

Long-Term Care Resident and Family Experience Survey

2016-17 Results

Executive Summary

Long-term Care (LTC) Resident and Family Experience Surveys that meet accreditation standards were developed in collaboration with Health Quality Council and Regional Health Authorities (RHA) during 2015-16. All RHAs implemented the surveys during 2016-17. Going forward the survey will be administered biannually starting in 2018-19 to provide comparable data.

A representative portion of residents in all LTC homes were asked to participate in the survey. In LTC homes that have less than 20 residents, every resident was invited to participate. Residents who did not have the cognitive capacity to respond to the survey were not included.

The surveys include questions related to general experience, communication, care provision, food and mealtime experience, home environment and services, activities experience and general satisfaction. Residents and family members could respond to questions by checking agree, neutral, disagree or choose not to answer, as well as provide narrative responses to open ended questions.

Approximately 32% of LTC residents (2,732) responded to the survey. Family members of all LTC residents were invited to respond to the family survey and 2,419 family members submitted responses. Survey results at the facility level have been shared with RHAs so they can plan quality improvement work that corresponds to specific facility concerns.

Overall 88% of residents and 83% of family members are generally satisfied with their special-care homes. Concerns shared by residents and family members indicate opportunities for improvement at specific facilities.

Category	Resident	Family
General Experience	83-90%	76-90%
Communication	60-81%	63-83%
Care Provision	73-86%	63-80%
Food and Mealtime Experience	78-93%	68-82%
Home Environment and Services	75-96%	71-86%
Activities	79-93%	62-83%
General Satisfaction	88%	83%

Results at a Glance

General Experience - Residents

At a provincial level, residents rated their general experience quite positively with 83 to 91% of respondents agreeing with the seven quality statements in this section. These responses indicate that they generally feel respected and safe in their homes.

General Experience - Family

Although a little lower than residents, family members also rated their general experience quite positively with 76 to 90% of respondents agreeing with the seven quality statements in this section. Family members generally feel respected and are greeted by LTC staff members when they visit. The lower scores are associated with being confident that staff members are professional and providing excellent care, as well as care of the residents' personal belongings.

Communication - Residents

With regards to communication, the percentage of residents who agreed with the nine quality statements ranged from 60 to 81%. Although 60% agreed that if they raised a concern they were involved/contacted regarding the outcome, only 9% actually indicated that they disagreed, meaning they may have unresolved concerns. Many others responded as neutral or chose not answer, meaning they may have not experienced concerns. Several low scores in this category indicate that some residents are concerned with being more involved in decisions regarding their care and ensuring timely communication about their changing care needs with team members.

Communication - Family

Similar to residents, the percentage of family members who agreed with the nine quality statements ranged from 63 to 84%. Again, although 63% agreed that if they raised a concern they were involved/contacted regarding the outcome, only 9% actually indicated that they disagreed, meaning they may have unresolved concerns. Many others responded as neutral or chose not answer, meaning they may not have experienced concerns. Family members appear to be concerned that information about their family member's care may not be shared with all care team members and information about their family member's changing care needs may not be communicated with team members in a timely manner.

Care Provision -Resident

Residents appear to be generally satisfied with care provided as 73 to 87% of respondents agreed with the eight quality of care statements. Residents are generally satisfied with the personal care they are receiving and support to maintain independence as much as possible. However, there is room for improvement to ensure that staff members are responding to resident preferences and suggestions regarding their care to ensure the provision of client-centered care.

Care Provision -Family

Family members indicated a lower level of satisfaction with care provided compared to residents as 63 to 80% of respondents agreed with the eight quality of care statements. Some family members appear to be concerned about residents having choices regarding their care, while residents appear to be quite satisfied with their capacity to have some choices. Family members also appear to be concerned that care staff members are available when residents need them.

Food and Mealtime Experience - Resident

Residents appear to be satisfied with their food and mealtime experience as 78 to 93% agreed with the five quality statements. Residents expressed a high level of satisfaction with regards to the amount and variety of foods served, as well as with the overall dining experience and assistance provided. There appears to be opportunity for improvement with regards to the overall quality of foods and drinks served in order to meet resident expectations.

Food and Mealtime Experience - Family

Family members were less satisfied than residents with the food and mealtime experience as 69 to 82% agreed with the five quality statements. In alignment with residents, family members often agreed that residents received an adequate amount of food and drinks. In contrast to resident ratings, family members appear to have some concerns about the residents' dining room experience.

