



OFFICE OF THE
SENIORS ADVOCATE
BRITISH COLUMBIA

Every Voice Counts

Office of the Seniors Advocate
Residential Care Survey

Addendum
Health Authority Results

September 2017

Contents

Overall Results	2
Personal Control.....	7
Social Life	13
Staff Responsiveness	19
Caring Staff	25
Food	33
Physician Care.....	36
Medications.....	39
Hand Washing.....	41
Family Council.....	43
How Residents View Their Health and Well-Being	44

Health Authority Results

The Residential Care Survey survey asked over 100 questions on a variety of functions and experiences that happen on a day-to-day basis in care homes. In addition to questions about specific activities and practices, the survey also asked two questions related to the overall function of the care facility. We asked residents to rate the overall quality of the care home on a five point scale ranging from excellent to poor. We also asked residents to indicate whether or not they would recommend the facility to others.

In addition to the specific quality related questions, we asked two further questions to allow us to understand the lens through which a resident might view their experiences in the care home. First, we asked residents if they wanted to be living in the care home and secondly we asked whether they saw themselves as someone who was generally a happier person than most people. If a person is happy and wants to be living in the care home their overall views may prove to be more positive. Conversely, if a person does not want to be living in the care facility this may result in less positive experiences.

Family members or MFV were asked two of the same questions and their responses are expressed in the (brackets).

Observations presented in this addendum are from our Provincial Results report, but the key messages and observations also apply to results at the health authority-level.

1. Overall quality of care and services rating in this care home

	Excellent	Very good	Good	Fair	Poor
IHA	15% (MFV: 27%)	36% (MFV: 41%)	37% (MFV: 21%)	10% (MFV: 9%)	3% (MFV: 2%)
FHA	14% (MFV: 30%)	33% (MFV: 40%)	38% (MFV: 21%)	13% (MFV: 8%)	3% (MFV: 1%)
VCHA	14% (MFV: 25%)	35% (MFV: 39%)	35% (MFV: 24%)	12% (MFV: 10%)	4% (MFV: 2%)
VIHA	19% (MFV: 30%)	37% (MFV: 38%)	32% (MFV: 20%)	11% (MFV: 10%)	2% (MFV: 3%)
NHA	15% (MFV: 22%)	34% (MFV: 38%)	35% (MFV: 25%)	14% (MFV: 12%)	2% (MFV: 2%)
BC	15% (MFV: 28%)	35% (MFV: 39%)	35% (MFV: 22%)	12% (MFV: 9%)	3% (MFV: 2%)

2. Would recommend this care home to others

	Always	Most of the time	Sometimes	Rarely	Never
IHA	43% (MFV: 59%)	36% (MFV: 26%)	13% (MFV: 9%)	4% (MFV: 3%)	5% (MFV: 3%)
FHA	41% (MFV: 58%)	34% (MFV: 26%)	14% (MFV: 10%)	4% (MFV: 3%)	6% (MFV: 3%)
VCHA	40% (MFV: 55%)	34% (MFV: 26%)	14% (MFV: 12%)	4% (MFV: 3%)	8% (MFV: 3%)
VIHA	47% (MFV: 57%)	33% (MFV: 27%)	11% (MFV: 9%)	3% (MFV: 4%)	6% (MFV: 4%)
NHA	49% (MFV: 49%)	28% (MFV: 32%)	12% (MFV: 9%)	4% (MFV: 4%)	7% (MFV: 5%)
BC	43% (MFV: 57%)	34% (MFV: 27%)	13% (MFV: 10%)	4% (MFV: 3%)	6% (MFV: 3%)

3. Want to live in this care home

	No	Yes
IHA	40%	60%
FHA	42%	58%
VCHA	35%	65%
VIHA	39%	61%
NHA	42%	58%
BC	39%	61%

4. Happier than most other people

	Always	Most of the time	Sometimes	Rarely	Never
IHA	20%	49%	21%	7%	3%
FHA	20%	48%	22%	6%	4%
VCHA	20%	43%	24%	8%	5%
VIHA	19%	50%	21%	7%	3%
NHA	23%	42%	23%	8%	4%
BC	20%	47%	22%	7%	4%

Most Frequent Visitor-only Questions

5. Want resident to live in this care home

	No	Yes
IHA	8%	92%
FHA	9%	91%
VCHA	10%	90%
VIHA	9%	91%
NHA	10%	90%
BC	9%	91%

6. Think resident wants to live in this care home

	No	Yes
IHA	34%	66%
FHA	30%	70%
VCHA	30%	70%
VIHA	34%	66%
NHA	41%	59%
BC	32%	68%

7. Care home is clean

	Always	Most of the time	Sometimes	Rarely	Never
IHA	57%	37%	4%	1%	0%
FHA	55%	38%	6%	1%	0%
VCHA	49%	42%	7%	1%	1%
VIHA	54%	38%	7%	1%	0%
NHA	62%	34%	4%	0%	0%
BC	54%	39%	6%	1%	0%

8. Care home smells good

	Always	Most of the time	Sometimes	Rarely	Never
IHA	36%	49%	10%	4%	1%
FHA	37%	45%	12%	4%	1%
VCHA	31%	44%	16%	7%	2%
VIHA	35%	47%	12%	4%	2%
NHA	34%	51%	10%	4%	1%
BC	35%	47%	12%	5%	1%

9. Overall rating of this care home

	10	8-9	5-7	2-4	0-1
IHA	23%	44%	28%	5%	1%
FHA	23%	44%	28%	5%	0%
VCHA	19%	42%	32%	6%	0%
VIHA	23%	43%	28%	6%	1%
NHA	17%	45%	30%	6%	1%
BC	22%	44%	29%	5%	1%

Observations

These answers reflect the trend we see throughout the survey results: residents do not speak with one voice but with many different voices that express different opinions. The results also tell us that most frequent visitors, usually a family member, may hold different opinions and perceptions from their loved one.

Fully half (50%) of residents rate the overall quality as good, fair or poor, while the other 50% rate it as very good or excellent, demonstrating that many residents appear very satisfied, some are very dissatisfied, while still others are somewhere in between.

While only half of residents rate their facility as very good or excellent 77% would recommend the facility to others all, or most of the time. This seeming contradiction is explained in part by the issue of loyalty that one might feel to their care home irrespective of one's views on its quality, and/or reflect the fact that while the quality could be better, they don't think their particular care home is any worse than other care homes.

Well over half of the respondents see themselves as generally happier than most people. Within this context, however, more than a third of residents do not want to live in their care home. It is important to recognize that care homes are the appropriate place for many people given their health challenges. Many residents recognize this and acknowledge it is where they want to be, given the circumstances. However, we also must be aware of the fact that a not insignificant number of people would actually prefer to live elsewhere and it is understood that this overwhelmingly means in the community. For this reason, it is vital to ensure all possible community supports are exhausted before placing someone in a care home who does not wish to be there.

We can see that 32% of family members don't think their loved one wants to live in the care home, but only 9% of family members don't want their loved one in the care facility. This speaks to the continuing tension in some families where a senior wants to continue living at home, but they can only do so with help from family members who are increasingly shouldering the burden of care and are increasingly overwhelmed.

Family members appear to have slightly higher opinions about the quality of the care homes than residents, with cleanliness and smell getting high marks.

Personal Control

This group of questions are designed to test the sense of personal control or autonomy residents feel they have over their day to day life in the facility. Being able to do what we want when we want is important to everyone regardless of age or where we live. However we may take for granted the many individual day to day decisions we make for ourselves that, in the regulated care setting, are dictated by policy, regulation and resource allocation decisions made by other people.

10. Bathe or shower as often as they want

	Always	Most of the time	Sometimes	Rarely	Never
IHA	15% (MFV: 5%)	23% (MFV: 12%)	14% (MFV: 13%)	15% (MFV: 21%)	33% (MFV: 49%)
FHA	15% (MFV: 6%)	21% (MFV: 12%)	11% (MFV: 13%)	13% (MFV: 21%)	41% (MFV: 48%)
VCHA	15% (MFV: 6%)	21% (MFV: 13%)	13% (MFV: 14%)	13% (MFV: 21%)	38% (MFV: 46%)
VIHA	16% (MFV: 7%)	22% (MFV: 13%)	12% (MFV: 13%)	14% (MFV: 19%)	37% (MFV: 48%)
NHA	18% (MFV: 6%)	25% (MFV: 11%)	11% (MFV: 13%)	9% (MFV: 19%)	37% (MFV: 50%)
BC	15% (MFV: 6%)	22% (MFV: 12%)	12% (MFV: 13%)	13% (MFV: 21%)	37% (MFV: 48%)

11. Bothered by noise

	Always	Most of the time	Sometimes	Rarely	Never
IHA	3% (MFV: 1%)	7% (MFV: 4%)	24% (MFV: 38%)	24% (MFV: 36%)	41% (MFV: 22%)
FHA	4% (MFV: 2%)	9% (MFV: 4%)	25% (MFV: 37%)	22% (MFV: 36%)	41% (MFV: 20%)
VCHA	6% (MFV: 3%)	8% (MFV: 5%)	27% (MFV: 35%)	27% (MFV: 38%)	32% (MFV: 18%)
VIHA	4% (MFV: 2%)	8% (MFV: 5%)	26% (MFV: 33%)	25% (MFV: 39%)	37% (MFV: 21%)
NHA	5% (MFV: 1%)	8% (MFV: 4%)	25% (MFV: 39%)	26% (MFV: 38%)	36% (MFV: 19%)
BC	4% (MFV: 2%)	8% (MFV: 4%)	25% (MFV: 36%)	24% (MFV: 37%)	38% (MFV: 20%)

12. Can be alone when they wish

	Always	Most of the time	Sometimes	Rarely	Never
IHA	28% (MFV: 38%)	41% (MFV: 44%)	23% (MFV: 11%)	5% (MFV: 4%)	3% (MFV: 4%)
FHA	30% (MFV: 36%)	37% (MFV: 41%)	24% (MFV: 13%)	5% (MFV: 6%)	3% (MFV: 4%)
VCHA	26% (MFV: 32%)	37% (MFV: 40%)	27% (MFV: 17%)	6% (MFV: 5%)	4% (MFV: 6%)
VIHA	28% (MFV: 36%)	40% (MFV: 43%)	23% (MFV: 12%)	6% (MFV: 5%)	3% (MFV: 5%)
NHA	30% (MFV: 35%)	43% (MFV: 48%)	21% (MFV: 11%)	3% (MFV: 3%)	3% (MFV: 4%)
BC	28% (MFV: 36%)	39% (MFV: 42%)	24% (MFV: 13%)	5% (MFV: 5%)	3% (MFV: 5%)

13. Can easily go outdoors

	Always	Most of the time	Sometimes	Rarely	Never
IHA	36% (MFV: 23%)	33% (MFV: 24%)	14% (MFV: 18%)	8% (MFV: 14%)	10% (MFV: 21%)
FHA	30% (MFV: 24%)	27% (MFV: 22%)	17% (MFV: 17%)	10% (MFV: 13%)	16% (MFV: 23%)
VCHA	31% (MFV: 25%)	27% (MFV: 23%)	17% (MFV: 17%)	11% (MFV: 14%)	15% (MFV: 21%)
VIHA	39% (MFV: 27%)	30% (MFV: 25%)	14% (MFV: 18%)	8% (MFV: 12%)	9% (MFV: 18%)
NHA	37% (MFV: 22%)	28% (MFV: 23%)	16% (MFV: 19%)	8% (MFV: 15%)	11% (MFV: 20%)
BC	34% (MFV: 25%)	29% (MFV: 23%)	16% (MFV: 18%)	9% (MFV: 13%)	13% (MFV: 21%)

14. Can go out on spur of the moment

	Always	Most of the time	Sometimes	Rarely	Never
IHA	23% (MFV: 15%)	31% (MFV: 28%)	17% (MFV: 16%)	13% (MFV: 15%)	16% (MFV: 26%)
FHA	22% (MFV: 14%)	27% (MFV: 28%)	16% (MFV: 16%)	14% (MFV: 16%)	21% (MFV: 25%)
VCHA	23% (MFV: 15%)	26% (MFV: 29%)	17% (MFV: 17%)	15% (MFV: 15%)	18% (MFV: 24%)
VIHA	25% (MFV: 16%)	30% (MFV: 27%)	17% (MFV: 17%)	12% (MFV: 15%)	16% (MFV: 25%)
NHA	25% (MFV: 13%)	32% (MFV: 31%)	13% (MFV: 14%)	11% (MFV: 17%)	19% (MFV: 26%)
BC	23% (MFV: 15%)	29% (MFV: 28%)	17% (MFV: 16%)	14% (MFV: 15%)	18% (MFV: 25%)

