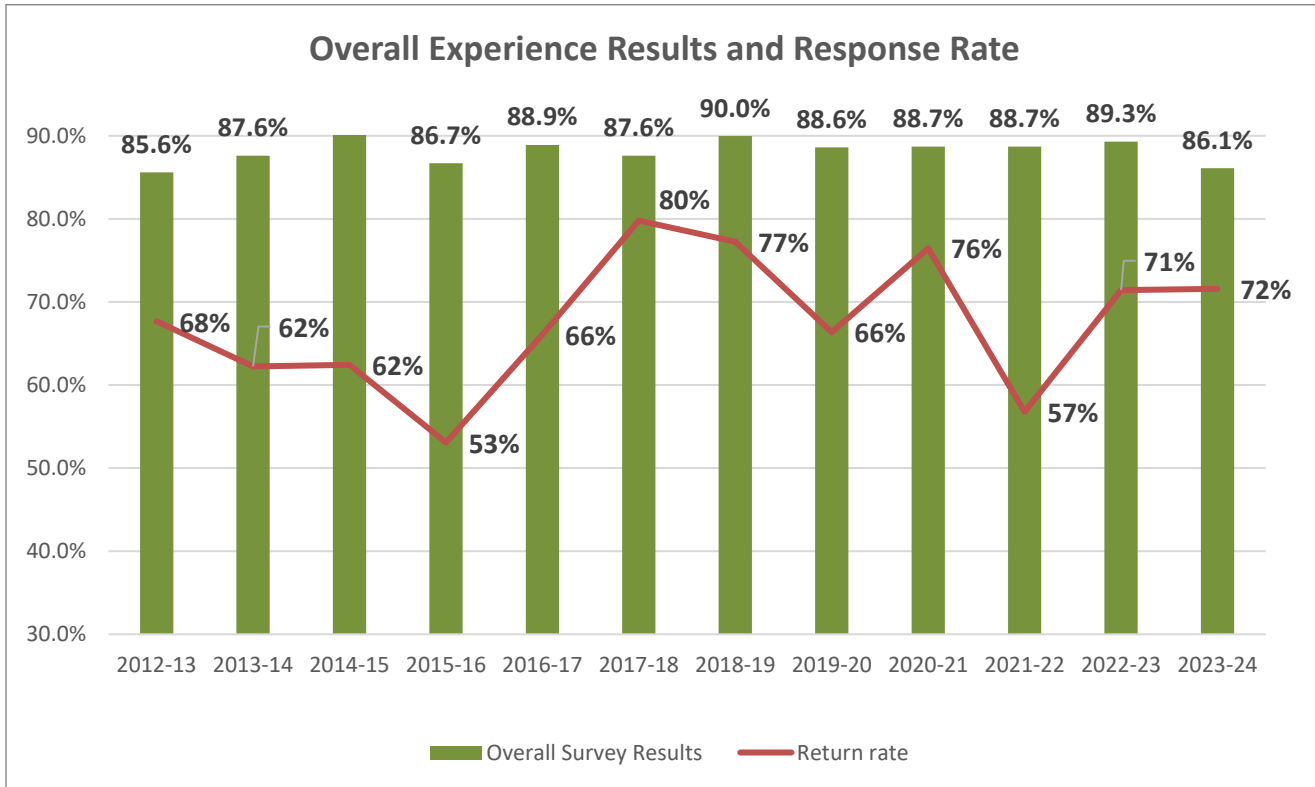
- ❖ Combination of Client and Caregiver Experience Survey's into one survey
- ❖ Identify the Role of Individual that completed the survey
 - Client
 - Client with Caregiver Support
 - Client's Family Caregiver
 - A Volunteer, Friend
- ❖ Identify Barriers to a client completing the survey themselves
 - Language Challenges
 - Vision Challenges
 - Acuity Challenges
 - Other
- ❖ Client Barriers to Completing Survey (expansion of option from 2022/23 survey)
 - Dementia/Alzheimer's (Without Caregiver/Family Support)
 - Language (Without Caregiver/Family Support)
 - No "Formal Caregiver Support"
 - Hospitalization or away from site for other reasons during survey period
 - Discharged from Service during Survey Completion Period
 - New to Service in the Month of March 2024