Home Environment and Services - Resident

Residents are generally satisfied with their physical environment as 75 to 96% of respondents agreed with the four quality statements regarding cleanliness, noise level, temperature and laundry services. Some residents would appreciate having more control of the temperature in their rooms.

There was more variation (52-78%) in satisfaction levels related to accessing supportive services, such as social work, spiritual care, and other allied health professionals who are often not part of the core LTC staff. Although 52% of respondents agreed that they can get help with financial issues when they need it, only 5% disagreed with this statement, indicating that they are not satisfied with this service. RHAs reported that many respondents had difficulty interpreting this question and it may need to be revised for the next survey. There may also need to be increased attention to supporting residents to access allied health professionals outside of the facility.

Home Environment and Services - Family

Although to a lesser degree than residents, family members appear to be generally satisfied with the facilities' physical environment as 66 to 86% of respondents agreed with the four quality statements regarding cleanliness, noise level, temperature and laundry services. Family members expressed the most concern with laundry services.

Similar to residents, there was variation (48-79%) in satisfaction levels related to accessing supportive services, such as social work, spiritual care, and other allied health professionals who are often not part of the core LTC staff. They appear to be most concerned about emotional support for residents and support for accessing health professionals outside of the facility. Similar to residents, 48% of respondents agreed that residents can get help with financial issues when they need it, only 2% disagreed with this statement, indicating that they are not satisfied with this service.

Activities Experience - Resident

Many residents (93%) agreed that they had some choice about whether or not to participate in activities; however, some residents were not satisfied with the activities offered as only 78% agreed that they liked the activities offered.

Activities Experience - Family

Although family members (83%) often agreed that residents had some choice about whether or not to participate in activities; they indicated a greater level of dissatisfaction with the activities offered as only 62% agreed that residents liked the activities offered.

General Satisfaction - Resident

Overall 88% of respondents indicated that they were generally satisfied with their current living situation. Although there are some concerns and opportunities for improvement, residents indicated a high level of general satisfaction.

General Satisfaction - Family

In accordance with the overall trend of family members to indicate lower levels of satisfaction in comparison to residents related to most quality statements in the survey, 83% of family members indicated that they were generally satisfied with their family members' current living situation.

**Long-Term Care Resident and Family Experience Survey 2016-17
Results**

General Experience - Residents																																										
Survey Question	Cypress			Five Hills			Heartland			Keewatin Yatthe			Kelsey Trail			Mamewetan Churchill River			Prairie North			Prince Albert Parkland			Regina Qu'Appelle			Saskatoon			Sun Country			Sunrise			Athabasca			Provincial Totals		
	Experience	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed					
Staff treat me with respect	124	135	92%	200	218	92%	144	163	88%	3	5	60%	136	145	94%	6	6	100%	191	226	85%	163	175	93%	454	519	87%	566	639	89%	218	233	94%	266	312	85%	1	1	100%	2472	2777	89%
Staff are professional, and able to provide excellent care	108	135	80%	191	218	88%	134	164	82%	1	5	20%	121	145	83%	5	6	83%	181	224	81%	158	175	90%	427	519	82%	523	639	82%	201	231	87%	262	312	84%	1	1	100%	2313	2774	83%
Staff say hello to me and address me by my preferred name	125	135	93%	197	217	91%	152	164	93%	2	5	40%	115	144	80%	6	6	100%	193	225	86%	164	175	94%	455	519	88%	586	639	92%	209	232	90%	280	312	90%	1	1	100%	2485	2774	90%
Staff respect my privacy	118	135	87%	196	218	90%	144	164	88%	4	5	80%	137	145	94%	5	6	83%	188	225	84%	165	175	94%	436	519	84%	548	639	86%	209	231	90%	273	311	88%	1	1	100%	2424	2774	87%
Staff respect my cultural and spiritual values	114	135	84%	177	218	81%	135	163	83%	2	5	40%	94	144	65%	6	6	100%	171	222	77%	154	175	88%	441	517	85%	536	639	84%	197	229	86%	259	312	83%	1	1	100%	2287	2766	83%
I feel safe here	125	135	93%	198	218	91%	144	164	88%	4	5	80%	139	145	96%	6	6	100%	200	224	89%	166	175	95%	456	519	88%	576	639	90%	211	229	92%	280	309	91%	1	1	100%	2506	2769	91%
Staff respect my personal belongings	121	135	90%	195	217	90%	146	164	89%	2	5	40%	125	143	87%	5	6	83%	187	224	83%	156	175	89%	442	515	86%	545	639	85%	209	229	91%	277	310	89%	1	1	100%	2411	2763	87%