15. Control who comes into own room

	Always	Most of the time	Sometimes	Rarely	Never
IHA	31% (MFV: 13%)	39% (MFV: 30%)	14% (MFV: 15%)	8% (MFV: 15%)	8% (MFV: 26%)
FHA	30% (MFV: 12%)	33% (MFV: 28%)	15% (MFV: 15%)	9% (MFV: 17%)	12% (MFV: 29%)
VCHA	26% (MFV: 12%)	31% (MFV: 24%)	16% (MFV: 13%)	11% (MFV: 18%)	17% (MFV: 33%)
VIHA	31% (MFV: 12%)	37% (MFV: 30%)	14% (MFV: 14%)	7% (MFV: 17%)	10% (MFV: 27%)
NHA	35% (MFV: 17%)	35% (MFV: 27%)	12% (MFV: 17%)	6% (MFV: 13%)	11% (MFV: 26%)
BC	30% (MFV: 13%)	35% (MFV: 28%)	15% (MFV: 14%)	9% (MFV: 16%)	12% (MFV: 29%)

16. Decide how to spend time

	Always	Most of the time	Sometimes	Rarely	Never
IHA	33% (MFV: 26%)	48% (MFV: 50%)	14% (MFV: 11%)	3% (MFV: 7%)	2% (MFV: 6%)
FHA	32% (MFV: 24%)	45% (MFV: 46%)	15% (MFV: 14%)	4% (MFV: 7%)	3% (MFV: 8%)
VCHA	35% (MFV: 26%)	43% (MFV: 44%)	14% (MFV: 14%)	5% (MFV: 7%)	3% (MFV: 9%)
VIHA	36% (MFV: 27%)	48% (MFV: 47%)	12% (MFV: 12%)	3% (MFV: 7%)	1% (MFV: 7%)
NHA	36% (MFV: 23%)	46% (MFV: 47%)	13% (MFV: 15%)	4% (MFV: 9%)	2% (MFV: 7%)
BC	34% (MFV: 26%)	46% (MFV: 47%)	14% (MFV: 13%)	4% (MFV: 7%)	2% (MFV: 7%)

17. Decide when to get up

	Always	Most of the time	Sometimes	Rarely	Never
IHA	30% (MFV: 17%)	37% (MFV: 45%)	14% (MFV: 19%)	9% (MFV: 9%)	10% (MFV: 10%)
FHA	28% (MFV: 14%)	32% (MFV: 37%)	13% (MFV: 20%)	10% (MFV: 14%)	16% (MFV: 15%)
VCHA	30% (MFV: 15%)	29% (MFV: 38%)	13% (MFV: 17%)	11% (MFV: 15%)	17% (MFV: 15%)
VIHA	33% (MFV: 16%)	34% (MFV: 42%)	12% (MFV: 19%)	9% (MFV: 10%)	11% (MFV: 13%)
NHA	33% (MFV: 15%)	33% (MFV: 43%)	12% (MFV: 17%)	10% (MFV: 13%)	11% (MFV: 13%)
BC	31% (MFV: 15%)	33% (MFV: 40%)	13% (MFV: 19%)	10% (MFV: 12%)	14% (MFV: 13%)

18. Decide when to go to bed

	Always	Most of the time	Sometimes	Rarely	Never
IHA	42% (MFV: 23%)	39% (MFV: 44%)	11% (MFV: 17%)	5% (MFV: 8%)	4% (MFV: 8%)
FHA	41% (MFV: 18%)	35% (MFV: 39%)	11% (MFV: 19%)	5% (MFV: 11%)	8% (MFV: 12%)
VCHA	41% (MFV: 21%)	32% (MFV: 38%)	10% (MFV: 16%)	7% (MFV: 12%)	10% (MFV: 12%)
VIHA	44% (MFV: 21%)	36% (MFV: 42%)	9% (MFV: 16%)	5% (MFV: 10%)	5% (MFV: 11%)
NHA	45% (MFV: 19%)	34% (MFV: 41%)	11% (MFV: 20%)	4% (MFV: 11%)	6% (MFV: 10%)
BC	42% (MFV: 20%)	35% (MFV: 41%)	11% (MFV: 17%)	5% (MFV: 11%)	7% (MFV: 11%)

19. Decide which clothes to wear

	Always	Most of the time	Sometimes	Rarely	Never
IHA	53% (MFV: 18%)	30% (MFV: 30%)	9% (MFV: 20%)	5% (MFV: 14%)	3% (MFV: 17%)
FHA	50% (MFV: 18%)	28% (MFV: 28%)	11% (MFV: 22%)	6% (MFV: 13%)	6% (MFV: 19%)
VCHA	52% (MFV: 23%)	24% (MFV: 26%)	13% (MFV: 20%)	5% (MFV: 13%)	5% (MFV: 18%)
VIHA	55% (MFV: 21%)	29% (MFV: 29%)	9% (MFV: 20%)	4% (MFV: 13%)	3% (MFV: 17%)
NHA	54% (MFV: 21%)	29% (MFV: 28%)	9% (MFV: 20%)	3% (MFV: 15%)	5% (MFV: 16%)
BC	52% (MFV: 20%)	28% (MFV: 28%)	11% (MFV: 21%)	5% (MFV: 14%)	4% (MFV: 18%)

20. Feel possessions are safe

	Always	Most of the time	Sometimes	Rarely	Never
IHA	37% (MFV: 30%)	41% (MFV: 48%)	12% (MFV: 13%)	6% (MFV: 5%)	4% (MFV: 3%)
FHA	38% (MFV: 29%)	37% (MFV: 48%)	12% (MFV: 13%)	6% (MFV: 6%)	6% (MFV: 4%)
VCHA	36% (MFV: 32%)	40% (MFV: 45%)	12% (MFV: 13%)	5% (MFV: 6%)	6% (MFV: 4%)
VIHA	40% (MFV: 29%)	38% (MFV: 46%)	12% (MFV: 14%)	5% (MFV: 6%)	5% (MFV: 6%)
NHA	40% (MFV: 26%)	41% (MFV: 49%)	7% (MFV: 13%)	5% (MFV: 7%)	6% (MFV: 5%)
BC	38% (MFV: 30%)	39% (MFV: 47%)	12% (MFV: 13%)	6% (MFV: 6%)	5% (MFV: 4%)

21. Feel safe alone

	Always	Most of the time	Sometimes	Rarely	Never
IHA	51% (MFV: 43%)	38% (MFV: 46%)	8% (MFV: 9%)	2% (MFV: 1%)	2% (MFV: 1%)
FHA	51% (MFV: 42%)	35% (MFV: 47%)	9% (MFV: 9%)	3% (MFV: 1%)	2% (MFV: 1%)
VCHA	50% (MFV: 40%)	38% (MFV: 48%)	8% (MFV: 9%)	2% (MFV: 1%)	2% (MFV: 1%)
VIHA	56% (MFV: 43%)	34% (MFV: 47%)	7% (MFV: 7%)	3% (MFV: 2%)	1% (MFV: 1%)
NHA	55% (MFV: 36%)	33% (MFV: 52%)	8% (MFV: 9%)	2% (MFV: 2%)	2% (MFV: 1%)
BC	52% (MFV: 42%)	36% (MFV: 47%)	8% (MFV: 9%)	2% (MFV: 1%)	2% (MFV: 1%)

22. Privacy is respected during care

	Always	Most of the time	Sometimes	Rarely	Never
IHA	36% (MFV: 57%)	43% (MFV: 38%)	16% (MFV: 4%)	3% (MFV: 1%)	2% (MFV: 0%)
FHA	39% (MFV: 55%)	40% (MFV: 40%)	15% (MFV: 5%)	4% (MFV: 0%)	2% (MFV: 0%)
VCHA	32% (MFV: 49%)	41% (MFV: 42%)	20% (MFV: 7%)	4% (MFV: 1%)	3% (MFV: 1%)
VIHA	37% (MFV: 55%)	45% (MFV: 39%)	13% (MFV: 5%)	3% (MFV: 1%)	2% (MFV: 0%)
NHA	39% (MFV: 52%)	41% (MFV: 42%)	13% (MFV: 5%)	5% (MFV: 0%)	3% (MFV: 0%)
BC	36% (MFV: 54%)	42% (MFV: 40%)	16% (MFV: 5%)	4% (MFV: 1%)	2% (MFV: 0%)

Most Frequent Visitor-only Questions

23. Can find place to visit with my family member

	Always	Most of the time	Sometimes	Rarely	Never
IHA	63%	27%	6%	2%	2%
FHA	62%	25%	7%	4%	2%
VCHA	51%	30%	10%	6%	3%
VIHA	59%	28%	8%	3%	2%
NHA	60%	30%	6%	2%	3%
BC	59%	27%	8%	4%	2%

Observations

This section produced one of the highest negative scores of the survey with 37% of respondents stating that they “never” get a bath or shower as often as they want and a further 13% stating they “rarely” get a bath or shower as often as they want for a total of 50% never or rarely getting bathed as often as they want, and this increases to 62% when we add those who only “sometimes” get to bathe or shower as often as they want.

Some residents feel access to the outdoors and spontaneous outings are limited which could be attributed to building design and potential limitations of the individual resident.

Residents feel more freedom about when they can go to bed versus when they can get up. This may link to the morning routines which are based on common waking times tied to a common breakfast time, which are both tied to higher staffing levels in the morning than at other times of the day.

On a more positive note, residents feel overwhelmingly that they and their possessions are safe. The majority feel they get to choose what to wear, when to go to bed and can be alone when they wish.

Again as in the previous section we see some significant differences in the perceptions of the most frequent visitor and their loved one. Generally speaking, for this section, MFVs expressed lower ratings than the resident, while in the quality section, they generally expressed higher ratings.

Social Life

Social engagement is increasingly being recognized as a significant predictor of health status in later years. Being connected to other people and feeling valued is a goal everyone hopes to achieve regardless of their age. How well we achieve this in a care setting has not been fully explored. In the survey we asked 14 questions designed to give an overall sense of the social connectedness of residents and insight into specific areas where that connection was better or worse.

24. Another resident is a close friend

	Always	Most of the time	Sometimes	Rarely	Never
IHA	15% (MFV: 6%)	21% (MFV: 11%)	22% (MFV: 22%)	16% (MFV: 25%)	26% (MFV: 35%)
FHA	15% (MFV: 6%)	17% (MFV: 11%)	20% (MFV: 21%)	15% (MFV: 25%)	33% (MFV: 37%)
VCHA	14% (MFV: 6%)	14% (MFV: 12%)	20% (MFV: 21%)	21% (MFV: 24%)	30% (MFV: 37%)
VIHA	13% (MFV: 6%)	19% (MFV: 12%)	21% (MFV: 20%)	15% (MFV: 24%)	31% (MFV: 39%)
NHA	20% (MFV: 8%)	20% (MFV: 12%)	22% (MFV: 27%)	13% (MFV: 23%)	24% (MFV: 30%)
BC	15% (MFV: 6%)	18% (MFV: 12%)	21% (MFV: 21%)	16% (MFV: 24%)	30% (MFV: 37%)

25. Can explore new skills/interests

	Always	Most of the time	Sometimes	Rarely	Never
IHA	14% (MFV: 13%)	22% (MFV: 20%)	26% (MFV: 30%)	19% (MFV: 22%)	19% (MFV: 15%)
FHA	12% (MFV: 16%)	19% (MFV: 23%)	27% (MFV: 29%)	19% (MFV: 20%)	22% (MFV: 12%)
VCHA	10% (MFV: 12%)	19% (MFV: 22%)	29% (MFV: 30%)	19% (MFV: 21%)	23% (MFV: 15%)
VIHA	14% (MFV: 16%)	22% (MFV: 21%)	27% (MFV: 30%)	17% (MFV: 19%)	19% (MFV: 14%)
NHA	15% (MFV: 15%)	22% (MFV: 22%)	26% (MFV: 29%)	16% (MFV: 20%)	21% (MFV: 14%)
BC	13% (MFV: 14%)	20% (MFV: 22%)	27% (MFV: 29%)	19% (MFV: 21%)	21% (MFV: 14%)

