

2021 LANARK LODGE
RESIDENT SATISFACTION
SURVEY

Overall Response

We had 59 surveys completed

Of the 59 surveys:

12 were completed by Resident

40 were completed by Power of Attorney

6 were completed by "Other" and 1 respondent did not indicate

Questions asked on the survey

Rated 1 (strongly disagree) to 5 (strongly agree)

1. How satisfied are you with the communication in the home?	4.5/5
2. I know which member of LL team I can turn to for specific issues?	4.0/5
3. How well do you feel staff listen to you?	4.5/5
4. Nursing and PSW staff are friendly, caring and compassionate?	4.7/5
5. Nursing and PSW staff respect my privacy?	4.7/5
6. Nursing and PSW staff are knowledgeable & competent?	4.6/5
7. Nursing and PSW staff respond promptly when I call for assistance?	4.3/5
8. I am pleased with the physician care I receive?	4.4/5

Questions Continued

Rated 1 (strongly disagree) to 5 (strongly agree)

10. My physician respects my privacy?	4.6/5
11. My physician is caring and compassionate?	4.5/5
12. The home environment is safe?	4.6/5
12. Rate the cleanliness of the home?	4.6/5
13. Unpleasant odours are adequately controlled?	4.5/5
14. You are satisfied with the general upkeep and repairs of the home?	4.6/5
15. I am satisfied with the laundry service in the home?	4.5/5
16. How satisfied are you with the quality of the meals?	4.3/5

Questions Continued

Rated 1 (strongly disagree) to 5 (strongly agree)

17. How satisfied are you with the quality of service, helpfulness, and kindness of the dietary staff? **4.6/5**

18. You are satisfied with the efforts made to support individual dietary needs? **4.5/5**

19. Are you satisfied with the recreational activities in the home? **4.4/5**

20. You are satisfied with the emotional, spiritual, and psychological services in the home. **4.2/5**

21. If you expressed a complaint or concern in the last 12 months, has it been resolved to your satisfaction? **2.8/5**

Questions Continued

Rated 1 (strongly disagree) to 5 (strongly agree)

22. I can express my opinion without fear of consequences?	4.6/5
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23. Overall how satisfied are you with the quality of care and services in the home?	4.6/5
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24. Would you recommend LL as a LTC home of choice?	4.7/5
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25. Rate your satisfaction with how well LL has dealt with the COVID 19 Pandemic	4.8/5

Comments Related to Overall Satisfaction in the Home

- An amazing facility. Operates the way a care home should operate. Our experience is staff and management are proactive and should an issue arise it is dealt with promptly and efficiently. We are so thankful and fortunate to have found and been accepted by Lanark Lodge. Thank you
- Excellent in all areas
- I would choose to live there if I needed care for myself 
- Fabulous care for my brother. All staff are wonderful and doing a great job coping with Covid-19 at the Lodge. Cleanliness is top notch. My brother is happy and that puts my mind at ease. Highly recommend LL for long term care. Keep up the excellent work!!!

Comments Related to Overall Satisfaction in the Home Continued

- Very pleased with Lanark Lodge & excellent care given to my love one, excellent care over the pandemic also - great job & thank you all
- My Mom, has been a resident at the Lodge since Dec 2015. We as a family can't express strongly enough how pleased we have been with the compassionate care Mom has received over the years. She passed away today. Leading to her passing the tender care given her has been appreciated. Please know your care has been noticed. As another note you are all to be congratulated on your efforts to control Covid - 19. Well done!
- I am very impressed with your facility. My mother is very happy and feels well cared for. Thank you!!
- We feel very fortunate to have our family member so well taken care of, and take this opportunity to express our sincere thanks.

Comments Related to Overall Satisfaction in the Home Continued

- Mom has been a resident in Lanark Lodge for over 4 years now. On behalf of her and our family we believe Mom receives amazing care and we can't say enough good things about the lodge. You have made our Mom feel most comfortable and as family we are treated like "old friends" whenever we chat on the phone with staff or in person. Our hats go off to all the staff at the lodge that do so much and have had to cope with so many challenges during Covid. Thank you for your service and dedication. You are appreciated beyond words!

All staff working at Lanark Lodge are to be commended for the superior efforts they put forth to keep our loved ones safe from Covid. They have done an incredible job against all odds. On behalf of my family, I want to say thank you from the bottom of our hearts!!

Comments Related to Overall Satisfaction in the Home Continued

- Resident is quite happy at the Lodge and thanks everyone. POA thinks the Lodge handled COVID-19 most excellently 5 *****
- All staff are found to be thoughtful and pleasant