General Experience - Family																																										
Survey Question	Cypress			Five Hills			Heartland			Keewatin Yatthe			Kelsey Trail			Mamewetan Churchill River			Prairie North			Prince Albert Parkland			Regina Qu'Appelle			Saskatoon			Sun Country			Sunrise			Athabasca			Provincial Totals		
	Experience	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed		
Staff treat my family member with respect	178	193	92%	182	198	92%	71	88	81%	10	16	63%	97	108	90%	9	10	90%	89	100	89%	145	158	92%	308	343	90%	563	625	90%	217	239	91%	212	245	87%	3	4	75%	2084	2419	86%
Staff are professional, and able to provide excellent care	149	193	77%	158	197	80%	54	87	62%	9	16	56%	88	108	81%	6	10	60%	81	100	81%	146	158	92%	271	341	79%	489	625	78%	203	238	85%	182	245	74%	1	4	25%	1837	2414	76%
Staff say hello to my family member and address by his/her preferred name	182	193	94%	185	196	94%	80	88	91%	12	16	75%	104	108	96%	9	10	90%	91	101	90%	150	158	95%	318	342	93%	592	625	95%	225	240	94%	225	245	92%	3	4	75%	2176	2418	90%
Staff respect my family member's privacy	174	193	90%	168	198	85%	71	88	81%	11	16	69%	95	108	88%	9	10	90%	81	99	82%	144	158	91%	283	339	83%	543	625	87%	213	239	89%	205	245	84%	2	4	50%	1999	2414	83%
Staff respect my family member's cultural and spiritual values	162	193	84%	170	197	86%	74	88	84%	11	15	73%	93	108	86%	8	10	80%	87	101	86%	136	158	86%	268	338	79%	521	625	83%	201	236	85%	207	245	84%	2	4	50%	1940	2411	80%
I feel safe here	168	192	88%	167	196	85%	68	88	77%	14	16	88%	93	108	86%	10	10	100%	89	101	88%	148	158	94%	291	336	87%	530	625	85%	209	235	89%	193	244	79%	3	4	75%	1983	2405	82%
Staff respect my family member's personal belongings	154	193	80%	141	198	71%	63	88	72%	10	16	63%	92	108	85%	7	10	70%	76	100	76%	134	158	85%	265	338	78%	496	625	79%	207	239	87%	190	245	78%	2	4	50%	1837	2414	76%

Communication - Residents																																										
Survey Question	Cypress			Five Hills			Heartland			Keewatin Yatthe			Kelsey Trail			Mameweetan Churchill River			Prairie North			Prince Albert Parkland			Regina Qu'Appelle			Saskatoon			Sun Country			Sunrise			Athabasca			Provincial Totals		
	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed						
I feel listened to	109	135	81%	170	218	78%	125	164	76%	0	5	0%	119	145	82%	4	6	67%	166	224	74%	150	175	86%	381	510	75%	485	639	76%	189	231	82%	230	312	74%	0	0		2128	2764	77%
I have opportunities to discuss my care and well-being with professional staff (nurses, doctors, therapists)	104	135	77%	167	218	77%	113	163	69%	0	4	0%	67	144	47%	5	6	83%	173	223	78%	149	175	85%	392	508	77%	490	639	77%	166	228	73%	237	312	76%	0	0		2063	2755	75%
I am involved in decisions about my care	90	135	67%	162	218	74%	106	164	65%	3	5	60%	51	144	35%	3	6	50%	149	222	67%	138	175	79%	364	509	72%	454	639	71%	160	227	70%	211	311	68%	0	0		1891	2755	69%
I am confident that information about my care is shared with appropriate team members	107	135	79%	169	217	78%	124	163	76%	2	5	40%	63	144	44%	5	6	83%	169	220	77%	156	175	89%	393	515	76%	502	639	79%	190	227	84%	231	311	74%	0	0		2111	2757	77%
Communication about changes in my care needs is timely	92	135	68%	143	217	66%	106	164	65%	0	5	0%	59	145	41%	6	6	100%	142	218	65%	132	175	75%	348	516	67%	437	639	68%	157	228	69%	212	312	68%	0	0		1834	2760	66%
I know who to contact when I have concerns / questions	106	135	79%	166	217	76%	123	164	75%	2	5	40%	90	145	62%	5	6	83%	174	220	79%	148	175	85%	400	515	78%	498	639	78%	193	227	85%	242	312	78%	0	0		2147	2760	78%
I feel comfortable speaking to a staff member about a problem	106	135	79%	183	218	84%	133	164	81%	2	5	40%	115	144	80%	6	6	100%	174	220	79%	147	175	84%	417	515	81%	519	639	81%	196	227	86%	246	311	79%	0	0		2244	2759	81%
I feel confident that I will not suffer as a result of having raised concerns	103	135	76%	156	217	72%	124	164	76%	2	5	40%	66	144	46%	5	6	83%	162	220	74%	139	175	79%	378	514	74%	469	639	73%	185	226	82%	231	311	74%	0	0		2020	2756	73%
If I raised a concern I was involved/contacted regarding the outcome	81	135	60%	123	217	57%	92	164	56%	0	4	0%	44	142	31%	4	6	67%	140	219	64%	115	175	66%	335	509	66%	377	639	59%	143	222	64%	198	311	64%	0	0		1652	2743	60%
	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed			
If I raised a concern I was involved/contacted regarding the outcome	19	135	14%	29	217	13%	9	164	5%	1	4	25%	5	142	4%	1	6	17%	28	219	13%	2	175	1%	41	509	8%	69	639	11%	15	222	7%	21	311	7%	0	0		240	2743	9%