26. Can participate in religious activities

	Always	Most of the time	Sometimes	Rarely	Never
IHA	32% (MFV: 40%)	29% (MFV: 28%)	19% (MFV: 16%)	7% (MFV: 6%)	13% (MFV: 9%)
FHA	32% (MFV: 42%)	24% (MFV: 24%)	21% (MFV: 16%)	8% (MFV: 7%)	15% (MFV: 10%)
VCHA	28% (MFV: 34%)	22% (MFV: 26%)	22% (MFV: 18%)	10% (MFV: 9%)	18% (MFV: 12%)
VIHA	35% (MFV: 41%)	26% (MFV: 25%)	19% (MFV: 15%)	7% (MFV: 7%)	13% (MFV: 12%)
NHA	34% (MFV: 45%)	25% (MFV: 30%)	22% (MFV: 13%)	8% (MFV: 4%)	12% (MFV: 9%)
BC	32% (MFV: 40%)	25% (MFV: 26%)	20% (MFV: 16%)	8% (MFV: 7%)	15% (MFV: 11%)

27. Can spend time with like-minded residents

	Always	Most of the time	Sometimes	Rarely	Never
IHA	18% (MFV: 24%)	30% (MFV: 33%)	29% (MFV: 25%)	13% (MFV: 13%)	10% (MFV: 6%)
FHA	17% (MFV: 26%)	27% (MFV: 32%)	28% (MFV: 24%)	16% (MFV: 12%)	13% (MFV: 6%)
VCHA	16% (MFV: 20%)	23% (MFV: 30%)	29% (MFV: 27%)	17% (MFV: 15%)	14% (MFV: 8%)
VIHA	20% (MFV: 27%)	29% (MFV: 31%)	26% (MFV: 22%)	15% (MFV: 12%)	10% (MFV: 7%)
NHA	19% (MFV: 28%)	31% (MFV: 35%)	30% (MFV: 23%)	11% (MFV: 9%)	9% (MFV: 5%)
BC	18% (MFV: 24%)	27% (MFV: 32%)	28% (MFV: 24%)	15% (MFV: 13%)	12% (MFV: 7%)

28. Care home feels like home

	Always	Most of the time	Sometimes	Rarely	Never
IHA	25% (MFV: 30%)	35% (MFV: 38%)	18% (MFV: 17%)	8% (MFV: 9%)	15% (MFV: 7%)
FHA	25% (MFV: 31%)	31% (MFV: 39%)	18% (MFV: 17%)	8% (MFV: 7%)	18% (MFV: 6%)
VCHA	23% (MFV: 31%)	33% (MFV: 37%)	18% (MFV: 17%)	10% (MFV: 9%)	16% (MFV: 7%)
VIHA	24% (MFV: 30%)	34% (MFV: 37%)	18% (MFV: 18%)	9% (MFV: 8%)	14% (MFV: 7%)
NHA	26% (MFV: 25%)	35% (MFV: 39%)	16% (MFV: 19%)	7% (MFV: 10%)	17% (MFV: 8%)
BC	24% (MFV: 30%)	33% (MFV: 38%)	18% (MFV: 17%)	8% (MFV: 8%)	16% (MFV: 7%)

29. Easy to make friends in care home

	Always	Most of the time	Sometimes	Rarely	Never
IHA	18% (MFV: 8%)	36% (MFV: 23%)	24% (MFV: 30%)	14% (MFV: 25%)	9% (MFV: 15%)
FHA	18% (MFV: 9%)	31% (MFV: 22%)	26% (MFV: 29%)	13% (MFV: 24%)	12% (MFV: 16%)
VCHA	15% (MFV: 8%)	24% (MFV: 21%)	25% (MFV: 30%)	20% (MFV: 24%)	16% (MFV: 17%)
VIHA	18% (MFV: 9%)	34% (MFV: 22%)	24% (MFV: 29%)	14% (MFV: 24%)	9% (MFV: 16%)
NHA	19% (MFV: 10%)	35% (MFV: 25%)	28% (MFV: 28%)	11% (MFV: 25%)	8% (MFV: 12%)
BC	18% (MFV: 8%)	32% (MFV: 22%)	25% (MFV: 29%)	15% (MFV: 24%)	11% (MFV: 16%)

30. Enjoyable things to do in evening in this care home

	Always	Most of the time	Sometimes	Rarely	Never
IHA	10% (MFV: 6%)	24% (MFV: 20%)	30% (MFV: 31%)	20% (MFV: 28%)	16% (MFV: 15%)
FHA	11% (MFV: 8%)	21% (MFV: 20%)	26% (MFV: 33%)	20% (MFV: 26%)	21% (MFV: 13%)
VCHA	9% (MFV: 7%)	21% (MFV: 20%)	30% (MFV: 31%)	21% (MFV: 29%)	19% (MFV: 14%)
VIHA	13% (MFV: 8%)	26% (MFV: 20%)	27% (MFV: 28%)	18% (MFV: 28%)	16% (MFV: 16%)
NHA	13% (MFV: 9%)	23% (MFV: 21%)	27% (MFV: 31%)	20% (MFV: 25%)	17% (MFV: 14%)
BC	11% (MFV: 7%)	23% (MFV: 20%)	28% (MFV: 31%)	20% (MFV: 28%)	18% (MFV: 14%)

31. Enjoyable things to do on weekends in this care home

	Always	Most of the time	Sometimes	Rarely	Never
IHA	10% (MFV: 9%)	28% (MFV: 28%)	28% (MFV: 31%)	17% (MFV: 21%)	17% (MFV: 11%)
FHA	11% (MFV: 11%)	24% (MFV: 31%)	28% (MFV: 31%)	19% (MFV: 20%)	19% (MFV: 8%)
VCHA	10% (MFV: 10%)	22% (MFV: 29%)	30% (MFV: 33%)	20% (MFV: 19%)	18% (MFV: 9%)
VIHA	14% (MFV: 11%)	27% (MFV: 28%)	26% (MFV: 31%)	17% (MFV: 19%)	16% (MFV: 11%)
NHA	12% (MFV: 11%)	27% (MFV: 24%)	26% (MFV: 34%)	17% (MFV: 19%)	17% (MFV: 13%)
BC	11% (MFV: 10%)	25% (MFV: 29%)	28% (MFV: 31%)	18% (MFV: 20%)	18% (MFV: 10%)

32. Friends/family can visit when they choose

	Always	Most of the time	Sometimes	Rarely	Never
IHA	69%	24%	5%	1%	1%
FHA	67%	24%	6%	2%	1%
VCHA	58%	28%	8%	3%	3%
VIHA	69%	23%	5%	2%	1%
NHA	69%	20%	8%	1%	2%
BC	66%	24%	6%	2%	2%

33. Have opportunities for affection/romance

	Always	Most of the time	Sometimes	Rarely	Never
IHA	8% (MFV: 3%)	9% (MFV: 8%)	15% (MFV: 16%)	13% (MFV: 21%)	56% (MFV: 52%)
FHA	6% (MFV: 4%)	7% (MFV: 6%)	13% (MFV: 15%)	15% (MFV: 20%)	59% (MFV: 55%)
VCHA	5% (MFV: 3%)	6% (MFV: 5%)	15% (MFV: 13%)	16% (MFV: 23%)	59% (MFV: 56%)
VIHA	8% (MFV: 4%)	9% (MFV: 7%)	14% (MFV: 16%)	16% (MFV: 21%)	53% (MFV: 52%)
NHA	6% (MFV: 4%)	9% (MFV: 5%)	15% (MFV: 18%)	10% (MFV: 17%)	60% (MFV: 57%)
BC	7% (MFV: 3%)	8% (MFV: 7%)	14% (MFV: 15%)	15% (MFV: 21%)	57% (MFV: 54%)

34. Participated in meaningful activities in past week

	Always	Most of the time	Sometimes	Rarely	Never
IHA	12% (MFV: 11%)	25% (MFV: 24%)	29% (MFV: 32%)	15% (MFV: 20%)	19% (MFV: 13%)
FHA	12% (MFV: 14%)	24% (MFV: 25%)	27% (MFV: 31%)	16% (MFV: 18%)	21% (MFV: 12%)
VCHA	13% (MFV: 11%)	22% (MFV: 25%)	29% (MFV: 31%)	16% (MFV: 19%)	20% (MFV: 14%)
VIHA	11% (MFV: 12%)	26% (MFV: 25%)	28% (MFV: 30%)	15% (MFV: 19%)	20% (MFV: 14%)
NHA	13% (MFV: 10%)	22% (MFV: 25%)	26% (MFV: 33%)	17% (MFV: 19%)	22% (MFV: 14%)
BC	12% (MFV: 12%)	24% (MFV: 25%)	28% (MFV: 31%)	16% (MFV: 19%)	20% (MFV: 13%)

35. People ask resident for help/advice

	Always	Most of the time	Sometimes	Rarely	Never
IHA	6% (MFV: 1%)	11% (MFV: 3%)	35% (MFV: 21%)	21% (MFV: 29%)	27% (MFV: 46%)
FHA	6% (MFV: 2%)	10% (MFV: 3%)	31% (MFV: 21%)	20% (MFV: 27%)	33% (MFV: 47%)
VCHA	6% (MFV: 2%)	9% (MFV: 4%)	33% (MFV: 21%)	23% (MFV: 29%)	29% (MFV: 45%)
VIHA	6% (MFV: 2%)	12% (MFV: 4%)	32% (MFV: 21%)	20% (MFV: 29%)	30% (MFV: 45%)
NHA	5% (MFV: 1%)	14% (MFV: 4%)	36% (MFV: 23%)	18% (MFV: 28%)	28% (MFV: 43%)
BC	6% (MFV: 2%)	11% (MFV: 3%)	33% (MFV: 21%)	21% (MFV: 28%)	30% (MFV: 46%)

36. People to do things with

	Always	Most of the time	Sometimes	Rarely	Never
IHA	10% (MFV: 4%)	19% (MFV: 13%)	29% (MFV: 31%)	19% (MFV: 28%)	23% (MFV: 24%)
FHA	10% (MFV: 4%)	17% (MFV: 13%)	28% (MFV: 29%)	17% (MFV: 29%)	28% (MFV: 26%)
VCHA	9% (MFV: 4%)	14% (MFV: 12%)	26% (MFV: 29%)	23% (MFV: 27%)	29% (MFV: 27%)
VIHA	10% (MFV: 5%)	18% (MFV: 12%)	27% (MFV: 30%)	18% (MFV: 27%)	26% (MFV: 26%)
NHA	12% (MFV: 5%)	20% (MFV: 15%)	28% (MFV: 34%)	19% (MFV: 28%)	21% (MFV: 19%)
BC	10% (MFV: 5%)	17% (MFV: 12%)	28% (MFV: 30%)	19% (MFV: 28%)	26% (MFV: 25%)

37. Treated with respect by other residents in care home

	Always	Most of the time	Sometimes	Rarely	Never
IHA	33%	47%	15%	3%	2%
FHA	37%	41%	15%	3%	3%
VCHA	30%	40%	21%	5%	4%
VIHA	36%	45%	14%	3%	2%
NHA	40%	40%	16%	3%	1%
BC	34%	43%	16%	4%	3%

Observations

Almost all the questions in this section failed to produce a majority of residents providing the positive answer of “always” or “most of the time.”

While some residents clearly do feel engaged, the majority appear to feel they don't have many friends and like-minded people they can enjoy activities with and they don't see themselves as engaging with the care home community. There appears to be a lack of activities in the evenings and on the weekends, and not all the activities offered during the week are meaningful.

Part of the reason for lower positive ratings in this section could be attributed to the challenges of our current complex care system where we combine residents of very different physical and cognitive abilities, backgrounds and languages into one facility. The 43% of residents who responded to the survey generally have higher levels of physical and cognitive functioning than the 57% who did not answer the survey, yet many of them dine together and have the same calendar of activities.

With just over half (57%) of residents stating that the facility felt like home all or most of the time, combined with the overall lower scores in this section, there is an indication that this is an area that needs improvement.

On a positive note, residents feel overwhelmingly positive that the facility creates an environment where friends and relatives are welcome to visit at any time. Residents also strongly feel they are treated with respect by the other residents.

As with the previous sections there were sometimes significant discrepancies between the perceptions of the resident and the family member but it was more evenly distributed in terms of negative and positive response differences.

