



Resident, Family, Friend and Responsible Party Newsletter – March '24

Dear Strathmere Lodge residents, family members, friends/responsible parties:

1. Annual Resident/Family Satisfaction Survey Results



Summary results of our recent annual resident/family satisfaction survey are enclosed. We thank those of you who completed/submitted the survey.

Every year, we survey residents and families in keeping with our provincial long term care homes legislative requirement.

Overall, residents/families continue to indicate high levels of satisfaction with the care and service provided at Strathmere Lodge. Some of you raised individual questions/issues through survey submission, which we have attempted to address.

The survey results will be shared with The Lodge's Residents' Council, Family Council, and via staff newsletter, with a view to identifying any common issues that we can focus on this year in terms of improvement opportunities.

Please feel free to contact me with any questions and/or comments about the survey results (519-245-2520, ext. 6222, or via email: bkerwin@middlesex.ca).

2. Compliance Inspection Conducted By The Ministry of Long Term Care



In late January/early February, two (2) Compliance Inspectors from the Ministry of Long Term Care spent four (4) days at The Lodge conducting a compliance inspection, the purpose of which was to measure adherence to legislative requirements contained in the provincial Fixing Long Term Care Act, 2021 (ontario.ca/laws/statute/21f39), and accompanying provincial regulation—Ontario Regulation 246/22 (ontario.ca/laws/regulation/r22246).

*Compliance Inspection Conducted By The Ministry of Long Term Care
(cont'd)...*

The inspection process included a review of “Critical Incident” reports submitted by The Lodge to The Ministry, as required by our legislation. The critical incidents included resident falls resulting in injury and requiring hospital transfer, and a resident-to-resident altercation. The inspection also included a complaint submitted to The Ministry regarding The Lodge, which necessitates Ministry review per provincial legislation (i.e., The Ministry’s mandate includes reviewing complaints about long term care homes).

The outcome of the inspection was favourable – The Ministry found no Lodge non-compliance with provincial legislation.

The results of the written inspection report will be shared with The Lodge’s Residents’ Council and Family Council. The report is posted at The Lodge’s Reception area, and can be found on the province’s Public Reporting website (<https://publicreporting.ltchomes.net/en-ca/default.aspx>).

3. Next Family Council Meeting



This group of involved and caring friends and family members meets on a regular basis to share information and discuss common issues. The next meeting is scheduled for Thursday, March 7, 2024, at 1:30pm in the Chapel.

At our March meeting, we are very pleased to announce that Susan Oster from the Alzheimer Society will be a guest speaker. Susan will do a presentation entitled “Dementia Friendly Community”, which will discuss ways we can support our family members at The Lodge with the dementia of loved ones.

All family and friends of residents of Strathmere Lodge are welcome to attend. No pre-registration is necessary.

For more information, please contact Kristie Ouellette, Resident and Family Liaison (519-245-2520, ext. 6223, or kouellette@middlesex.ca).

Minutes of the most recent meeting are posted on the family information board in the Rose Room (near the Chapel), and previous minutes are available for review at our Reception desk.

4. Resident Clothing Closet and Drawers



Our Lodge clothes laundering process results in quick turnaround times, which minimizes the need to have/store large volumes of clothing in the provided closet and drawers.

Given that our closets and drawers have finite space, we ask families to rotate clothing in/out as the seasons change, in order to avoid large volumes of clothing in the closet and drawers, which can lead to disorganization.

We appreciate families' assistance in reviewing clothing in order to ensure that clothing is kept organized and easily accessible.

5. Labelling of Residents' Clothing



To prevent missing clothing ... This is a reminder that new clothing needs to be labelled with the resident's name before a resident begins to wear it (this also includes items such as shoes/slippers and personal blankets/throws). Please ensure that you use the Clothing Bin near the main entrance to deposit clothing requiring labelling, after inventorying the clothing items on the form provided at the bin (further instructions are provided at the clothing bin).


