

**Resident, Family, Friend and Responsible Party** **Newsletter – May ‘16**

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

1. **Annual Resident/Family Satisfaction Survey**



Summary results of our annual resident/family satisfaction survey are enclosed with the monthly billing statement mailing.

The results will also be shared via Residents’ Council meeting, Family Council meeting, and staff newsletter.

Overall, residents/families have indicated high levels of satisfaction with the care and service provided at Strathmere Lodge.

Overall, 96% of respondents agreed or strongly agreed that they are satisfied with the care and service provided, and 99% of respondents indicated that they would definitely or probably recommend Strathmere Lodge to others.

Two areas in particular showed lower levels of satisfaction – “Clothing/Laundry Gone Missing” and “Sufficient Staff Numbers”. These are typical satisfaction outcomes among the province’s 630 long term care homes.

In an effort to improve upon the issue of Missing Clothing/Laundry, we have recently augmented our clean laundry carts with a view to making it simpler for staff to get clean clothing back to its rightful location.

On the subject of Sufficient Staff, the Long Term Care Provider Industry continues efforts to lobby the provincial government for increased funding to increase staffing numbers. On this topic, I want to highlight the fact that staffing numbers at Strathmere Lodge are consistent across all seven (7) days of the week with respect to Nursing staff, Food Services staff, Housekeeping staff and Laundry staff. Some survey comments indicate the perception that staffing numbers are fewer on weekends, but this is not the case in the aforementioned areas (i.e., weekend staffing hours would only be fewer among administrative staff, Maintenance staff, and Recreation staff).

Please feel free to contact me with any questions and/or comments about the survey results (519-245-2520, ext. 222, or via email: bkerwin@middlesex.ca).

1. **Foot Care**

At Strathmere Lodge, we strive to provide our residents with excellent quality care.  As part of our service to residents, we provide basic foot care, which includes trimming finger and toenails.   This service is provided free of charge.

Alternatively, residents/families may choose to have feet tended to by one of our registered nursing staff with specialized training in Advanced Foot Care (which includes tending to calluses, corns, and other foot care concerns).

The Advanced Foot Care option is a fee-for service option costing $25 per session. Advanced Foot Care can be offered monthly or bi-monthly.

If you have any questions or concerns regarding foot care and/or the foot care services that we offer, please contact Crystal Brooks, Acting Director of Resident Care (at 519-245-2520, ext. 228).

1. **“Skype” Is Now Available**



“Skype” is now available on the resident computer in the Sydenham Meadows resident home area (first floor).

In a nutshell, Skype is a computer software service that lets people anywhere in the world talk to each other live over video.

This service is targeted to those residents and families where distance/geography prohibits regular visits to the Lodge.

For more information, or to book a Skype session, please contact Marcy Welch (ext. 226, or at mwelch@middlesex.ca).

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**4. Recreation Calendar**



Please do not forget to pick up and check out our monthly Recreation calendar (available in each Resident Home Area, and also posted on our website) for events that you may find of interest and would like to attend.

Our upcoming Special Events for June:

1. Wednesday, June 8th at 6:30pm – The Pierce Family Band entertains
2. Wednesday, June 15th at 2:00pm – Ladies’ Auxiliary Rhubarb Pie Social with entertainment by Eric Shain
3. Friday, June 17th at 2:00pm – Sing-a-Long with Alicia
4. Saturday, June 18th at 1:30pm – Father’s Day with Randy Grey
5. Monday, June 20th at 2:00pm – Music with Brad Doub
6. Monday, June 20th at 6:45pm - Strawberry Social with the Appin Busy Bees
7. Friday, June 24th at 2:00pm – Happy Hour with Ross Ward
8. Saturday, June 25th at 1:30pm – Entertainment by Joel Horvath

Looking ahead, our Annual Garden Party will be held on Wednesday, July 13th at 6:30 pm in the Front Garden. Refreshments will be served, and our entertainment will be “The Goldies”.

**5. Family and Friends Council**



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 Monday, June 6, 2016, at 1:30pm in the Conference Room upstairs.

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

Please contact Marcy Welch (ext. 226, or at mwelch@middlesex.ca) for more information.

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.

**6. In Conclusion ….**



Please let me know if you would like to see certain issues addressed in future newsletter editions (contact me at 519-245-2520, ext. 222, 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 website: <http://www.middlesex.ca/departments/long-term-care>

Electronic back copies of our newsletter can be found on our website. Hard copies are compiled in binders at both our Reception desk and the staff lounge, and are available for your review.

You can find additional copies of this newsletter edition on our Public Information Board in the main lobby (near the Chapel).

**Brent Kerwin,**

Administrator

Distribution: Responsible Parties, Auxiliary, Information Board, Resident Home Areas (5), Website, County Council, Staff, Other Stakeholderst