Staff Responsiveness

There is a diversity of physical needs in care homes. Some residents require little or no physical assistance to undertake any activity and the function of staff is mainly to monitor for wandering while others require total care and staff are required to assist them with all of their activities of daily living including intimate personal care. The availability of staff to respond when needed, their technical and emotional skills play a large part in how residents experience day to day life. This set of questions is designed to test residents and MFV perceptions on the responsiveness of staff in meeting residents' needs.

38. Can express opinions

	Always	Most of the time	Sometimes	Rarely	Never
IHA	38% (MFV: 53%)	39% (MFV: 31%)	14% (MFV: 9%)	6% (MFV: 3%)	3% (MFV: 4%)
FHA	40% (MFV: 55%)	35% (MFV: 29%)	15% (MFV: 9%)	6% (MFV: 2%)	5% (MFV: 5%)
VCHA	36% (MFV: 49%)	33% (MFV: 31%)	19% (MFV: 11%)	6% (MFV: 5%)	7% (MFV: 5%)
VIHA	43% (MFV: 56%)	35% (MFV: 29%)	12% (MFV: 9%)	5% (MFV: 3%)	4% (MFV: 3%)
NHA	44% (MFV: 44%)	32% (MFV: 38%)	14% (MFV: 9%)	6% (MFV: 5%)	4% (MFV: 3%)
BC	39% (MFV: 53%)	35% (MFV: 30%)	15% (MFV: 9%)	6% (MFV: 4%)	5% (MFV: 4%)

39. Can get health services needed

	Always	Most of the time	Sometimes	Rarely	Never
IHA	36% (MFV: 49%)	45% (MFV: 39%)	13% (MFV: 9%)	4% (MFV: 3%)	2% (MFV: 0%)
FHA	37% (MFV: 51%)	42% (MFV: 37%)	14% (MFV: 10%)	5% (MFV: 2%)	2% (MFV: 1%)
VCHA	33% (MFV: 46%)	43% (MFV: 40%)	15% (MFV: 12%)	5% (MFV: 2%)	3% (MFV: 0%)
VIHA	41% (MFV: 50%)	41% (MFV: 39%)	12% (MFV: 8%)	4% (MFV: 2%)	2% (MFV: 0%)
NHA	44% (MFV: 42%)	35% (MFV: 41%)	11% (MFV: 14%)	7% (MFV: 2%)	3% (MFV: 1%)
BC	37% (MFV: 49%)	42% (MFV: 39%)	14% (MFV: 10%)	5% (MFV: 2%)	2% (MFV: 0%)

40. Get help to toilet when needed

	Always	Most of the time	Sometimes	Rarely	Never
IHA	44%	34%	13%	3%	5%
FHA	41%	32%	15%	6%	6%
VCHA	37%	34%	16%	6%	8%
VIHA	46%	32%	14%	5%	3%
NHA	47%	31%	9%	6%	7%
BC	42%	33%	14%	5%	6%

41. Get services needed

	Always	Most of the time	Sometimes	Rarely	Never
IHA	31% (MFV: 37%)	51% (MFV: 50%)	14% (MFV: 10%)	3% (MFV: 2%)	1% (MFV: 0%)
FHA	33% (MFV: 38%)	46% (MFV: 50%)	15% (MFV: 10%)	4% (MFV: 2%)	2% (MFV: 0%)
VCHA	28% (MFV: 34%)	49% (MFV: 51%)	16% (MFV: 13%)	5% (MFV: 2%)	2% (MFV: 0%)
VIHA	34% (MFV: 37%)	49% (MFV: 51%)	13% (MFV: 10%)	3% (MFV: 3%)	1% (MFV: 0%)
NHA	39% (MFV: 30%)	45% (MFV: 55%)	13% (MFV: 11%)	2% (MFV: 4%)	1% (MFV: 0%)
BC	32% (MFV: 36%)	48% (MFV: 51%)	15% (MFV: 11%)	4% (MFV: 2%)	2% (MFV: 0%)

42. If needed can get help right away

	Always	Most of the time	Sometimes	Rarely	Never
IHA	31% (MFV: 29%)	46% (MFV: 47%)	16% (MFV: 17%)	5% (MFV: 5%)	1% (MFV: 1%)
FHA	31% (MFV: 28%)	40% (MFV: 46%)	19% (MFV: 20%)	6% (MFV: 6%)	3% (MFV: 1%)
VCHA	28% (MFV: 26%)	40% (MFV: 47%)	23% (MFV: 21%)	7% (MFV: 5%)	3% (MFV: 1%)
VIHA	34% (MFV: 29%)	43% (MFV: 45%)	16% (MFV: 19%)	5% (MFV: 6%)	2% (MFV: 1%)
NHA	34% (MFV: 22%)	41% (MFV: 44%)	18% (MFV: 22%)	6% (MFV: 9%)	1% (MFV: 2%)
BC	31% (MFV: 28%)	42% (MFV: 46%)	18% (MFV: 19%)	6% (MFV: 6%)	2% (MFV: 1%)

43. Staff act on resident suggestions

	Always	Most of the time	Sometimes	Rarely	Never
IHA	18% (MFV: 20%)	37% (MFV: 46%)	30% (MFV: 24%)	9% (MFV: 6%)	6% (MFV: 3%)
FHA	17% (MFV: 22%)	34% (MFV: 46%)	33% (MFV: 25%)	10% (MFV: 5%)	7% (MFV: 3%)
VCHA	16% (MFV: 22%)	32% (MFV: 43%)	35% (MFV: 27%)	10% (MFV: 6%)	7% (MFV: 2%)
VIHA	16% (MFV: 21%)	40% (MFV: 46%)	31% (MFV: 25%)	9% (MFV: 6%)	5% (MFV: 3%)
NHA	19% (MFV: 17%)	35% (MFV: 43%)	32% (MFV: 29%)	8% (MFV: 6%)	6% (MFV: 4%)
BC	17% (MFV: 21%)	36% (MFV: 45%)	32% (MFV: 25%)	9% (MFV: 6%)	6% (MFV: 3%)

44. Staff know what they are doing

	Always	Most of the time	Sometimes	Rarely	Never
IHA	35% (MFV: 44%)	51% (MFV: 44%)	12% (MFV: 10%)	2% (MFV: 2%)	0% (MFV: 0%)
FHA	36% (MFV: 44%)	46% (MFV: 45%)	13% (MFV: 9%)	3% (MFV: 1%)	1% (MFV: 0%)
VCHA	32% (MFV: 40%)	47% (MFV: 47%)	16% (MFV: 11%)	3% (MFV: 1%)	1% (MFV: 0%)
VIHA	42% (MFV: 44%)	43% (MFV: 44%)	12% (MFV: 10%)	3% (MFV: 2%)	1% (MFV: 0%)
NHA	39% (MFV: 37%)	42% (MFV: 46%)	15% (MFV: 15%)	2% (MFV: 1%)	1% (MFV: 0%)
BC	37% (MFV: 43%)	46% (MFV: 45%)	13% (MFV: 10%)	3% (MFV: 1%)	1% (MFV: 0%)

45. Staff pay attention to residents

	Always	Most of the time	Sometimes	Rarely	Never
IHA	31% (MFV: 40%)	48% (MFV: 48%)	16% (MFV: 11%)	3% (MFV: 1%)	1% (MFV: 0%)
FHA	29% (MFV: 40%)	47% (MFV: 48%)	18% (MFV: 11%)	4% (MFV: 1%)	2% (MFV: 0%)
VCHA	26% (MFV: 36%)	42% (MFV: 48%)	24% (MFV: 14%)	5% (MFV: 1%)	2% (MFV: 0%)
VIHA	32% (MFV: 42%)	48% (MFV: 46%)	16% (MFV: 11%)	3% (MFV: 1%)	1% (MFV: 0%)
NHA	29% (MFV: 30%)	47% (MFV: 53%)	15% (MFV: 15%)	6% (MFV: 2%)	2% (MFV: 1%)
BC	30% (MFV: 39%)	47% (MFV: 48%)	18% (MFV: 12%)	4% (MFV: 1%)	2% (MFV: 0%)

46. Staff respect likes/dislikes of residents

	Always	Most of the time	Sometimes	Rarely	Never
IHA	33% (MFV: 42%)	49% (MFV: 47%)	14% (MFV: 9%)	3% (MFV: 2%)	1% (MFV: 0%)
FHA	30% (MFV: 44%)	47% (MFV: 46%)	17% (MFV: 8%)	4% (MFV: 1%)	2% (MFV: 0%)
VCHA	28% (MFV: 40%)	40% (MFV: 46%)	23% (MFV: 12%)	5% (MFV: 1%)	3% (MFV: 1%)
VIHA	34% (MFV: 46%)	48% (MFV: 43%)	13% (MFV: 10%)	3% (MFV: 1%)	1% (MFV: 0%)
NHA	34% (MFV: 33%)	43% (MFV: 52%)	18% (MFV: 11%)	3% (MFV: 3%)	2% (MFV: 1%)
BC	32% (MFV: 43%)	46% (MFV: 46%)	17% (MFV: 10%)	4% (MFV: 1%)	2% (MFV: 0%)

47. Staff respond quickly

	Always	Most of the time	Sometimes	Rarely	Never
IHA	30% (MFV: 29%)	46% (MFV: 51%)	18% (MFV: 15%)	4% (MFV: 4%)	2% (MFV: 1%)
FHA	25% (MFV: 28%)	43% (MFV: 51%)	22% (MFV: 16%)	6% (MFV: 3%)	3% (MFV: 1%)
VCHA	26% (MFV: 27%)	40% (MFV: 51%)	25% (MFV: 17%)	6% (MFV: 4%)	3% (MFV: 1%)
VIHA	30% (MFV: 31%)	45% (MFV: 50%)	18% (MFV: 14%)	5% (MFV: 4%)	2% (MFV: 1%)
NHA	30% (MFV: 25%)	46% (MFV: 50%)	18% (MFV: 18%)	4% (MFV: 6%)	2% (MFV: 1%)
BC	28% (MFV: 29%)	44% (MFV: 51%)	21% (MFV: 16%)	5% (MFV: 4%)	2% (MFV: 1%)

48 Treated with respect by staff

	Always	Most of the time	Sometimes	Rarely	Never
IHA	50% (MFV: 62%)	39% (MFV: 32%)	7% (MFV: 5%)	2% (MFV: 1%)	1% (MFV: 0%)
FHA	47% (MFV: 64%)	39% (MFV: 32%)	10% (MFV: 4%)	3% (MFV: 0%)	1% (MFV: 0%)
VCHA	43% (MFV: 57%)	37% (MFV: 35%)	15% (MFV: 7%)	3% (MFV: 1%)	2% (MFV: 0%)
VIHA	53% (MFV: 63%)	37% (MFV: 32%)	7% (MFV: 5%)	2% (MFV: 1%)	1% (MFV: 0%)
NHA	53% (MFV: 51%)	32% (MFV: 41%)	11% (MFV: 7%)	2% (MFV: 0%)	1% (MFV: 1%)
BC	48% (MFV: 61%)	38% (MFV: 33%)	10% (MFV: 5%)	2% (MFV: 1%)	1% (MFV: 0%)

Most Frequent Visitor-only Questions

49. Family member/MFV can express opinions without fear

	Always	Most of the time	Sometimes	Rarely	Never
IHA	70%	20%	6%	2%	2%
FHA	72%	20%	5%	2%	1%
VCHA	66%	22%	8%	2%	2%
VIHA	71%	21%	5%	2%	1%
NHA	62%	26%	8%	2%	3%
BC	70%	21%	6%	2%	1%

50. Have seen residents behave aggressively in the home

	No	Yes
IHA	57%	43%
FHA	48%	52%
VCHA	51%	49%
VIHA	59%	41%
NHA	56%	44%
BC	54%	46%

51. Staff handle aggressive behaviour appropriately

	Always	Most of the time	Sometimes	Rarely	Never
IHA	53%	35%	11%	2%	0%
FHA	54%	37%	8%	1%	1%
VCHA	49%	37%	11%	1%	1%
VIHA	54%	36%	9%	1%	0%
NHA	43%	41%	12%	3%	1%
BC	52%	36%	10%	1%	0%

Observations

Overwhelmingly, residents feel that staff treat them with respect and for the most part they have the necessary skills for the job. There are areas however where the timeliness of the staff to respond could be improved. While it may sound high to say that 75% of residents can get helped to the toilet in time, 25% or 1 in 4 are not reliably helped to the toilet on time. This same sentiment is expressed through a series of other questions dealing with the issue of timeliness and there is a fairly consistent response from over 20% - 25% of residents that they are made to wait too long for a variety of their needs to be met.