For inquiries regarding missing clothing and the like, please contact John Fournier, Environmental Services Manager, at (519) 245-2520, ext. 6244 (or, via email: jfournier@middlesex.ca).

6. Labelling of Other Personal Resident Items



Apart from clothes labelling noted above, residents/families are encouraged to label other personal resident effects (including new items brought to The Lodge from time-to-time), notably items that are more portable in nature, such as TV remote controls.

7. In Conclusion



The End

Please let me know if you would like to see certain issues addressed in future newsletter editions (contact Brent Kerwin, Administrator, 519-245-2520, ext. 6222, or via email at: bkerwin@middlesex.ca).

Please share a copy of this newsletter with other family members and friends, or direct them to our web page: <http://www.middlesex.ca/departments/long-term-care>.

Hardcopies of our newsletter are also maintained at our Public Information Board near Reception. Copies of older newsletter editions are compiled in binders at our Reception desk, and are available for your review.

Brent Kerwin, Administrator

STRATHMERE LODGE 2023 RESIDENT AND FAMILY SATISFACTION SURVEY SUMMARY

Response Rate: 66 out of 159 (42%)

A - Choices	Strongly Agree or Agree	Disagree or Strongly Disagree
1. The Home accommodates my preferences and previous life routines, such as when to get up and go to sleep or when to take a bath	95%	5%
2. The Home accommodates my preferences on what I eat and drink	98%	2%
3. The Home accommodates my preferences on how I am dressed and groomed [e.g. choice of outfit, dress vs. slacks, moustache, hairstyle etc.]	100%	0%

B - Dignity and Privacy	Strongly Agree or Agree	Disagree or Strongly Disagree
1. Staff treat me with respect and dignity [e.g. staff take the time to listen to me and help when I request assistance]	100%	0%
2. Staff members provide me with privacy when they work with me, change my clothes and provide treatment	100%	0%
3. I have privacy if and when I am on the telephone	100%	0%
4. If I have a visitor I have a private place to meet	100%	0%
5. If staff speak about my health status, medical condition, or behaviors they do so privately [without being overheard]	100%	0%

C - Recreation and Social Activities	Strongly Agree or Agree	Disagree or Strongly Disagree
1. Staff encourage me to attend activities and provide me with assistance to attend them	100%	0%
2. The Home's activities meet my interests	95%	5%
3. I receive assistance for the things I like to do [e.g. supplies, books]	94%	6%
4. Activities are offered in the evenings and on weekends and include religious events	100%	0%

D - Building and Environment	Strongly Agree or Agree	Disagree or Strongly Disagree
1. This is a comfortable building in which to live [including temperature and lighting]	97%	3%
2. This building is clean and well maintained	100%	0%

E - Participation in Care Decisions	Strongly Agree or Agree	Disagree or Strongly Disagree
1.I am involved in decisions about the care I receive, such as accepting or refusing treatment as appropriate	100%	0%
2.My family/responsible party is invited to participate in my admission and annual care planning conference	100%	0%

F – Abuse	Strongly Agree or Agree	Disagree or Strongly Disagree
1.I have never been treated roughly by staff	100%	0%
2.Staff have never yelled at or been rude to me	97%	3%
3. I have never felt afraid because of the way I or some other resident has been treated	97%	3%
4. My family has never noticed any staff member being rough with, talking in a demeaning way or yelling at me or any other resident	100%	0%
5. If I or my family was aware of any incident as noted above we know how to report our concern	98%	2%
6. If I or my family reported any incident as noted above, the home staff acted promptly to investigate and correct the situation	97%	3%

G – Interaction With Others	Strongly Agree or Agree	Disagree or Strongly Disagree
1.I have not had any concerns or problems with my roommate or any other resident	87%	13%
2.If I had any concerns as above and reported them to staff they addressed the concerns to my satisfaction	97%	3%