Communication - Family																																										
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I feel listened to	159	194	82%	158	195	81%	48	88	55%	10	16	63%	88	107	82%	8	10	80%	73	98	74%	139	158	88%	256	336	76%	482	625	77%	192	236	81%	188	242	78%	1	4	25%	1802	2400	75%
I have opportunities to discuss my family member's care and well-being with professional staff (nurses, doctors, therapists)	158	194	81%	164	195	84%	62	88	70%	11	16	69%	86	108	80%	7	10	70%	83	96	86%	138	158	87%	280	337	83%	510	625	82%	200	235	85%	186	243	77%	3	4	75%	1888	2401	79%
I am involved in decisions about my family member's care	147	194	76%	164	199	82%	57	88	65%	13	16	81%	85	107	79%	8	10	80%	82	100	82%	134	158	85%	277	343	81%	494	625	79%	192	237	81%	187	245	76%	3	4	75%	1843	2417	76%
I am confident that information about my family member's care is shared with appropriate team members	144	194	74%	151	197	77%	42	88	48%	14	16	88%	83	108	77%	9	10	90%	80	98	82%	129	158	82%	244	342	71%	433	625	69%	182	239	76%	167	245	68%	1	4	25%	1679	2416	69%
Communication about changes in my family member's care needs is timely	129	194	66%	138	197	70%	50	87	57%	8	16	50%	80	108	74%	7	10	70%	77	98	79%	119	158	75%	231	339	68%	422	625	68%	172	235	73%	158	244	65%	2	4	50%	1593	2407	66%
I know who to contact when I have concerns / questions	162	194	84%	176	199	88%	66	88	75%	11	16	69%	93	108	86%	7	10	70%	84	98	86%	142	158	90%	288	342	84%	538	625	86%	218	238	92%	198	245	81%	3	4	75%	1986	2417	82%
I feel comfortable speaking to a staff member about a problem	170	194	88%	188	199	94%	67	88	76%	14	16	88%	93	107	87%	10	10	100%	85	98	87%	141	158	89%	299	340	88%	536	625	86%	209	238	88%	202	245	82%	3	4	75%	2017	2413	84%
I feel confident that my family member will not suffer as a result of having raised concerns	151	194	78%	161	199	81%	58	88	66%	9	16	56%	88	108	81%	8	10	80%	79	98	81%	139	158	88%	268	340	79%	507	625	81%	183	238	77%	164	245	67%	2	4	50%	1817	2415	75%
If I raised a concern I was involved/contacted regarding the outcome	122	194	63%	139	197	71%	42	88	48%	4	15	27%	69	107	64%	6	10	60%	69	97	71%	120	158	76%	232	334	69%	394	625	63%	169	237	71%	145	243	60%	3	4	75%	1514	2401	63%
	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed	Total	Responses	% Disagreed
If I raised a concern I was involved/contacted regarding the outcome	12	194	6%	17	197	9%	16	88	18%	4	15	27%	10	107	9%	0	10	0%	5	97	5%	5	158	3%	33	334	10%	62	625	10%	16	237	7%	22	243	9%	0	4	0%	202	2309	9%

