



Resident, Family, Friend and Responsible Party Newsletter – April 2025

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

1. Annual Resident/Family Satisfaction Survey - Results



Accompanying this month's newsletter is a summary of our annual resident/family satisfaction survey results.

A Thank You to those who took the time to complete/submit our survey.

Provincial long term care home legislation dictates that homes must conduct satisfaction surveying of their care and service provision. The Lodge uses the survey as a means of identifying improvement opportunities, along with feedback received from residents, families and staff on an on-going basis.

On the whole, the survey results indicate high levels of satisfaction with Lodge care and services among residents and families. Two (2) areas indicating lower satisfaction rates are: 1. Staffing Levels; and 2. Missing Resident Clothing. In an effort to improve in these 2 areas, please note the following:

- i. With increased provincial funding, we will soon be introducing another full-time PSW (Personal Support Worker) position for the day shift (7 days a week) on each of the five resident home areas; and
- ii. We have recently amended our process of putting away laundered resident clothing, assigning this to Laundry staff in an effort to minimize misplaced clothing (we look forward to assessing the impact of this change via our next satisfaction survey).

Results of the survey will be discussed at upcoming meetings of the Lodge's Residents' Council and Family Council.

Please contact Brent Kerwin, Administrator (519-245-2520, ext. 6222, or via email at: bkerwin@middlesex.ca) with any questions about the annual survey.

2. New Lodge Video



The Lodge's new video, "In The Jungle", will be posted on The Lodge's webpage effective April 1st (link: www.youtube.com/watch?v=ES2JDGC3VfU).

Our video was made in collaboration with Barry Myette and his students at Strathroy District Collegiate Institute. A big Thanks to them for all their hard work.

The Lodge's Recreation staff will be sharing the video with Lodge residents throughout the month of April.

3. Guest Meals with Residents



Meals with residents can be purchased for \$9 per meal (Holiday meals extra), if charged to the resident's trust account (\$10 if by cash).

One hour's notice is required to arrange a guest meal. Notify the Ward Clerk (office next to Reception window, 6am – 10pm, x6229) or Reception (M-F, 8am-4pm).

Maximum 3 guests per resident can be accommodated per meal time (may change at Holiday times). Meals can be served in the resident home area Sun Room (across from resident dining room). Sun Room tables will be served a meal after residents are served in the dining room.

Please contact Brittany Hodgson, Food Services Manager (email: bhodgins@middlesex.ca, or phone: x6242), with any guest meal questions.

4. Lodge Improvements



As part of adhering to our provincial long term care homes legislation, we communicate improvements made to our care, services, programs, goods and accommodations. To that end, improvements made since our last newsletter improvement report

include:

- PSW staffing increase (noted above - to commence April 5th);
- New tub for Parkview Place residents (this completes replacement of all 5 resident tubs within the last couple of years; all tubs are now newer models); and
- Two (2) new resident beds purchased/implemented (via Royal Legion donation).

5. April Special Events



Please pick up and check out our monthly Recreation calendar (given to every individual resident, in addition to being available in each Resident Home Area, and on our [web page](https://www.middlesex.ca/departments/long-term-care/recreation) at: <https://www.middlesex.ca/departments/long-term-care/recreation>) for events that you may find of interest and would like to attend.

Our upcoming events for April include:

- Leavin Tracks - entertainment in the Rose Room on Mon., April 7th, 2-3pm;
- Easter Church Service with Rev. Brad Morrison on Mon., April 14th, 11am in the Chapel;
- Colour Theme Day – residents, families and staff to wear purple for “Wear **PURPLE** Day” on Thurs., April 17th;
- Easter Tea on Sun., April 20th, 1:45-2:45pm in the Rose Room; and
- Happy Hour with Randy Grey on Wed., April 23rd, 2-3pm (Rose Room).

6. 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 Jeff Turnbull, Lodge Environmental Services Manager, at (519) 245-2520, ext. 6244 (or, via email: jturnbull@middlesex.ca).

7. 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.

8. In Conclusion



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 2024/25 RESIDENT AND FAMILY SATISFACTION SURVEY SUMMARY

Response Rate: 39 out of 159

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	97%	3%
2. The Home accommodates my preferences on what I eat and drink	97%	3%
3. The Home accommodates my preferences on how I am dressed and groomed [e.g. choice of outfit, dress vs. slacks, moustache, hairstyle etc.]	94%	6%
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	97%	3%
3. I receive assistance for the things I like to do [e.g. supplies, books]	100%	0%
4. Activities are offered in the evenings and on weekends and include religious events	94%	6%
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	95%	5%
2.Staff have never yelled at or been rude to me	96%	4%
3. I have never felt afraid because of the way I or some other resident has been treated	100%	0%
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	97%	3%
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	88%	12%

H - Personal Property	Strongly Agree or Agree	Disagree or Strongly Disagree
1. My clothing or laundry has never gone missing.	78%	22%
2. If my clothing or laundry had gone missing, and I reported it, I got the items back quickly	86%	14%
3. My personal property [jewelry, radio, money etc.] has never gone missing	88%	12%
4. If my personal property had gone missing, and I reported it, I got the items back quickly	87%	13%
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	94%	6%
7. If I reported my belongings damaged or missing, staff responded in a satisfactory manner	92%	8%

I – Pain	Strongly Agree or Agree	Disagree or Strongly Disagree
1.I never have discomfort [e.g. pain, heaviness, burning, or hurting] without relief	95%	5%

J - Food Quality, Hydration and Snacks	Strongly Agree or Agree	Disagree or Strongly Disagree
1. The food looks appetizing and tastes good	100%	0%
2. The food is served at the proper temperature	92%	8%
3. I receive fluids, such as water, when I want them	97%	3%
4. I am offered a between-meal <u>beverage</u> in the morning, the afternoon, and in the evening after dinner	97%	3%
5. I am offered a between-meal <u>snack</u> in the afternoon and evening	95%	5%

K - Oral Care/Hygiene	Strongly Agree or Agree	Disagree or Strongly Disagree
1. I never have mouth/facial pain without relief	96%	4%
2. I have no chewing or eating problems	83%	17%
3. I have no tooth problems, gum problems, mouth sores, or denture problems	89%	11%
4. Staff regularly and frequently clean my teeth/dentures/ mouth or provide me with assistance if I need it	89%	11%

L - Incontinence Products (e.g. briefs, pads)	Strongly Agree or Agree	Disagree or Strongly Disagree
1. The incontinence product(s) provided is/are satisfactory	94%	6%

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	100%	0%
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	78%	22%

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	97%	3%
2. I or my responsible party can have access to this money when it is needed	97%	3%

O - Activities of Daily Living Assistance	Strongly Agree or Agree	Disagree or Strongly Disagree
1. I receive assistance with meals if I need it	100%	0%
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	79%	21%

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%
	Strongly Agree or Agree	Disagree or Strongly Disagree
2. I can express my opinion without fear of consequences.	100%	0%
3. What number would you use to rate how well the staff listen to you?	<p>0 = worst possible rating; 10 = best possible rating</p> <p>Circle one number only: 0 1 2 3 4 5 6 7 8 9 10</p> <p>Overall Satisfaction re: Listening: 9.1 out of 10</p>	

	Probably No or Definitely No	Definitely Yes or Probably Yes
4. I would recommend this Home to others	0%	100%

Survey Responses by Resident Home Area:

Sydenham Meadows: 12	Hickory Woods: 10	Bear Creek: 3
Arbour Glen: 6	Parkview Place: 8	Not Marked: 0