DELIVERY METHOD

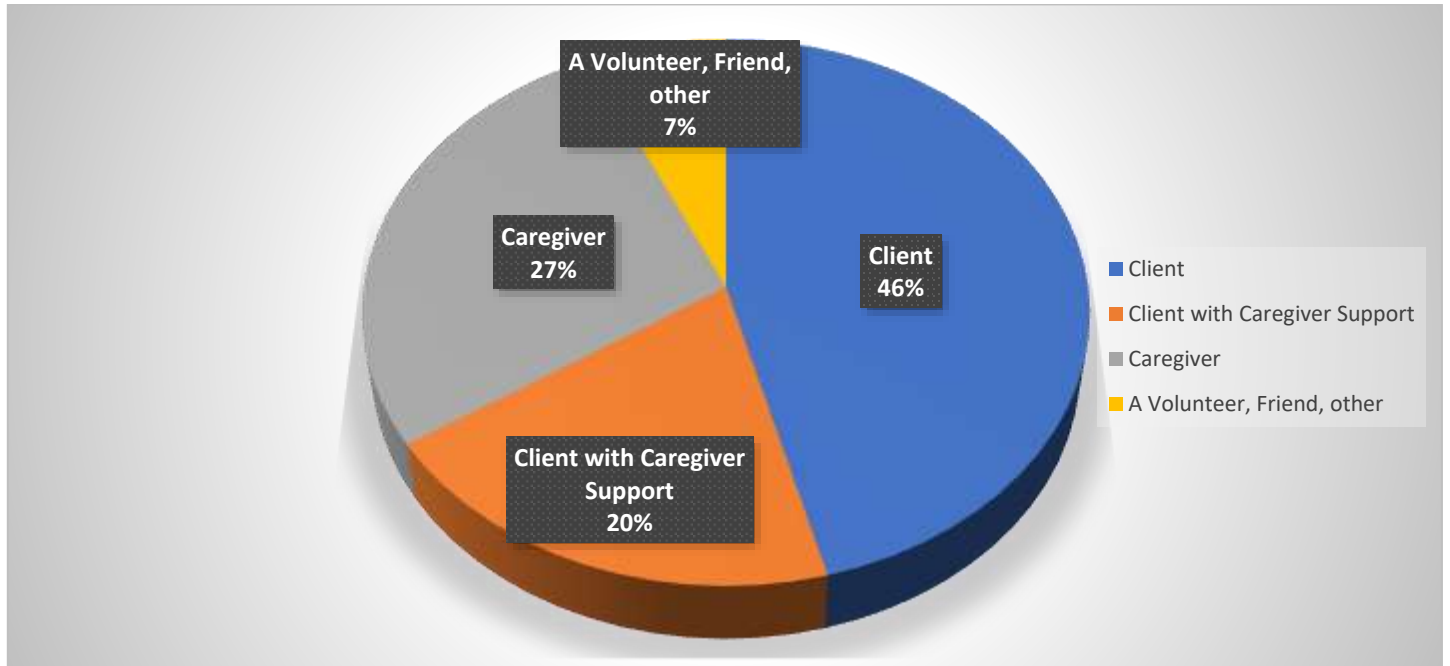
Surveys were distributed in March 2024

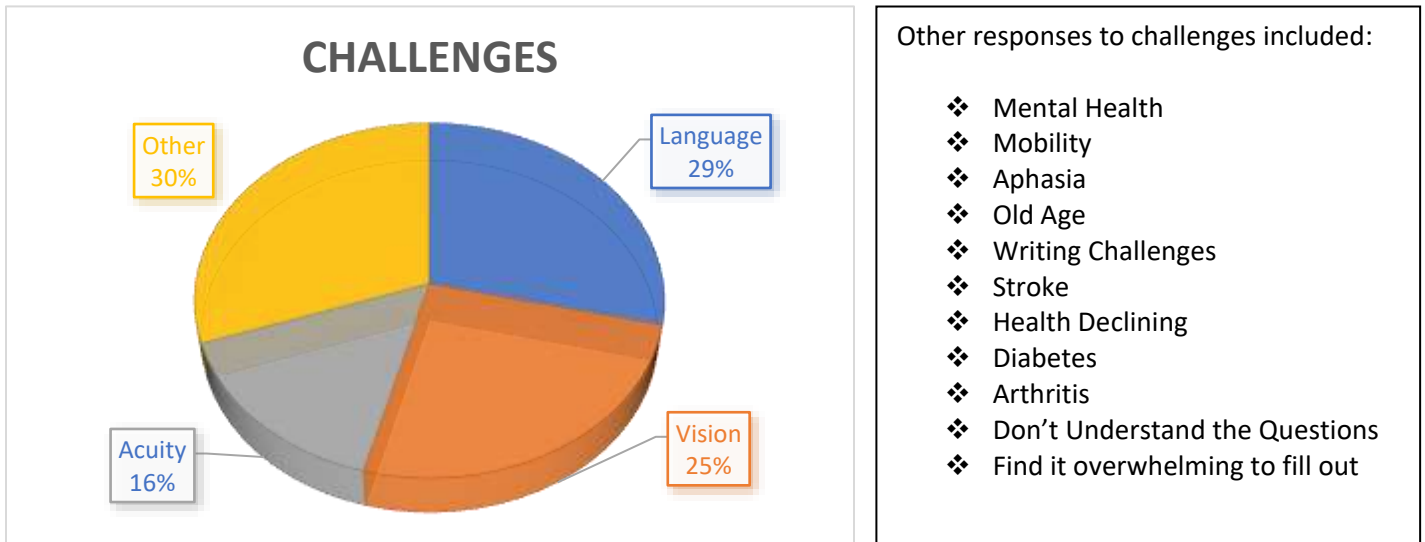
- ❖ 278 Hand delivered to clients
- ❖ 186 Caregivers (101 emailed and 71 mailed)
- ❖ Results were collected using registered PSL clients during the survey period in the month of March & April 2024

QUANTITATIVE RESULTS
OVERALL EXPERIENCE SCORES



ROLE OF THE INDIVIDUAL THAT COMPLETED THE SURVEY



BARRIERS TO CLIENT COMPLETING THE SURVEY THEMSELVES

QUESTION BREAKDOWN

**1	If needed, my family caregiver and/or I have met with the Client Services Supervisor in the past year to discuss and plan for care and service.	75.5%
2	I am satisfied with and have participated in the decision-making regarding my care & service?	78.4%
3	When I request or require change to my daily schedule the Supervisor tries to accommodate me?	75.6%
4	If I need help to access the healthcare system (external organizations) and advocate for my needs the Supervisor is available to assist me.	80.7%
5	Strategies are in place to address identified safety risks. Where applicable, the team works with me to resolve any risks and staff provide service that enhance safety. Eg Fall Risks, medications	85.7%
6	What is your satisfaction with the respect, dignity and privacy you receive from staff?	90.6%
7	Staff complete their duties in a skilled and competent way.	87.9%
8	Staff listen and understand my needs and my family caregivers despite the language and cultural differences.	87.8%
9	I feel comfortable asking staff, if it is part of their job, for assistance or care not on my service plan/schedule.	84.8%
10	I receive high quality of care from Peel Senior Link.	89.3%
11	Do you feel like you receive consistent/same care regardless of who from Peel Senior Link provides the service?	81.4%
12	Overall, what is your satisfaction with the care and services you receive from Peel Senior Link?	90.0%
13	I could not live independently and safely without services provided by Peel Senior Link.	90.4%
*14	If a friend or family member were in need of similar help, would you recommend our program to them?	91.9%

15	The services I received have helped me deal more effectively with my life's challenges and care transitions to make them as stress free as possible.	89.7%
16	I trust that my confidential health information is kept private and safely stored and protected.	90.5%
17	If an emergency occurs, PSL staff respond appropriately.	88.5%
18	I know how to make a suggestion or complaint.	85.5%