It was reassuring to see the very strong feeling that residents can express their opinions freely, however elsewhere in the survey we find that they actually do not let staff know when they are unhappy about things as much as they could/should.

Again in this section we see a divergence between the resident and the most frequent visitor, but here the MFV is generally skewing to more positive results. While 46% of visitors reported seeing a resident act aggressively, it is reassuring to see that 88% believe the staff responded appropriately all or most of the time.

Caring Staff

In addition to the skills and responsiveness of staff it is important for residents to believe that staff actually care about their health, well-being and happiness. Developing relationships with staff builds the foundation upon which critical connections can be made that will create the engagement between staff and residents that is necessary to have a positive impact on residents. These questions are designed to help give an overall picture of the level of engagement between residents and staff.

52. Care helps residents live life as wanted

	Always	Most of the time	Sometimes	Rarely	Never
IHA	29% (MFV: 31%)	46% (MFV: 46%)	15% (MFV: 15%)	5% (MFV: 5%)	4% (MFV: 3%)
FHA	28% (MFV: 32%)	45% (MFV: 47%)	15% (MFV: 14%)	7% (MFV: 5%)	5% (MFV: 2%)
VCHA	27% (MFV: 29%)	44% (MFV: 47%)	17% (MFV: 16%)	7% (MFV: 5%)	5% (MFV: 3%)
VIHA	31% (MFV: 32%)	46% (MFV: 45%)	13% (MFV: 15%)	7% (MFV: 6%)	4% (MFV: 2%)
NHA	30% (MFV: 26%)	41% (MFV: 50%)	19% (MFV: 17%)	6% (MFV: 5%)	5% (MFV: 2%)
BC	29% (MFV: 31%)	45% (MFV: 46%)	15% (MFV: 15%)	6% (MFV: 5%)	5% (MFV: 3%)

53. Have same care aide most weekdays

	Always	Most of the time	Sometimes	Rarely	Never
IHA	13% (MFV: 8%)	39% (MFV: 42%)	26% (MFV: 34%)	15% (MFV: 13%)	7% (MFV: 3%)
FHA	15% (MFV: 11%)	39% (MFV: 47%)	23% (MFV: 29%)	16% (MFV: 10%)	8% (MFV: 3%)
VCHA	13% (MFV: 10%)	34% (MFV: 47%)	23% (MFV: 29%)	16% (MFV: 11%)	13% (MFV: 3%)
VIHA	12% (MFV: 7%)	38% (MFV: 43%)	25% (MFV: 32%)	16% (MFV: 13%)	9% (MFV: 4%)
NHA	13% (MFV: 8%)	36% (MFV: 30%)	25% (MFV: 33%)	18% (MFV: 21%)	8% (MFV: 9%)
BC	13% (MFV: 9%)	38% (MFV: 44%)	24% (MFV: 31%)	16% (MFV: 12%)	9% (MFV: 4%)

54. Have special relationship with staff

	Always	Most of the time	Sometimes	Rarely	Never
IHA	16% (MFV: 19%)	25% (MFV: 30%)	21% (MFV: 31%)	13% (MFV: 12%)	24% (MFV: 7%)
FHA	16% (MFV: 19%)	22% (MFV: 29%)	19% (MFV: 30%)	13% (MFV: 14%)	31% (MFV: 9%)
VCHA	11% (MFV: 16%)	18% (MFV: 29%)	20% (MFV: 31%)	20% (MFV: 14%)	30% (MFV: 10%)
VIHA	15% (MFV: 18%)	22% (MFV: 29%)	22% (MFV: 31%)	13% (MFV: 15%)	27% (MFV: 8%)
NHA	20% (MFV: 14%)	23% (MFV: 31%)	18% (MFV: 30%)	13% (MFV: 17%)	26% (MFV: 8%)
BC	15% (MFV: 18%)	22% (MFV: 29%)	20% (MFV: 30%)	15% (MFV: 14%)	28% (MFV: 8%)

55. Residents have a staff member they consider a friend

	Always	Most of the time	Sometimes	Rarely	Never
IHA	29% (MFV: 26%)	35% (MFV: 39%)	22% (MFV: 24%)	7% (MFV: 7%)	7% (MFV: 4%)
FHA	25% (MFV: 25%)	30% (MFV: 36%)	23% (MFV: 25%)	8% (MFV: 9%)	14% (MFV: 5%)
VCHA	21% (MFV: 22%)	26% (MFV: 35%)	22% (MFV: 28%)	16% (MFV: 10%)	15% (MFV: 6%)
VIHA	27% (MFV: 25%)	35% (MFV: 38%)	23% (MFV: 24%)	7% (MFV: 9%)	8% (MFV: 4%)
NHA	33% (MFV: 21%)	34% (MFV: 40%)	17% (MFV: 26%)	7% (MFV: 10%)	8% (MFV: 3%)
BC	26% (MFV: 25%)	32% (MFV: 37%)	22% (MFV: 25%)	9% (MFV: 9%)	11% (MFV: 5%)

56. Staff ask how to meet resident needs

	Always	Most of the time	Sometimes	Rarely	Never
IHA	19% (MFV: 21%)	33% (MFV: 42%)	25% (MFV: 24%)	11% (MFV: 10%)	11% (MFV: 3%)
FHA	17% (MFV: 20%)	29% (MFV: 41%)	26% (MFV: 26%)	13% (MFV: 10%)	15% (MFV: 4%)
VCHA	13% (MFV: 18%)	26% (MFV: 38%)	30% (MFV: 29%)	15% (MFV: 11%)	16% (MFV: 4%)
VIHA	19% (MFV: 22%)	34% (MFV: 41%)	26% (MFV: 24%)	11% (MFV: 9%)	10% (MFV: 3%)
NHA	20% (MFV: 16%)	33% (MFV: 40%)	23% (MFV: 30%)	12% (MFV: 11%)	11% (MFV: 3%)
BC	17% (MFV: 20%)	31% (MFV: 41%)	27% (MFV: 26%)	13% (MFV: 10%)	13% (MFV: 3%)

57. Staff have enough time for residents

	Always	Most of the time	Sometimes	Rarely	Never
IHA	22% (MFV: 14%)	46% (MFV: 46%)	21% (MFV: 25%)	8% (MFV: 11%)	3% (MFV: 4%)
FHA	24% (MFV: 16%)	41% (MFV: 47%)	22% (MFV: 24%)	10% (MFV: 11%)	4% (MFV: 2%)
VCHA	22% (MFV: 15%)	37% (MFV: 45%)	25% (MFV: 27%)	10% (MFV: 11%)	5% (MFV: 3%)
VIHA	25% (MFV: 15%)	46% (MFV: 46%)	19% (MFV: 26%)	7% (MFV: 10%)	2% (MFV: 4%)
NHA	23% (MFV: 13%)	44% (MFV: 44%)	20% (MFV: 26%)	9% (MFV: 13%)	4% (MFV: 4%)
BC	23% (MFV: 15%)	43% (MFV: 46%)	21% (MFV: 25%)	9% (MFV: 11%)	4% (MFV: 3%)

58. Staff know life story of resident

	Always	Most of the time	Sometimes	Rarely	Never
IHA	10% (MFV: 12%)	26% (MFV: 39%)	29% (MFV: 36%)	17% (MFV: 11%)	17% (MFV: 2%)
FHA	12% (MFV: 12%)	22% (MFV: 38%)	25% (MFV: 33%)	16% (MFV: 13%)	26% (MFV: 4%)
VCHA	9% (MFV: 10%)	18% (MFV: 37%)	26% (MFV: 34%)	22% (MFV: 15%)	25% (MFV: 4%)
VIHA	10% (MFV: 12%)	25% (MFV: 35%)	26% (MFV: 36%)	19% (MFV: 13%)	20% (MFV: 4%)
NHA	11% (MFV: 8%)	25% (MFV: 40%)	29% (MFV: 33%)	14% (MFV: 15%)	21% (MFV: 3%)
BC	10% (MFV: 11%)	23% (MFV: 38%)	27% (MFV: 34%)	18% (MFV: 13%)	22% (MFV: 4%)

59. Staff make time for friendly conversation with resident

	Always	Most of the time	Sometimes	Rarely	Never
IHA	16% (MFV: 26%)	32% (MFV: 44%)	31% (MFV: 24%)	13% (MFV: 6%)	8% (MFV: 1%)
FHA	17% (MFV: 26%)	27% (MFV: 40%)	30% (MFV: 26%)	15% (MFV: 6%)	11% (MFV: 1%)
VCHA	14% (MFV: 22%)	22% (MFV: 39%)	34% (MFV: 29%)	18% (MFV: 8%)	12% (MFV: 1%)
VIHA	19% (MFV: 26%)	33% (MFV: 42%)	32% (MFV: 24%)	11% (MFV: 6%)	5% (MFV: 1%)
NHA	19% (MFV: 18%)	34% (MFV: 43%)	33% (MFV: 30%)	8% (MFV: 8%)	5% (MFV: 0%)
BC	17% (MFV: 25%)	29% (MFV: 41%)	32% (MFV: 26%)	14% (MFV: 7%)	9% (MFV: 1%)

60. Problem gets solved when tell staff not happy

	Always	Most of the time	Sometimes	Rarely	Never
IHA	21%	42%	25%	9%	4%
FHA	20%	38%	28%	10%	4%
VCHA	19%	36%	31%	9%	5%
VIHA	22%	43%	25%	8%	3%
NHA	28%	37%	22%	9%	3%
BC	21%	39%	27%	9%	4%

61. Staff explains what they are doing when giving care

	Always	Most of the time	Sometimes	Rarely	Never
IHA	34%	41%	15%	6%	4%
FHA	34%	36%	17%	7%	5%
VCHA	30%	34%	22%	7%	7%
VIHA	38%	38%	16%	5%	3%
NHA	40%	33%	19%	4%	5%
BC	34%	37%	18%	6%	5%

62. Staff tries to relieve physical discomfort

	Always	Most of the time	Sometimes	Rarely	Never
IHA	36%	42%	14%	4%	3%
FHA	33%	38%	18%	6%	5%
VCHA	31%	39%	20%	5%	6%
VIHA	41%	40%	13%	4%	2%
NHA	39%	37%	15%	4%	5%
BC	35%	40%	16%	5%	4%

63. Staff tries to understand feelings

	Always	Most of the time	Sometimes	Rarely	Never
IHA	20%	41%	24%	8%	6%
FHA	17%	37%	26%	11%	9%
VCHA	14%	32%	31%	12%	12%
VIHA	20%	42%	24%	8%	7%
NHA	21%	44%	25%	6%	4%
BC	18%	38%	26%	10%	8%

64. Tell staff when not happy about something

	Always	Most of the time	Sometimes	Rarely	Never
IHA	24%	30%	23%	11%	13%
FHA	27%	28%	21%	10%	14%
VCHA	25%	25%	24%	12%	14%
VIHA	29%	29%	20%	10%	11%
NHA	32%	23%	20%	11%	15%
BC	26%	28%	22%	11%	13%

Most Frequent Visitor-only Questions

65. Consulted when care plan changes

	Always	Most of the time	Sometimes	Rarely	Never
IHA	49%	27%	12%	7%	5%
FHA	51%	27%	11%	7%	4%
VCHA	48%	29%	13%	6%	4%
VIHA	48%	26%	13%	8%	6%
NHA	37%	32%	13%	11%	7%
BC	49%	27%	12%	7%	5%

66. Family/MFVs involved in care plan development

	Always	Most of the time	Sometimes	Rarely	Never
IHA	44%	30%	15%	7%	5%
FHA	46%	31%	14%	6%	3%
VCHA	42%	33%	15%	6%	3%
VIHA	41%	30%	15%	9%	5%
NHA	35%	35%	15%	10%	5%
BC	43%	31%	15%	7%	4%

67. Family/MFVs involved in decisions about care

	Always	Most of the time	Sometimes	Rarely	Never
IHA	60%	28%	8%	3%	1%
FHA	60%	30%	7%	2%	1%
VCHA	55%	32%	9%	3%	1%
VIHA	59%	28%	9%	3%	1%
NHA	50%	34%	11%	4%	1%
BC	58%	30%	8%	3%	1%

68. Family/MFVs kept up to date by staff

	Always	Most of the time	Sometimes	Rarely	Never
IHA	44%	36%	14%	5%	2%
FHA	47%	34%	13%	5%	1%
VCHA	44%	35%	13%	6%	1%
VIHA	42%	35%	13%	7%	2%
NHA	34%	38%	16%	8%	4%
BC	44%	35%	13%	6%	2%

69. Family/MFVs know who to talk to for information

	Always	Most of the time	Sometimes	Rarely	Never
IHA	57%	31%	9%	2%	1%
FHA	58%	31%	8%	3%	1%
VCHA	55%	34%	8%	2%	1%
VIHA	56%	30%	10%	3%	1%
NHA	48%	35%	10%	4%	2%
BC	57%	32%	9%	3%	1%

70. Staff address concerns of family/MFVs

	Always	Most of the time	Sometimes	Rarely	Never
IHA	55%	33%	9%	3%	0%
FHA	55%	34%	8%	1%	0%
VCHA	51%	35%	12%	2%	0%
VIHA	55%	34%	9%	2%	1%
NHA	42%	41%	14%	3%	1%
BC	54%	34%	10%	2%	0%

Observations

The overarching context for most of the questions related to engagement between residents and care staff is continuity of staffing. If staff are to bond with the resident to the degree necessary for true engagement there needs to be the familiarity that develops through consistent interaction.