Care Provision - Residents																																										
Survey Question	Cypress			Five Hills			Heartland			Keewatin Yatthe			Kelsey Trail			Mamewetan Churchill River			Prairie North			Prince Albert Parkland			Regina Qu'Appelle			Saskatoon			Sun Country			Sunrise			Athabasca			Provincial Totals		
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Care team members are available when I need them (e.g. continuing care aides, nurses, doctors, therapists)	104	135	77%	171	217	79%	124	163	76%	2	5	40%	125	144	87%	5	6	83%	167	220	76%	148	175	85%	390	518	75%	470	639	74%	188	227	83%	261	312	84%	1	1	100%	2156	2762	78%
Staff respond to my preferences or suggestions about my care	100	135	74%	167	218	77%	117	164	71%	1	5	20%	77	144	53%	4	6	67%	145	219	66%	144	175	82%	370	512	72%	470	639	74%	175	225	78%	242	312	78%	1	1	100%	2013	2755	73%
I have choices regarding my care (e.g. time to wake, what to wear, etc.)	119	135	88%	176	217	81%	131	164	80%	3	5	60%	112	144	78%	6	6	100%	159	219	73%	162	175	93%	402	517	78%	523	639	82%	194	228	85%	257	312	82%	0	1	0%	2244	2762	81%
Staff support me to participate in activities that are meaningful to me	110	135	81%	192	218	88%	137	164	84%	1	5	20%	106	140	76%	6	6	100%	171	218	78%	156	175	89%	445	514	87%	549	639	86%	199	228	87%	270	312	87%	0	0		2342	2754	85%
Staff help me with personal care when needed (e.g. assisting me to the washroom)	113	135	84%	193	215	90%	145	164	88%	5	5	100%	126	142	89%	6	6	100%	188	218	86%	159	175	91%	447	512	87%	551	639	86%	201	226	89%	270	312	87%	0	1	0%	2404	2750	87%
I am well cared for 24 hours a day 7 days a week	115	135	85%	184	218	84%	141	162	87%	5	5	100%	132	144	92%	6	6	100%	187	220	85%	162	175	93%	432	515	84%	533	639	83%	208	228	91%	268	311	86%	1	1	100%	2374	2759	86%
Staff offer treatment when I tell them I have pain	118	135	87%	185	215	86%	135	164	82%	4	5	80%	82	144	57%	6	6	100%	176	218	81%	153	175	87%	425	511	83%	537	639	84%	195	227	86%	259	311	83%	1	1	100%	2276	2751	83%
Staff encourage me to do the things that I am able to do myself	123	135	91%	197	217	91%	146	163	90%	4	5	80%	103	141	73%	6	6	100%	194	219	89%	152	175	87%	445	515	86%	540	639	85%	196	226	87%	260	312	83%	1	1	100%	2367	2754	86%

Care Provision - Family																																										
Survey Question	Cypress			Five Hills			Heartland			Keewatin Yatthe			Kelsey Trail			Mamewetan Churchill River			Prairie North			Prince Albert Parkland			Regina Qu'Appelle			Saskatoon			Sun Country			Sunrise			Athabasca			Provincial Totals		
	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed						
Care team members are available when my family member needs them (e.g. continuing care aides, nurses, doctors, therapists)	143	194	74%	137	196	70%	45	88	51%	8	16	50%	74	109	68%	9	10	90%	75	97	77%	124	158	78%	235	336	70%	390	625	62%	189	236	80%	156	245	64%	4	4	100%	1589	2407	66%
Staff respond to preferences or suggestions about my family member's care	154	194	79%	154	196	79%	52	88	59%	8	16	50%	80	107	75%	8	10	80%	69	99	70%	124	158	78%	247	339	73%	457	625	73%	182	238	76%	167	244	68%	1	4	25%	1703	2409	71%
My family member has choices regarding care (e.g. time to wake, what to wear, etc.)	143	194	74%	116	197	59%	47	87	54%	9	16	56%	73	107	68%	7	10	70%	62	98	63%	117	158	74%	229	339	68%	404	625	65%	161	236	68%	146	245	60%	2	4	50%	1516	2407	63%
Staff support my family member to participate in activities that are meaningful to him/her	153	194	79%	158	198	80%	68	88	77%	7	16	44%	99	109	91%	10	10	100%	79	99	80%	140	158	89%	278	344	81%	505	625	81%	199	236	84%	195	245	80%	1	4	25%	1892	2419	78%
Staff help my family member with personal care when needed (e.g. assisting him/her to the washroom)	161	194	83%	167	198	84%	64	87	74%	12	16	75%	85	109	78%	8	10	80%	84	99	85%	142	158	90%	282	340	83%	509	625	81%	208	238	87%	188	245	77%	3	4	75%	1913	2416	79%
My family member is well cared for 24 hours a day 7 days a week	160	194	82%	151	198	76%	59	87	68%	13	16	81%	87	109	80%	8	10	80%	81	99	82%	135	158	85%	264	341	77%	456	625	73%	205	238	86%	186	244	76%	3	4	75%	1808	2416	75%
Staff offer treatment when my family member has pain	169	194	87%	174	198	88%	66	87	76%	11	16	69%	96	108	89%	8	10	80%	86	99	87%	137	158	87%	290	340	85%	489	625	78%	207	239	87%	197	244	81%	3	4	75%	1933	2414	80%
Staff encourage my family member to do the things that he/she is able to do himself(herself)	160	194	82%	161	196	82%	63	88	72%	10	16	63%	95	109	87%	8	10	80%	77	100	77%	133	158	84%	276	343	80%	488	625	78%	202	237	85%	184	243	76%	2	4	50%	1859	2416	77%