*highest reported score

**lowest reported score

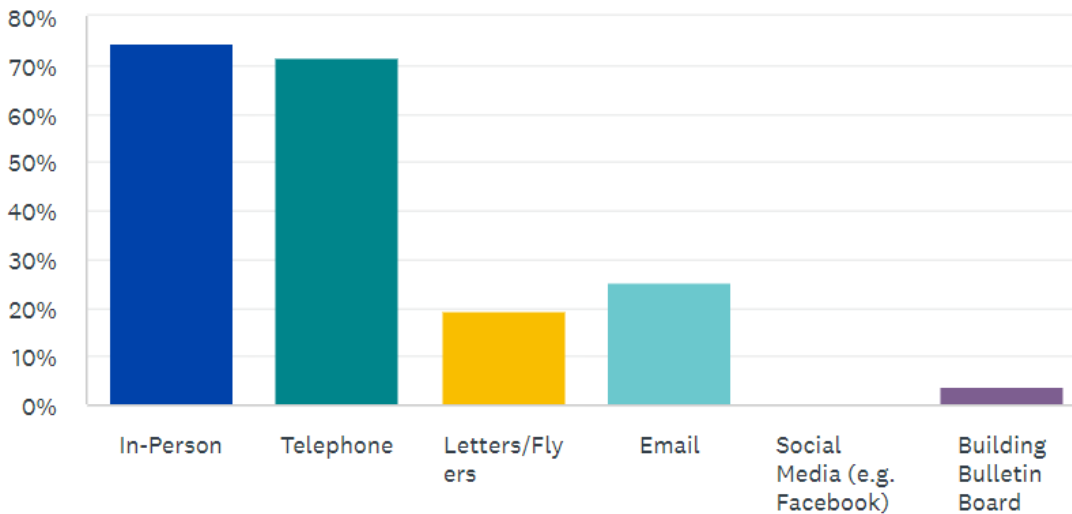
ADDITIONAL QUESTIONS

The following questions were added to the survey to measure service delivery while maintaining levels of health & safety.

19	During COVID-19 with the PSWs or HH providing service	92.0%
20	My service provider has worn a mask at each visit	95.7%
21	My service provider has worn gloves at each visit	95.9%