Almost half of the residents (49%) report that they only sometimes, rarely or never have the same care aide most weekdays. With this lack of continuity it will be more difficult to achieve some of the desired outcomes that reflect a caring staff and we see this reflected in the answers to other questions in this section.

We do see that just over half (58%) have a staff member they consider a friend but only one-third (33%) think the staff know their life story. We also see reflected in the answer to some questions the underlying issue of care staff having enough time. This observation by both residents and MFVs is echoed in other sections of the survey. For example, less than half of the residents (46%) report that staff routinely make time for friendly conversation.

Of some concern should be the observation by 25% of residents that staff only sometimes, rarely or never try to relieve physical discomfort. This is undoubtedly related to having sufficient time for observation and conversation that could alert care aides to residents who are experiencing discomfort.

There is also a clear opportunity for improvement in encouraging residents to be more forthcoming when they are not happy about something, as almost half (46%) reported that they only sometimes, rarely or never tell staff when they are not happy about something.

The MFV responses reflected, on average, a fair degree of satisfaction among MFVs that they are sufficiently involved in the care issues of their loved one. Indeed, there is potentially an underlying issue that we are doing a better job of talking to families about the resident than we are doing talking directly to the residents. This is also reflected in the section on medications.

Food

Residents' opinions about food were wide-ranging, however several themes emerged from the survey results. While 67% of residents said they enjoy mealtimes, 60% of residents responded they sometimes, rarely or never get their favorite food. Further, 31% said they rarely or never get to eat when they want and nearly 20% of residents said they rarely or never get help to eat when needed.

71. Can eat when want

	Always	Most of the time	Sometimes	Rarely	Never
IHA	16% (MFV: 16%)	36% (MFV: 37%)	22% (MFV: 24%)	13% (MFV: 13%)	13% (MFV: 10%)
FHA	15% (MFV: 13%)	28% (MFV: 32%)	21% (MFV: 24%)	14% (MFV: 16%)	21% (MFV: 14%)
VCHA	14% (MFV: 13%)	30% (MFV: 31%)	20% (MFV: 25%)	15% (MFV: 16%)	20% (MFV: 14%)
VIHA	16% (MFV: 15%)	36% (MFV: 33%)	22% (MFV: 23%)	13% (MFV: 16%)	13% (MFV: 13%)
NHA	19% (MFV: 12%)	32% (MFV: 30%)	23% (MFV: 32%)	14% (MFV: 19%)	12% (MFV: 8%)
BC	16% (MFV: 14%)	32% (MFV: 33%)	21% (MFV: 24%)	14% (MFV: 16%)	17% (MFV: 13%)

72. Enjoy mealtimes

	Always	Most of the time	Sometimes	Rarely	Never
IHA	26% (MFV: 17%)	43% (MFV: 53%)	21% (MFV: 22%)	7% (MFV: 8%)	3% (MFV: 2%)
FHA	25% (MFV: 19%)	41% (MFV: 49%)	22% (MFV: 24%)	8% (MFV: 8%)	4% (MFV: 2%)
VCHA	23% (MFV: 18%)	41% (MFV: 44%)	23% (MFV: 26%)	9% (MFV: 10%)	5% (MFV: 2%)
VIHA	27% (MFV: 18%)	43% (MFV: 49%)	20% (MFV: 22%)	7% (MFV: 9%)	3% (MFV: 2%)
NHA	26% (MFV: 17%)	41% (MFV: 44%)	21% (MFV: 25%)	8% (MFV: 11%)	4% (MFV: 3%)
BC	25% (MFV: 18%)	42% (MFV: 48%)	22% (MFV: 24%)	8% (MFV: 9%)	4% (MFV: 2%)

73. Enough variety in meals

	Always	Most of the time	Sometimes	Rarely	Never
IHA	18% (MFV: 24%)	46% (MFV: 45%)	22% (MFV: 20%)	10% (MFV: 8%)	4% (MFV: 2%)
FHA	19% (MFV: 22%)	40% (MFV: 48%)	23% (MFV: 19%)	12% (MFV: 9%)	6% (MFV: 2%)
VCHA	17% (MFV: 19%)	36% (MFV: 43%)	27% (MFV: 23%)	13% (MFV: 11%)	8% (MFV: 4%)
VIHA	19% (MFV: 25%)	44% (MFV: 45%)	21% (MFV: 19%)	11% (MFV: 9%)	5% (MFV: 2%)
NHA	20% (MFV: 17%)	40% (MFV: 43%)	24% (MFV: 23%)	9% (MFV: 11%)	7% (MFV: 6%)
BC	18% (MFV: 22%)	41% (MFV: 45%)	23% (MFV: 20%)	11% (MFV: 10%)	6% (MFV: 3%)

74. Food is the right temperature

	Always	Most of the time	Sometimes	Rarely	Never
IHA	23% (MFV: 24%)	47% (MFV: 55%)	20% (MFV: 14%)	8% (MFV: 6%)	3% (MFV: 1%)
FHA	22% (MFV: 25%)	45% (MFV: 52%)	20% (MFV: 16%)	9% (MFV: 5%)	4% (MFV: 2%)
VCHA	22% (MFV: 24%)	43% (MFV: 50%)	23% (MFV: 18%)	7% (MFV: 6%)	6% (MFV: 2%)
VIHA	25% (MFV: 24%)	44% (MFV: 50%)	21% (MFV: 18%)	8% (MFV: 7%)	3% (MFV: 2%)
NHA	23% (MFV: 18%)	43% (MFV: 49%)	21% (MFV: 22%)	7% (MFV: 9%)	6% (MFV: 3%)
BC	23% (MFV: 24%)	45% (MFV: 51%)	21% (MFV: 17%)	8% (MFV: 6%)	4% (MFV: 2%)

75. Get favourite foods

	Always	Most of the time	Sometimes	Rarely	Never
IHA	11% (MFV: 7%)	33% (MFV: 30%)	34% (MFV: 35%)	15% (MFV: 20%)	8% (MFV: 7%)
FHA	11% (MFV: 6%)	27% (MFV: 31%)	33% (MFV: 36%)	17% (MFV: 18%)	12% (MFV: 8%)
VCHA	9% (MFV: 7%)	26% (MFV: 27%)	33% (MFV: 37%)	18% (MFV: 21%)	13% (MFV: 9%)
VIHA	11% (MFV: 7%)	31% (MFV: 29%)	33% (MFV: 38%)	15% (MFV: 19%)	9% (MFV: 7%)
NHA	14% (MFV: 6%)	27% (MFV: 22%)	33% (MFV: 37%)	12% (MFV: 26%)	13% (MFV: 9%)
BC	11% (MFV: 7%)	29% (MFV: 29%)	33% (MFV: 37%)	16% (MFV: 20%)	11% (MFV: 8%)

76. Get help to eat when needed

	Always	Most of the time	Sometimes	Rarely	Never
IHA	29% (MFV: 48%)	31% (MFV: 27%)	23% (MFV: 16%)	7% (MFV: 6%)	10% (MFV: 3%)
FHA	29% (MFV: 50%)	31% (MFV: 26%)	20% (MFV: 18%)	7% (MFV: 3%)	13% (MFV: 3%)
VCHA	28% (MFV: 44%)	30% (MFV: 28%)	20% (MFV: 22%)	8% (MFV: 4%)	14% (MFV: 2%)
VIHA	32% (MFV: 48%)	35% (MFV: 24%)	20% (MFV: 20%)	6% (MFV: 4%)	8% (MFV: 3%)
NHA	30% (MFV: 45%)	35% (MFV: 29%)	15% (MFV: 18%)	7% (MFV: 3%)	14% (MFV: 5%)
BC	30% (MFV: 48%)	32% (MFV: 26%)	20% (MFV: 19%)	7% (MFV: 4%)	11% (MFV: 3%)

Most Frequent Visitor-only Questions

77. Staff take the time needed to feed my family member

	Always	Most of the time	Sometimes	Rarely	Never
IHA	36%	28%	17%	9%	10%
FHA	39%	26%	21%	6%	7%
VCHA	33%	29%	24%	6%	7%
VIHA	36%	26%	19%	9%	10%
NHA	34%	30%	20%	6%	9%
BC	36%	27%	21%	8%	8%

Observations

Less than half of the residents report that they were generally able to eat when they want. Despite the 67% who report that they enjoy meal times, there are fully one-third of residents who say they generally do not enjoy their meal time. Some of this links to the variety of food and the timing; however, we should be very concerned that 38% of residents report that they sometimes, rarely or never get help to eat when needed. This is supported by the MFV survey reporting that 37% of respondents don't believe their loved one is getting sufficient help to eat when needed.

While differences in food preference make complete satisfaction by all residents difficult, improving the percentage of people who enjoy their mealtimes by offering more flexible timing, ensuring food is the right temperature and assisting those who need help eating would potentially offer some immediate improvement. Licensing regulations outline that facility staff must ensure that breakfast, lunch and dinner are made available between certain time windows at minimum but do not restrict mealtimes to only those hours. Should the resident be unable to attend during meal time, a meal must be provided and taken to them without cost.

Physician Care

Physicians are self-employed individuals who provide care at a residential care site. It is the physician who is responsible for decisions to transfer a resident to hospital and for communicating with the resident and family about medical care decisions and medications. Given the health conditions of seniors living in residential care, the attentiveness of physicians when required is critical.

The current role that physicians play in determining medication regimes, hospital transfers and diagnostics ensures their actions link not just to the quality of life and care for residents but to resource utilization in the system. The survey asked residents to rate the overall quality of care and services from a physician. These questions were customized for the B.C. survey and are intended to gauge how satisfied residents and their families are with the role the physician plays in their care, which links to their quality of life.