Food and Mealtime Experience - Residents																																										
Survey Question	Cypress			Five Hills			Heartland			Keewatin Yatthe			Kelsey Trail			Mameweetan Churchill River			Prairie North			Prince Albert Parkland			Regina Qu'Appelle			Saskatoon			Sun Country			Sunrise			Athabasca			Provincial Totals		
	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed						
I receive the help I need to eat and drink throughout the day	104	134	78%	166	217	76%	129	164	79%	4	5	80%	131	143	92%	6	6	100%	191	219	87%	129	175	74%	432	510	85%	507	639	79%	184	227	81%	266	312	85%	0	1	0%	2249	2752	82%
There is a good variety of foods and drinks offered to me	107	134	80%	179	217	82%	123	164	75%	0	5	0%	121	143	85%	6	6	100%	182	219	83%	138	173	80%	391	516	76%	521	639	82%	170	230	74%	258	312	83%	0	1	0%	2196	2759	80%
The dining experience is pleasant	110	134	82%	172	218	79%	130	164	79%	1	5	20%	131	143	92%	5	6	83%	182	218	83%	154	176	88%	394	510	77%	517	639	81%	188	228	82%	269	312	86%	1	1	100%	2254	2754	82%
I get enough to eat and drink	124	134	93%	200	216	93%	151	164	92%	4	5	80%	140	143	98%	6	6	100%	207	218	95%	168	175	96%	459	514	89%	598	639	94%	214	227	94%	288	311	93%	1	1	100%	2560	2753	93%
The overall quality of the food & drinks is good	101	134	75%	168	216	78%	122	164	74%	0	5	0%	120	142	85%	6	6	100%	170	218	78%	141	175	81%	397	514	77%	507	639	79%	174	225	77%	248	312	79%	0	1	0%	2154	2751	78%

Food and Mealtime Experience - Family																																										
Survey Question	Cypress			Five Hills			Heartland			Keewatin Yatthe			Kelsey Trail			Mameweetan Churchill River			Prairie North			Prince Albert Parkland			Regina Qu'Appelle			Saskatoon			Sun Country			Sunrise			Athabasca			Provincial Totals		
	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed						
My family member receives the help he/she needs to eat and drink throughout the day	158	194	81%	163	198	82%	68	88	77%	13	16	81%	86	109	79%	8	10	80%	86	98	88%	136	158	86%	278	335	83%	498	625	80%	206	239	86%	181	244	74%	3	3	100%	1884	2410	78%
There is good variety of foods and drinks offered to my family member	155	194	80%	156	198	79%	63	88	72%	10	16	63%	84	109	77%	8	10	80%	78	98	80%	138	158	87%	268	341	79%	489	625	78%	179	238	75%	181	245	74%	1	3	33%	1810	2416	75%
The dining experience is pleasant	147	194	76%	145	197	74%	52	88	59%	12	16	75%	82	109	75%	8	10	80%	66	99	67%	129	158	82%	225	335	67%	451	625	72%	166	237	70%	175	244	72%	1	3	33%	1659	2408	69%
My family member gets enough to eat and drink	170	194	88%	167	195	86%	75	88	85%	13	16	81%	94	109	86%	8	10	80%	86	98	88%	147	158	93%	305	341	89%	529	625	85%	203	237	86%	190	245	78%	1	3	33%	1988	2412	82%
The overall quality of the food & drinks is good	158	194	81%	153	197	78%	56	88	64%	12	16	75%	83	109	76%	7	10	70%	74	98	76%	138	158	87%	261	341	77%	493	625	79%	164	237	69%	169	245	69%	1	3	33%	1769	2414	73%