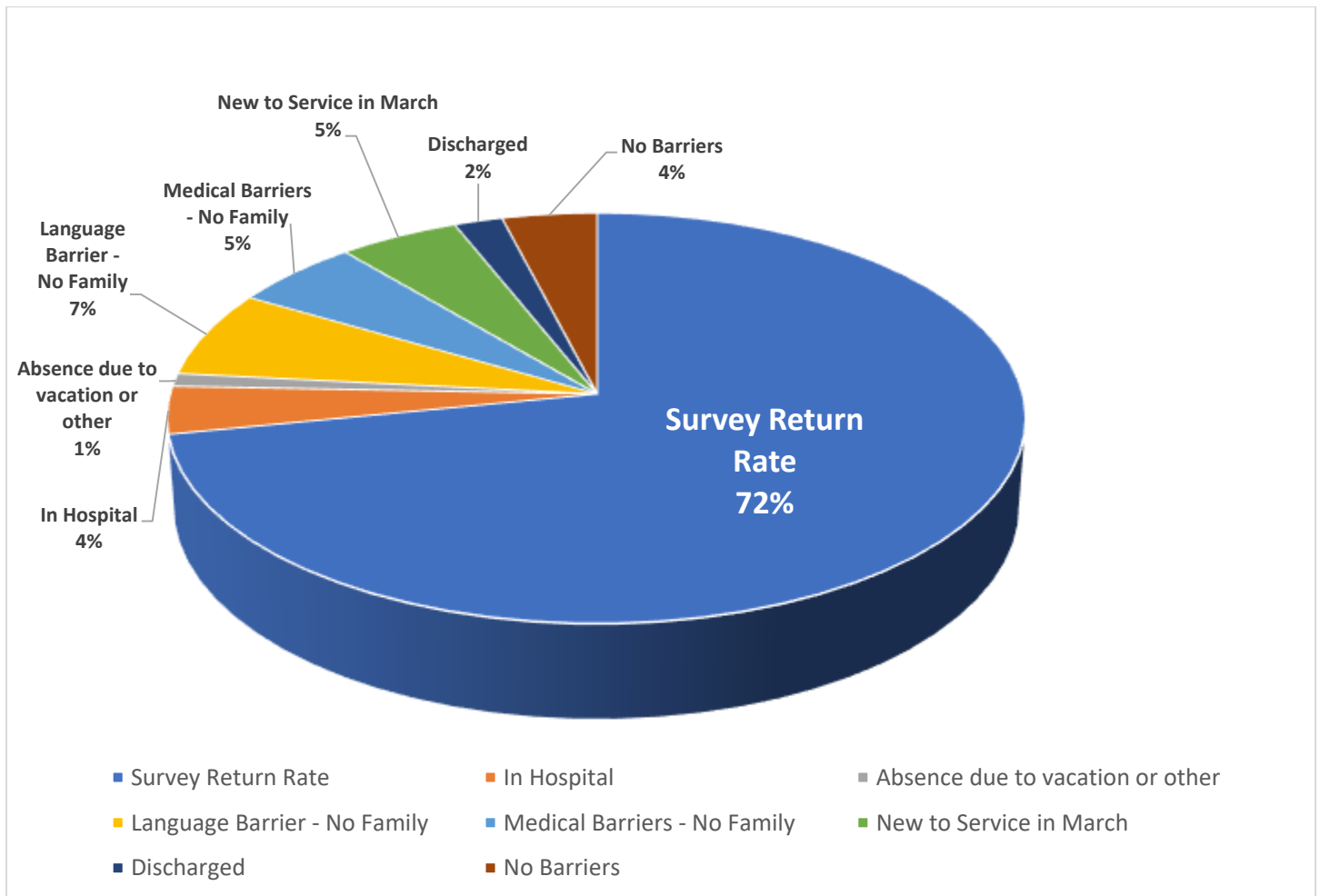
COMMUNICATION

Clients and caregivers were surveyed to assess the best way for Peel Senior Link to communicate with them.



RETURN RESULT BARRIERS

A common area of improvement for the experience rates is low participation rate. Some clients may be unable to participate due to language barriers, physical limitations, or medical problems. As the role of these barriers is not always understood, we aimed to identify client characteristics that are associated with non-participation of our clients in the completion of the survey.



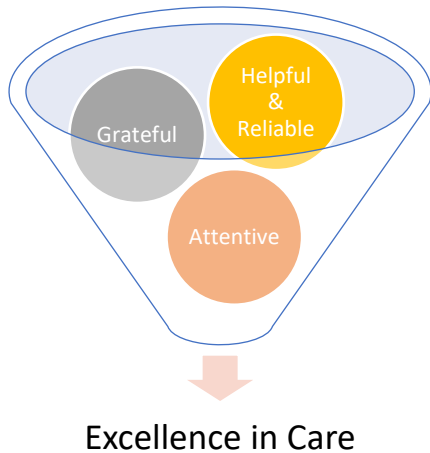
LESSONS LEARNED

In the collection of barriers, additional matters were identified that need to be addressed for the next round of surveys.

- ❖ Peel Senior Link services 8 couples. Of those 8 couples 7 only returned one survey. Survey distribution and return rates are based on the assumption that these individuals will return 2 surveys. Communicate with all couples to complete individually.
- ❖ Explore and discuss distribution approaches; response rate is based on distribution of clients
- ❖ Consider language and medical barriers; gather volunteers to help address
- ❖ Length of survey
 - Address skipping questions; survey is seeming too long to complete
 - Assess if some questions need to have a 'Not Applicable' option (some surveys clients/caregivers write in N/A themselves)

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.



“PSL thank you for your services especially at this time. Many thanks to our PSWs for staying with us during this challenging time. Our families are so grateful. Thank you”

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>Please continue with the way communication & services are being provided currently. All appreciated</i>	<i>They doing a very good job, friendly, caring, helpful we are very satisfied and my mom love all of them</i>
<i>They do a great job. I am very happy when they visit.</i>	<i>We are very happy with your service.</i>
<i>I am very satisfied with what PSL has been doing to help me live a nice life.</i>	<i>I like the service of PSL, the staff very friendly, cheerful, they come when I call and help me, never say no, always there to help me.</i>
<i>Thank you a million can not ask for more.</i>	<i>Keep up the good work and great staff on site.</i>

IMPROVEMENT AREAS

The following is a high-level overview of feedback from clients on what Peel Senior Link can do to improve services. This is a snapshot of themes that could benefit all sites across the organization. Individual comments are reviewed and followed up on a site-by-site basis.

- ❖ Timely Service
- ❖ Longer Service Visits
- ❖ Regular Check-ins by Supervisors
- ❖ Knowledge of language and cultural background of clients
- ❖ More communication on changes