



## **Results of residents and families**

What they say about the Foyer Richelieu

Welland



# 66 responses .

- 38 = residents (7.6%)
- 22 = family member (33.3 %)
- 6 residents and family member (9.1%) .

# Level of satisfaction

Subjects	Average on 4
• General ways	(3.76)
• Variety of services available	94%
• Range of services	• Attitude of personnel receives the highest rating
• Pertinence of services	(3,81)
• Efficiency of services	95.25%
• Quality of services	• Range of services and how easy it is to receive those services gets the lowest rating
• How easy is it to receive the service asked	(3,72)
• Time frame of when the service is received	93%
• Attitude of personnel	
• Competence of personnel	

- Reliability of personnel

# Comments about the services

## Good things

- All is well, I am happy
- The personnel are pleasant
- Adequate services for the need

## Challenge

- **Personnel**
  - French speaking personnel
  - Personnel on weekend
- **Services**
  - Less waiting time for many services
  - Dressing
  - Hygiene (teeth, floors, etc.)
- **Finance**
  - Government cuts
  - Van



# Other necessary services

No = 88%

Yes = 12%

12 % say ...

- Transportation for wheelchairs
- Recreational services interesting for the residents
- Specific services for people with dementia
- Pedicure for every resident and some with nail polish.

## Comments about the services

## What helps

- Reception and atmosphere
- Personnel (Listen, competence)
- Services (answer the requirements)
- Francophonie (belonging)

## What doesn't

- Generally : nothing
- Services : too fast, delay, forget, waiting, spousal separation
- Personnel : change, communication between personnel, attention during care

## Other comments

▪



- Excellent, all is well, I am happy
  - Francophone environment, family oriented
  - Joyful atmosphère, excellent reception
  - Security
  - Good services and kindness from personnel
- 
- More variety of activities
  - Personnel : lack of resources, certain negative attitudes