Home Environment and Services - Residents																																										
Survey Question	Cypress			Five Hills			Heartland			Keewatin Yatthe			Kelsey Trail			Mameweetan Churchill River			Prairie North			Prince Albert Parkland			Regina Qu'Appelle			Saskatoon			Sun Country			Sunrise			Athabasca			Provincial Totals		
	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed			
The home is kept clean	127	135	94%	213	218	98%	152	163	93%	4	5	80%	140	142	99%	6	6	100%	216	221	98%	173	175	99%	495	518	96%	605	639	95%	224	227	99%	295	311	95%	1	1	100%	2651	2761	96%
The home is quiet when it should be	116	134	87%	181	218	83%	137	163	84%	4	5	80%	125	143	87%	5	6	83%	187	221	85%	153	175	87%	358	517	69%	514	639	80%	195	229	85%	263	312	84%	1	1	100%	2239	2763	81%
The temperature in the home is comfortable	93	134	69%	179	218	82%	100	164	61%	4	5	80%	104	143	73%	5	6	83%	162	221	73%	140	175	80%	375	511	73%	487	639	76%	161	230	70%	261	311	84%	1	1	100%	2072	2758	75%
I can get emotional support if I need it	100	135	74%	162	216	75%	107	163	66%	2	5	40%	57	142	40%	6	6	100%	164	219	75%	138	175	79%	391	510	77%	478	639	75%	167	223	75%	217	312	70%	0	1	0%	1989	2746	72%
I can get help with financial issues if I need it	70	135	52%	93	217	43%	76	163	47%	1	3	33%	37	143	26%	3	6	50%	123	218	56%	104	175	59%	270	505	53%	362	639	57%	119	224	53%	156	312	50%	0	1	0%	1414	2741	52%
I can get help with financial issues if I need it	12	135	9%	8	217	4%	2	163	1%	1	3	33%	2	143	1%	0	6	0%	23	218	11%	0	175	0%	33	505	7%	25	639	4%	9	224	4%	18	312	6%	1	1	100%	134	2741	5%
I can access spiritual services in the home	112	135	83%	175	218	80%	124	164	76%	1	5	20%	63	142	44%	6	6	100%	162	220	74%	148	175	85%	414	510	81%	486	639	76%	190	228	83%	258	312	83%	1	1	100%	2140	2755	78%
Staff support me to access other health professionals if needed (dentist, chiropractor, massage therapists, PT/OT)	82	135	61%	164	216	76%	121	164	74%	1	5	20%	46	143	32%	6	6	100%	152	217	70%	136	175	78%	389	511	76%	455	639	71%	164	224	73%	224	312	72%	0	1	0%	1940	2748	71%
The laundry services are good	107	135	79%	164	218	75%	135	164	82%	2	5	40%	133	143	93%	5	6	83%	191	220	87%	160	175	91%	425	512	83%	533	639	83%	191	223	86%	271	312	87%	1	1	100%	2318	2753	84%

Home Environment and Services - Family																																										
Survey Question	Cypress			Five Hills			Heartland			Keewatin Yatthe			Kelsey Trail			Mameweetan Churchill River			Prairie North			Prince Albert Parkland			Regina Qu'Appelle			Saskatoon			Sun Country			Sunrise			Athabasca			Provincial Totals		
	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed	#Agreed	Responses	% Agreed
The home is kept clean	165	194	85%	180	198	91%	79	88	90%	15	16	94%	104	108	96%	10	10	100%	92	101	91%	147	158	93%	304	341	89%	556	625	89%	221	239	92%	213	245	87%	3	4	75%	2089	2419	86%
The home is quiet when it should be	159	194	82%	162	196	83%	70	88	80%	12	16	75%	99	109	91%	9	10	90%	83	101	82%	137	158	87%	265	337	79%	515	625	82%	204	238	86%	192	243	79%	2	4	50%	1909	2412	79%
The temperature in the home is comfortable	141	194	73%	153	195	78%	59	87	68%	13	16	81%	90	109	83%	5	10	50%	74	101	73%	145	158	92%	281	342	82%	515	625	82%	188	237	79%	189	243	78%	3	4	75%	1856	2414	77%
My family member can get emotional support if he/she needs it	135	194	70%	137	196	70%	51	88	58%	8	16	50%	83	109	76%	6	10	60%	68	99	69%	122	158	77%	237	339	70%	408	625	65%	172	238	72%	152	245	62%	3	4	75%	1582	2414	66%
My family member can access spiritual services in the home	139	194	72%	159	197	81%	74	88	84%	13	16	81%	94	109	86%	10	10	100%	83	100	83%	136	158	86%	284	337	84%	516	625	83%	188	233	81%	200	245	82%	3	4	75%	1899	2409	79%
My family member or I can get help with financial issues if needed	102	194	53%	101	196	52%	44	88	50%	11	16	69%	58	108	54%	7	10	70%	56	100	56%	98	158	62%	169	335	50%	250	625	40%	131	233	56%	120	243	49%	1	4	25%	1148	2402	48%
My family member or I can get help with financial issues if needed	3	194	2%	7	196	4%	0	88	0%	1	4	25%	4	108	4%	1	10	10%	1	100	1%	0	158	0%	10	335	3%	21	625	3%	2	233	1%	2	243	1%	2	4	50%	54	2298	2%
Staff support my family member to access other health professionals if needed (dentist, chiropractor, massage therapists, PT/OT)	118	194	61%	125	192	65%	51	88	58%	13	16	81%	67	24	279%	8	10	80%	72	100	72%	116	158	73%	223	339	66%	411	625	66%	165	238	69%	145	244	59%	3	4	75%	1517	2240	68%
The laundry services are good	145	194	75%	119	194	61%	61	88	69%	12	16	75%	88	109	81%	9	10	90%	61	94	65%	131	158	83%	256	336	76%	486	625	78%	175	233	75%	175	244	72%	3	4	75%	1721	2398	72%

