



POLICY: Resident Experience survey in Personal Care Homes

Program Area: Personal Care Home

Section: General

Reference Number: CLI.6410.PL.001

Approved by: Regional Lead, Community & Continuing Care

Date: Issued 2014/Sept/01
Revised 2024/May/30

Residents and/or Families were engaged in the development of this policy.

POLICY SUBJECT:

Resident Experience Survey in Personal Care Homes.

PURPOSE:

To solicit feedback from residents and/or their family regarding care and services received in Personal Care Homes (PCH) in Southern Health – Santé Sud. Results of this feedback will inform quality improvement initiatives, promote safety and improve the quality of life for people living in a PCH.

BOARD POLICY REFERENCE:

Executive Limitation (EL-2) Treatment of Clients

POLICY:

Southern Health – Santé Sud seeks formal feedback about the experiences of people living in PCHs by conducting surveys every two years. These surveys are conducted using the approved Resident Experience Survey tool.

IMPORTANT POINTS TO CONSIDER:

- A copy of the survey may be distributed to those clients or family members of the client, who are waiting placement in a transitional care centre.
- A copy of the survey is not distributed to those clients who are in PCH for a respite admission.

PROCEDURE:

- PCH Staff communicate the options for completing survey by identified timeline to all residents of PCHs in Southern Health-Santé Sud.
 - If resident and/or family members choose to complete the Survey electronically, PCH staff will provide resident and/or family member with the QR code which can be found

on the Resident Experience Survey Poster (CLI.6410.PL.001.FORM.02). Posters are to be displayed in public areas throughout the PCH.

- If resident and/or family member would like to complete a hard copy of the Survey, PCH Staff members will:
 - Affix a label noting the name of the PCH onto page one (1) of the survey in the spot provided.
 - Provide a hard copy of the Resident Experience Survey Form (CLI.6410.PL.001.FORM.01) to residents who prefer to communicate in English in all homes or Resident Experience Survey – French (CLI.6410.PL.001.FORM.01.F) to residents who prefer to communicate in French.
- If a resident lacks capacity to complete the survey, the survey is provided to the resident's identified family member contact or designate.
- If the resident or family requires assistance in completion of the survey, PCH staff asks a volunteer/non-direct care staff to provide this assistance and records the residents or family member's response to each question.
- If a hard copy of the survey is completed, a designated staff member will be required to enter the information into the database.
- Survey responses are anonymous.
- The Southern Health-Santé Sud PCH Program is responsible to tabulate the survey responses into a report.
- Paper copies of the survey are maintained securely in accordance with regional policy.
- Survey results are distributed electronically by the Southern Health-Santé Sud PCH Program by May 30th to each PCH, Senior Leadership, the PCH Program team and other teams as appropriate.
- Staff at the PCH present and discuss the survey results with their PCH staff and the Resident Family Council. Issues/themes will be discussed and action plans are developed to address any arising issues/themes as appropriate.
- An action plan to address regional concerns is developed and implemented by the PCH Program Team.
- Evidence of improvement is evaluated by subsequent survey results.

SUPPORTING DOCUMENTS:

- [CLI.6410.PL.001.FORM.01](#) Resident Experience Survey Form
- [CLI.6410.PL.001.FORM.01.F](#) Resident Experience Survey Form – French
- [CLI.6410.PL.001.FORM.02](#) Resident Experience Survey Poster - Bilingual

REFERENCES:

Accreditation Canada (2014). *Client experience component in long-term care [fact sheet]*.

Accreditation Canada (2014). *Long-term care services standard (Ver. 9)*.

Providence Health, British Columbia. *LTC Resident Survey Questions by Domain*.