78. Doctor visits when NOT sick

	Always	Most of the time	Sometimes	Rarely	Never
IHA	7% (MFV: 7%)	10% (MFV: 13%)	23% (MFV: 32%)	17% (MFV: 25%)	43% (MFV: 24%)
FHA	8% (MFV: 9%)	8% (MFV: 17%)	19% (MFV: 32%)	13% (MFV: 25%)	52% (MFV: 17%)
VCHA	9% (MFV: 9%)	10% (MFV: 16%)	20% (MFV: 33%)	17% (MFV: 26%)	44% (MFV: 16%)
VIHA	7% (MFV: 7%)	9% (MFV: 14%)	21% (MFV: 30%)	18% (MFV: 27%)	45% (MFV: 22%)
NHA	9% (MFV: 7%)	12% (MFV: 9%)	18% (MFV: 32%)	15% (MFV: 25%)	45% (MFV: 27%)
BC	8% (MFV: 8%)	9% (MFV: 15%)	21% (MFV: 32%)	16% (MFV: 25%)	46% (MFV: 20%)

79. Doctor visits when sick

	Always	Most of the time	Sometimes	Rarely	Never
IHA	19% (MFV: 30%)	21% (MFV: 30%)	19% (MFV: 20%)	18% (MFV: 12%)	23% (MFV: 8%)
FHA	23% (MFV: 38%)	23% (MFV: 33%)	17% (MFV: 18%)	14% (MFV: 7%)	23% (MFV: 4%)
VCHA	24% (MFV: 35%)	21% (MFV: 34%)	19% (MFV: 21%)	15% (MFV: 8%)	21% (MFV: 3%)
VIHA	23% (MFV: 34%)	20% (MFV: 29%)	19% (MFV: 21%)	16% (MFV: 11%)	22% (MFV: 5%)
NHA	23% (MFV: 31%)	20% (MFV: 32%)	18% (MFV: 19%)	16% (MFV: 11%)	23% (MFV: 8%)
BC	22% (MFV: 34%)	21% (MFV: 32%)	19% (MFV: 20%)	16% (MFV: 9%)	22% (MFV: 5%)

80. Overall quality of care and services from doctor

	Excellent	Very good	Good	Fair	Poor
IHA	16% (MFV: 22%)	29% (MFV: 28%)	35% (MFV: 26%)	14% (MFV: 16%)	7% (MFV: 7%)
FHA	13% (MFV: 21%)	26% (MFV: 31%)	38% (MFV: 27%)	15% (MFV: 16%)	7% (MFV: 5%)
VCHA	13% (MFV: 21%)	31% (MFV: 26%)	33% (MFV: 29%)	16% (MFV: 18%)	7% (MFV: 6%)
VIHA	16% (MFV: 20%)	29% (MFV: 27%)	34% (MFV: 26%)	14% (MFV: 20%)	8% (MFV: 8%)
NHA	20% (MFV: 22%)	23% (MFV: 29%)	32% (MFV: 21%)	15% (MFV: 19%)	10% (MFV: 8%)
BC	15% (MFV: 21%)	29% (MFV: 28%)	35% (MFV: 27%)	15% (MFV: 18%)	8% (MFV: 7%)

Most Frequent Visitor-only Questions

81. Doctor provides individualized care

	Excellent	Very good	Good	Fair	Poor
IHA	24%	28%	24%	16%	8%
FHA	20%	28%	28%	17%	7%
VCHA	20%	25%	29%	19%	7%
VIHA	20%	26%	25%	19%	10%
NHA	25%	25%	22%	19%	9%
BC	21%	27%	26%	18%	8%

82. Doctor washes/cleans hands

	Always	Usually	Sometimes	Never
IHA	55%	22%	7%	16%
FHA	59%	22%	7%	12%
VCHA	54%	26%	9%	12%
VIHA	50%	24%	9%	17%
NHA	61%	22%	7%	10%
BC	55%	23%	8%	14%

83. Family/MFVs given information from doctor

	Always	Most of the time	Sometimes	Rarely	Never
IHA	29%	24%	17%	17%	14%
FHA	24%	25%	18%	17%	16%
VCHA	24%	23%	19%	19%	15%
VIHA	24%	20%	15%	18%	23%
NHA	27%	23%	17%	15%	18%
BC	25%	23%	17%	18%	17%

Observations

There is obvious room for improvement in how residents perceive their medical care with only 44% of residents rating the care of their physician as very good or excellent. Some residents are required to change physicians when they are admitted to residential care and the ambivalence about the quality of care being received could be related to the fact they no longer enjoy the care from someone they may have known for 40 years or more. These results also raise larger health care policy questions about the allocation of physician resources. For example, could residential care adopt an expanded role for nurse practitioners who would form the physician-like attachment with residents?

Low physician engagement manifests itself in many things, too frequent or infrequent referrals to emergency departments and orders to treat, in addition to over-prescription and mismanagement of medications. Finding a new model of primary care delivery to the long term care sector may be the only way to achieve improvements given the doctor shortage and the demographics of seniors indicating an increase in demand for services and a relative decrease in supply.

Medications

Use and potential over use of medications is a focus for quality improvement in residential care. For example, the Canadian Institute for Health Information (CIHI) has chosen to highlight the misuse of one medication group known as antipsychotics to serve as a quality indicator for facilities. This increased focus is showing some encouraging results and reinforces that measuring and reporting are important first steps in achieving change.

Empowering all citizens, but particularly seniors with the knowledge to ask about medications and the requirement of physicians to seek consent from either the patient/resident or their designated decision maker is acknowledged as the first line of defence in reducing both medication errors and over medication. Therefore, measuring and reporting on medication awareness and consent in residential care was deemed sufficiently important to add these customized questions to the B.C. survey.

84. Consulted about taking medications

	No	Yes
IHA	34%	66%
FHA	40%	60%
VCHA	42%	58%
VIHA	35%	65%
NHA	44%	56%
BC	38%	62%

85. Know what medications taking

	No	Yes
IHA	43% (MFV: 16%)	57% (MFV: 84%)
FHA	44% (MFV: 16%)	56% (MFV: 84%)
VCHA	39% (MFV: 12%)	61% (MFV: 88%)
VIHA	40% (MFV: 15%)	60% (MFV: 85%)
NHA	51% (MFV: 23%)	49% (MFV: 77%)
BC	42% (MFV: 15%)	58% (MFV: 85%)

86. If yes to previous, know what taking medications for

	No	Yes
IHA	13% (MFV: 1%)	87% (MFV: 99%)
FHA	15% (MFV: 2%)	85% (MFV: 98%)
VCHA	16% (MFV: 1%)	84% (MFV: 99%)
VIHA	12% (MFV: 2%)	88% (MFV: 98%)
NHA	6% (MFV: 2%)	94% (MFV: 98%)
BC	14% (MFV: 2%)	86% (MFV: 98%)

Most Frequent Visitor-only Questions

87. Family/MFVs consulted about medications changes

	No, and don't wish to be	No, but wish to be	Yes
IHA	7%	26%	67%
FHA	7%	28%	65%
VCHA	7%	26%	67%
VIHA	7%	30%	63%
NHA	6%	37%	57%
BC	7%	28%	65%

Observations

With 42% of residents stating they do not know what medications they are taking and 38% reporting they are not consulted, this is a key area for improvement. The outcome of increasing the consultation with residents and obtaining explicit consent is that it will force the conversation about not only what the medications are for, but outline the benefits versus the risks of medications and side effects. With complete information, residents will be empowered to make their own benefit and risk assessment before taking medication(s).

Undoubtedly the challenges in relation to medication link to some of the challenges around physician care which may require that we think of different ways of engaging residents in the decision making around their medications.

Hand Washing

Seniors in residential care are more susceptible to infections and the risk of complications from these infections is also increased in the senior population. Hand hygiene is the most significant improvement that can be made to reduce infections, followed by keeping a clean environment. Visitors to care facilities need to be educated and supported in the importance of hand washing and directed on how and where to wash their hands when visiting the facility. These questions were designed for most frequent visitors only.

Most Frequent Visitor-only Questions

88. Care staff instruct where to get handwashing products

	Always	Usually	Sometimes	Never
IHA	18%	9%	7%	66%
FHA	17%	9%	9%	65%
VCHA	17%	9%	9%	65%
VIHA	15%	7%	7%	70%
NHA	18%	8%	7%	68%
BC	17%	8%	8%	67%

89. Care staff showed MFV proper handwashing

	Always	Usually	Sometimes	Never
IHA	10%	6%	4%	80%
FHA	9%	6%	5%	79%
VCHA	10%	6%	6%	78%
VIHA	9%	5%	4%	82%
NHA	11%	6%	4%	78%
BC	10%	6%	5%	80%

90. Care staff told MFV about importance of handwashing

	Completely	Quite a bit	Partly	Not at all
IHA	27%	14%	11%	47%
FHA	31%	14%	11%	43%
VCHA	28%	15%	14%	43%
VIHA	24%	12%	12%	52%
NHA	27%	13%	10%	50%
BC	28%	14%	12%	47%

91. Comfortable asking if staff wash/clean their hands

	Always	Usually	Sometimes	Never
IHA	30%	15%	10%	45%
FHA	33%	16%	10%	41%
VCHA	30%	17%	9%	43%
VIHA	28%	14%	11%	46%
NHA	30%	14%	9%	47%
BC	30%	16%	10%	44%

92. Other staff wash/clean hands

	Always	Usually	Sometimes	Never
IHA	50%	30%	13%	7%
FHA	50%	32%	11%	8%
VCHA	46%	29%	13%	12%
VIHA	45%	32%	15%	8%
NHA	49%	35%	11%	6%
BC	48%	31%	13%	8%

Observations

These results indicate a need for better protocols to ensure visitors are instructed on how to properly handwash, and where to get handwashing products in the facility.

Family Council

A family council is a group of individuals who are the contact person, representative or relatives of care facility residents, and who meet regularly for a common purpose related to the care facility. One of the key roles that a family and/or resident council can play is to promote improved communication and collaboration between family members and facility staff, and management. This may involve working collaboratively on projects that enrich the lives of residents, making recommendations to decision makers, and communicating common concerns and ideas for improvements. Most frequent visitors were asked in the survey whether they attended family council meetings and whether they were informed about family councils.

Most Frequent Visitor-only Questions

93. MFV informed about family council

	No, not aware of	Yes, saw on poster/brochure	Yes, by family of another resident	Yes, by staff
IHA	28%	16%	4%	57%
FHA	25%	21%	4%	57%
VCHA	28%	22%	5%	52%
VIHA	23%	22%	5%	59%
NHA	34%	18%	6%	47%
BC	26%	20%	5%	56%

94. If aware, MFV attends family council

	Always	Most of the time	Sometimes	Rarely	Never
IHA	26%	12%	16%	15%	33%
FHA	21%	11%	14%	16%	38%
VCHA	22%	10%	16%	14%	37%
VIHA	18%	10%	15%	16%	41%
NHA	11%	15%	16%	12%	46%
BC	21%	11%	15%	15%	38%

Observations

Family councils can provide an excellent mechanism to stay informed of the day to day activities of residential care and how decisions impact loved ones. The survey results show facilities could do a better job of ensuring family members are both aware and encouraged to participate.

How Residents View Their Health and Well-Being

The survey asked a number of questions to both residents and their most frequent visitors about the general physical and emotional health of the resident. These questions provide an important picture of overall perceptions of well-being over time. These questions were separate from the main survey.

95. General health is

	Poor	Fair	Good	Very good	Excellent
IHA	6% (MFV: 17%)	20% (MFV: 38%)	38% (MFV: 32%)	27% (MFV: 12%)	9% (MFV: 1%)
FHA	6% (MFV: 17%)	19% (MFV: 36%)	40% (MFV: 33%)	27% (MFV: 12%)	9% (MFV: 2%)
VCHA	7% (MFV: 15%)	21% (MFV: 36%)	40% (MFV: 35%)	24% (MFV: 13%)	9% (MFV: 2%)
VIHA	5% (MFV: 17%)	20% (MFV: 36%)	38% (MFV: 34%)	27% (MFV: 12%)	10% (MFV: 2%)
NHA	9% (MFV: 15%)	20% (MFV: 35%)	39% (MFV: 39%)	26% (MFV: 9%)	5% (MFV: 2%)
BC	6% (MFV: 16%)	20% (MFV: 37%)	39% (MFV: 34%)	27% (MFV: 12%)	9% (MFV: 2%)

96. Health limits moderate activity e.g. walking a block

	No, not limited at all	Yes, limited a little	Yes, limited a lot
IHA	27% (MFV: 8%)	30% (MFV: 19%)	42% (MFV: 73%)
FHA	30% (MFV: 9%)	28% (MFV: 17%)	42% (MFV: 74%)
VCHA	29% (MFV: 10%)	31% (MFV: 20%)	40% (MFV: 70%)
VIHA	30% (MFV: 9%)	29% (MFV: 20%)	41% (MFV: 71%)
NHA	26% (MFV: 8%)	23% (MFV: 22%)	50% (MFV: 70%)
BC	29% (MFV: 9%)	29% (MFV: 19%)	42% (MFV: 72%)

97. Health now limits ability to bathe/dress self

	No, not limited at all	Yes, limited a little	Yes, limited a lot
IHA	39% (MFV: 6%)	29% (MFV: 20%)	32% (MFV: 74%)
FHA	39% (MFV: 7%)	28% (MFV: 18%)	33% (MFV: 75%)
VCHA	41% (MFV: 9%)	30% (MFV: 20%)	30% (MFV: 71%)
VIHA	45% (MFV: 7%)	26% (MFV: 21%)	29% (MFV: 73%)
NHA	40% (MFV: 9%)	27% (MFV: 21%)	33% (MFV: 70%)
BC	41% (MFV: 7%)	28% (MFV: 20%)	31% (MFV: 73%)