Activities Experience - Residents																																										
Survey Question	Cypress			Five Hills			Heartland			Keewatin Yatthe			Kelsey Trail			Mameweetan Churchill River			Prairie North			Prince Albert Parkland			Regina Qu'Appelle			Saskatoon			Sun Country			Sunrise			Athabasca			Provincial Totals		
	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed						
I like the activities provided in this home	101	135	75%	166	218	76%	110	164	67%	0	5	0%	108	143	76%	6	6	100%	185	220	84%	148	175	85%	409	512	80%	497	639	78%	181	227	80%	252	312	81%	0	1	0%	2163	2757	78%
I can choose whether or not to participate in activities	126	135	93%	197	217	91%	145	164	88%	0	5	0%	133	140	95%	6	6	100%	199	220	90%	172	175	98%	493	517	95%	599	639	94%	207	228	91%	284	312	91%	0	1	0%	2561	2759	93%

Activities Experience - Family																																										
Survey Question	Cypress			Five Hills			Heartland			Keewatin Yatthe			Kelsey Trail			Mameweetan Churchill River			Prairie North			Prince Albert Parkland			Regina Qu'Appelle			Saskatoon			Sun Country			Sunrise			Athabasca			Provincial Totals		
	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed
My family member likes the activities provided in this home	105	194	54%	113	192	59%	53	87	61%	4	15	27%	74	108	69%	8	10	80%	66	99	67%	118	158	75%	227	341	67%	413	625	66%	154	235	66%	157	245	64%	1	4	25%	1493	2406	62%
My family member may choose whether or not to participate in activities	165	194	85%	164	195	84%	76	87	87%	9	16	56%	103	109	94%	9	10	90%	89	101	88%	143	158	91%	303	342	89%	537	625	86%	205	235	87%	204	245	83%	2	4	50%	2009	2414	83%

General Experience - Residents																																										
Survey Question	Cypress			Five Hills			Heartland			Keewatin Yatthe			Kelsey Trail			Mameweetan Churchill River			Prairie North			Prince Albert Parkland			Regina Qu'Appelle			Saskatoon			Sun Country			Sunrise			Athabasca			Provincial Totals		
	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed
Overall this is a good place to live	119	132	90%	197	215	92%	136	164	83%	4	4	100%	130	142	92%	6	6	100%	180	214	84%	162	175	93%	433	507	85%	552	639	86%	206	221	93%	273	312	88%	1	1	100%	2399	2732	88%

General Experience - Family																																										
Survey Question	Cypress			Five Hills			Heartland			Keewatin Yatthe			Kelsey Trail			Mameweetan Churchill River			Prairie North			Prince Albert Parkland			Regina Qu'Appelle			Saskatoon			Sun Country			Sunrise			Athabasca			Provincial Totals		
	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed	# Agreed	Responses	% Agreed
Overall this is a good place to live	164	194	85%	170	197	86%	64	86	74%	13	16	81%	100	109	92%	9	10	90%	83	101	82%	145	158	92%	286	338	85%	541	625	87%	214	229	93%	204	244	84%	2	3	67%	1995	2403	83%