H - Personal Property	Strongly Agree or Agree	Disagree or Strongly Disagree
1. My clothing or laundry has never gone missing.	80%	20%
2. If my clothing or laundry had gone missing, and I reported it, I got the items back quickly	85%	15%
3. My personal property [jewelry, radio, money etc.] has never gone missing	90%	10%
4. If my personal property had gone missing, and I reported it, I got the items back quickly	84%	16%
5. I am able to have my personal belongings and/or furniture in my room if I wish	100%	0%
6. My belongings have never been damaged or taken away	92%	8%
7. If I reported my belongings damaged or missing, staff responded in a satisfactory manner	100%	0%

I - Pain	Strongly Agree or Agree	Disagree or Strongly Disagree
1.I never have discomfort [e.g. pain, heaviness, burning, or hurting] without relief	97%	3%

J - Food Quality, Hydration and Snacks	Strongly Agree or Agree	Disagree or Strongly Disagree
1. The food looks appetizing and tastes good	94%	6%
2. The food is served at the proper temperature	97%	3%
3. I receive fluids, such as water, when I want them	100%	0%
4. I am offered a between-meal <u>beverage</u> in the morning, the afternoon, and in the evening after dinner	100%	0%
5. I am offered a between-meal <u>snack</u> in the afternoon and evening	98%	2%

K - Oral Care/Hygiene	Strongly Agree or Agree	Disagree or Strongly Disagree
1. I never have mouth/facial pain without relief	100%	0%
2. I have no chewing or eating problems	90%	10%
3. I have no tooth problems, gum problems, mouth sores, or denture problems	92%	8%
4. Staff regularly and frequently clean my teeth/dentures/ mouth or provide me with assistance if I need it	94%	6%

L - Incontinence Products (e.g. briefs, pads)	Strongly Agree or Agree	Disagree or Strongly Disagree
1. The incontinence product(s) provided is/are satisfactory	95%	5%

M - Exercise of Rights	Strongly Agree or Agree	Disagree or Strongly Disagree
1. If I was moved to another room in the past several months I received notice of explanation before the move	92%	8%
2. If I had a roommate change in the last few months I was given notice before change in the roommate	100%	0%
3. If I was discharged to the hospital within the past few months, my family was notified about the return policy	96%	4%

N - Personal Trust Accounts	Strongly Agree or Agree	Disagree or Strongly Disagree
1. If the Home manages my personal funds the Home provides me or my family with a statement of how much money is in my account	100%	0%
2. I or my responsible party can have access to this money when it is needed	98%	2%

O - Activities of Daily Living Assistance	Strongly Agree or Agree	Disagree or Strongly Disagree
1. I receive assistance with meals if I need it	98%	2%
2. I receive assistance with dressing and grooming if needed	100%	0%
3. I receive assistance with toileting if I need it	100%	0%

P - Notification of Change	Strongly Agree or Agree	Disagree or Strongly Disagree
1. Staff notify my family promptly if there is a change in my condition	100%	0%
2. Staff notify my family when my treatment is changed	100%	0%

Q - Sufficient Staff	Strongly Agree or Agree	Disagree or Strongly Disagree
1. There is enough staff available to make sure I get the care and assistance I need without having to wait a long time	86%	14%

R - Overall Satisfaction	Strongly Agree or Agree	Disagree or Strongly Disagree
1. I am satisfied with the quality of care and service provided to me.	100%	0%
2. I can express my opinion without fear of consequences.	98%	2%
3. What number would you use to rate how well the staff listen to you?		
0 = worst possible rating; 10 = best possible rating		
Circle one number only: 0 1 2 3 4 5 6 7 8 9 10		
Overall Satisfaction re: Listening: 9.2 out of 10		
	Probably No or Definitely No	Definitely Yes or Probably Yes
4. I would recommend this Home to others	3%	97%

Survey Responses by Resident Home Area:			
Sydenham Meadows:	18	Hickory Woods:	16
Arbour Glen:	11	Parkview Place:	9
		Bear Creek:	12
		Not Marked:	0