98. Accomplished less due to physical health

	Yes, all of the time	Yes, most of the time	Yes, some of the time	Yes, a little of the time	No, none of the time
IHA	10% (MFV: 28%)	19% (MFV: 22%)	20% (MFV: 20%)	17% (MFV: 13%)	33% (MFV: 16%)
FHA	10% (MFV: 28%)	17% (MFV: 22%)	20% (MFV: 19%)	17% (MFV: 12%)	36% (MFV: 19%)
VCHA	7% (MFV: 24%)	19% (MFV: 20%)	20% (MFV: 22%)	17% (MFV: 15%)	36% (MFV: 19%)
VIHA	9% (MFV: 27%)	19% (MFV: 21%)	20% (MFV: 19%)	15% (MFV: 14%)	37% (MFV: 19%)
NHA	14% (MFV: 24%)	20% (MFV: 21%)	22% (MFV: 22%)	14% (MFV: 14%)	31% (MFV: 19%)
BC	9% (MFV: 27%)	18% (MFV: 21%)	20% (MFV: 20%)	16% (MFV: 13%)	35% (MFV: 18%)

99. Physical health in past week limited daily activity

	Yes, all of the time	Yes, most of the time	Yes, some of the time	Yes, a little of the time	No, none of the time
IHA	11% (MFV: 32%)	18% (MFV: 23%)	20% (MFV: 20%)	14% (MFV: 12%)	37% (MFV: 13%)
FHA	11% (MFV: 30%)	18% (MFV: 24%)	17% (MFV: 19%)	15% (MFV: 12%)	38% (MFV: 15%)
VCHA	10% (MFV: 27%)	18% (MFV: 22%)	18% (MFV: 21%)	16% (MFV: 14%)	38% (MFV: 16%)
VIHA	12% (MFV: 30%)	19% (MFV: 22%)	17% (MFV: 19%)	13% (MFV: 13%)	39% (MFV: 16%)
NHA	15% (MFV: 26%)	20% (MFV: 26%)	17% (MFV: 18%)	14% (MFV: 15%)	34% (MFV: 16%)
BC	11% (MFV: 30%)	18% (MFV: 23%)	18% (MFV: 19%)	15% (MFV: 13%)	38% (MFV: 15%)

100. Accomplished less past week due to emotional problems

	Yes, all of the time	Yes, most of the time	Yes, some of the time	Yes, a little of the time	No, none of the time
IHA	2% (MFV: 11%)	8% (MFV: 12%)	17% (MFV: 24%)	15% (MFV: 19%)	58% (MFV: 34%)
FHA	3% (MFV: 10%)	9% (MFV: 13%)	13% (MFV: 20%)	13% (MFV: 19%)	62% (MFV: 39%)
VCHA	4% (MFV: 9%)	8% (MFV: 11%)	15% (MFV: 21%)	15% (MFV: 20%)	57% (MFV: 38%)
VIHA	2% (MFV: 9%)	8% (MFV: 13%)	15% (MFV: 22%)	12% (MFV: 18%)	62% (MFV: 38%)
NHA	3% (MFV: 9%)	9% (MFV: 12%)	18% (MFV: 25%)	14% (MFV: 20%)	56% (MFV: 34%)
BC	3% (MFV: 10%)	8% (MFV: 12%)	15% (MFV: 22%)	14% (MFV: 19%)	60% (MFV: 37%)

101. Emotional problems in past week impacted activities

	Yes, all of the time	Yes, most of the time	Yes, some of the time	Yes, a little of the time	No, none of the time
IHA	2% (MFV: 13%)	6% (MFV: 13%)	13% (MFV: 20%)	13% (MFV: 16%)	65% (MFV: 38%)
FHA	3% (MFV: 12%)	6% (MFV: 12%)	11% (MFV: 20%)	11% (MFV: 16%)	69% (MFV: 40%)
VCHA	3% (MFV: 10%)	7% (MFV: 11%)	13% (MFV: 20%)	14% (MFV: 18%)	63% (MFV: 40%)
VIHA	2% (MFV: 11%)	6% (MFV: 13%)	11% (MFV: 19%)	9% (MFV: 17%)	72% (MFV: 41%)
NHA	3% (MFV: 12%)	5% (MFV: 11%)	16% (MFV: 21%)	12% (MFV: 18%)	64% (MFV: 38%)
BC	3% (MFV: 12%)	6% (MFV: 12%)	12% (MFV: 20%)	12% (MFV: 17%)	67% (MFV: 40%)

102. Pain interfered with normal activities in past week

	Extremely	Quite a bit	Moderately	A little bit	Not at all
IHA	4% (MFV: 5%)	13% (MFV: 16%)	16% (MFV: 20%)	21% (MFV: 28%)	46% (MFV: 31%)
FHA	4% (MFV: 5%)	12% (MFV: 13%)	14% (MFV: 18%)	20% (MFV: 27%)	50% (MFV: 36%)
VCHA	4% (MFV: 4%)	12% (MFV: 13%)	14% (MFV: 19%)	24% (MFV: 28%)	46% (MFV: 37%)
VIHA	4% (MFV: 5%)	11% (MFV: 14%)	16% (MFV: 18%)	21% (MFV: 29%)	49% (MFV: 34%)
NHA	5% (MFV: 4%)	15% (MFV: 16%)	13% (MFV: 20%)	22% (MFV: 30%)	45% (MFV: 30%)
BC	4% (MFV: 5%)	12% (MFV: 14%)	15% (MFV: 19%)	21% (MFV: 28%)	48% (MFV: 34%)

103. Amount of time feeling calm/peaceful in past week

	No, none of the time	Yes, a little of the time	Yes, some of the time	Yes, most of the time	Yes, all of the time
IHA	3% (MFV: 2%)	8% (MFV: 9%)	17% (MFV: 23%)	51% (MFV: 60%)	19% (MFV: 7%)
FHA	4% (MFV: 2%)	9% (MFV: 8%)	17% (MFV: 21%)	50% (MFV: 61%)	21% (MFV: 8%)
VCHA	5% (MFV: 1%)	9% (MFV: 7%)	17% (MFV: 21%)	52% (MFV: 60%)	18% (MFV: 11%)
VIHA	4% (MFV: 2%)	8% (MFV: 8%)	15% (MFV: 22%)	55% (MFV: 60%)	19% (MFV: 8%)
NHA	3% (MFV: 1%)	9% (MFV: 6%)	17% (MFV: 20%)	52% (MFV: 67%)	19% (MFV: 6%)
BC	4% (MFV: 2%)	8% (MFV: 8%)	16% (MFV: 22%)	52% (MFV: 60%)	19% (MFV: 8%)

104. Amount of time having a lot of energy in past week

	No, none of the time	Yes, a little of the time	Yes, some of the time	Yes, most of the time	Yes, all of the time
IHA	14% (MFV: 30%)	20% (MFV: 33%)	24% (MFV: 20%)	33% (MFV: 15%)	9% (MFV: 1%)
FHA	17% (MFV: 27%)	19% (MFV: 31%)	21% (MFV: 22%)	34% (MFV: 19%)	9% (MFV: 2%)
VCHA	13% (MFV: 22%)	18% (MFV: 31%)	24% (MFV: 25%)	37% (MFV: 20%)	9% (MFV: 2%)
VIHA	14% (MFV: 30%)	18% (MFV: 31%)	23% (MFV: 21%)	36% (MFV: 17%)	8% (MFV: 1%)
NHA	15% (MFV: 30%)	19% (MFV: 30%)	23% (MFV: 21%)	34% (MFV: 18%)	9% (MFV: 1%)
BC	14% (MFV: 27%)	19% (MFV: 31%)	23% (MFV: 22%)	35% (MFV: 18%)	9% (MFV: 2%)

105. Amount of time feeling downhearted in past week

	No, none of the time	Yes, a little of the time	Yes, some of the time	Yes, most of the time	Yes, all of the time
IHA	36% (MFV: 13%)	26% (MFV: 29%)	20% (MFV: 32%)	15% (MFV: 23%)	3% (MFV: 3%)
FHA	40% (MFV: 17%)	23% (MFV: 29%)	21% (MFV: 30%)	13% (MFV: 21%)	3% (MFV: 3%)
VCHA	33% (MFV: 17%)	31% (MFV: 28%)	21% (MFV: 33%)	12% (MFV: 20%)	4% (MFV: 2%)
VIHA	38% (MFV: 16%)	26% (MFV: 29%)	19% (MFV: 30%)	14% (MFV: 22%)	3% (MFV: 3%)
NHA	38% (MFV: 12%)	25% (MFV: 27%)	20% (MFV: 34%)	13% (MFV: 24%)	5% (MFV: 2%)
BC	37% (MFV: 16%)	26% (MFV: 29%)	20% (MFV: 31%)	14% (MFV: 21%)	3% (MFV: 3%)

106. Physical/emotional problems impacted social activity

	No, none of the time	Yes, a little of the time	Yes, some of the time	Yes, most of the time	Yes, all of the time
IHA	50% (MFV: 26%)	19% (MFV: 21%)	19% (MFV: 23%)	7% (MFV: 16%)	5% (MFV: 14%)
FHA	53% (MFV: 30%)	17% (MFV: 20%)	17% (MFV: 22%)	8% (MFV: 14%)	5% (MFV: 14%)
VCHA	46% (MFV: 30%)	21% (MFV: 22%)	18% (MFV: 22%)	8% (MFV: 14%)	6% (MFV: 13%)
VIHA	53% (MFV: 30%)	17% (MFV: 20%)	17% (MFV: 22%)	8% (MFV: 14%)	4% (MFV: 14%)
NHA	48% (MFV: 31%)	19% (MFV: 22%)	21% (MFV: 24%)	8% (MFV: 12%)	4% (MFV: 12%)
BC	51% (MFV: 29%)	18% (MFV: 21%)	18% (MFV: 22%)	8% (MFV: 15%)	5% (MFV: 14%)

107. Rating of physical health compared to one year ago

	Much worse	Slightly worse	About the same	Slightly better	Much better
IHA	7% (MFV: 29%)	16% (MFV: 38%)	53% (MFV: 24%)	12% (MFV: 5%)	11% (MFV: 5%)
FHA	8% (MFV: 25%)	14% (MFV: 36%)	54% (MFV: 27%)	13% (MFV: 6%)	10% (MFV: 5%)
VCHA	8% (MFV: 21%)	15% (MFV: 39%)	53% (MFV: 28%)	14% (MFV: 7%)	10% (MFV: 5%)
VIHA	8% (MFV: 25%)	14% (MFV: 38%)	54% (MFV: 26%)	13% (MFV: 6%)	10% (MFV: 5%)
NHA	9% (MFV: 26%)	13% (MFV: 36%)	52% (MFV: 25%)	12% (MFV: 8%)	14% (MFV: 5%)
BC	8% (MFV: 25%)	15% (MFV: 38%)	54% (MFV: 26%)	13% (MFV: 6%)	10% (MFV: 5%)

108. Rating of emotional problems compared to one year ago

	Much worse	Slightly worse	About the same	Slightly better	Much better
IHA	5% (MFV: 13%)	13% (MFV: 25%)	60% (MFV: 45%)	13% (MFV: 10%)	10% (MFV: 6%)
FHA	5% (MFV: 12%)	12% (MFV: 23%)	61% (MFV: 47%)	11% (MFV: 10%)	11% (MFV: 8%)
VCHA	5% (MFV: 9%)	12% (MFV: 23%)	60% (MFV: 49%)	13% (MFV: 12%)	10% (MFV: 7%)
VIHA	5% (MFV: 12%)	11% (MFV: 23%)	63% (MFV: 47%)	12% (MFV: 11%)	9% (MFV: 7%)
NHA	3% (MFV: 12%)	12% (MFV: 24%)	58% (MFV: 44%)	15% (MFV: 12%)	12% (MFV: 8%)
BC	5% (MFV: 11%)	12% (MFV: 24%)	61% (MFV: 47%)	12% (MFV: 11%)	10% (MFV: 7%)

Observations

It is encouraging to see feedback from both residents and most frequent visitors underscoring that, overall most rate their general and emotional health as satisfactory even though mobility, pain and emotional issues are very prevalent among the residential care population.

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