



THREE LINKS CARE SOCIETY

RESIDENT FAMILY SURVEY
2020

Over three months at the end of 2019 and start of 2020, Three Links conducted our regular resident and family survey.

While we recognize the survey was completed in the pre-COVID 19 environment, the results will be useful as we re-organize our operations and allied care model in the aftermath of the pandemic.

We want to thank everyone who took the time to complete the survey and provide feedback.

This year we were happy to receive 35 responses, compared to 18 in 2015 and a record 41 in 2017.

The following summary includes results from the 2015 and 2017 survey so we can compare progress and identify areas for improvement.



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Do you feel welcome when you enter Three Links Care Centre?

ALWAYS
97%

Would you recommend Three Links Care Centre to a family member or friend?

	YES	NO
2020	97%	3%
2017	100%	0%
2015	88%	12%

Overall, are you satisfied with the quality of care that the resident receives at Three Links Care Centre?

	YES	NO
2020	94%	6%
2017	100%	0%
2015	88%	12%

Does Three Links Care Centre seem clean and tidy?

	ALWAYS	SOMETIMES	HARDLY EVER	NEVER	DON'T KNOW	NOT APPLY
2020	76%	24%	0%	0%	0%	-%
2017	85%	15%	0%	0%	0%	0%
2015	71%	29%	0%	0%	0%	0%

Do Three Links Care Centre staff make an effort to resolve your concern or problem in a timely manner?

	ALWAYS	SOMETIMES	HARDLY EVER	NEVER	DON'T KNOW	NOT APPLY
2020	81%	16%	0%	0%	3%	-%
2017	80%	15%	0%	0%	5%	0%
2015	53%	35%	6%	0%	0%	6%



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Are you satisfied with the safety and security of Three Links Care Centre?

	ALWAYS	SOMETIMES	HARDLY EVER	NEVER	DON'T KNOW	NOT APPLY
2020	79%	18%	0%	0%	3%	-%
2017	78%	17%	0%	0%	5%	0%
2015	76%	24%	0%	0%	0%	0%

Overall, were you satisfied with Three Links Care Centre's admission process?

	ALWAYS	SOMETIMES	HARDLY EVER	NEVER	DON'T KNOW	NOT APPLY
2020	78%	11%	0%	0%	11%	-%
2017	74%	7%	0%	4%	7%	7%
2015	69%	15%	8%	0%	0%	8%

Do Three Links Care Centre staff treat the resident with respect?

	ALWAYS	SOMETIMES	HARDLY EVER	NEVER	DON'T KNOW	NOT APPLY
2020	73%	24%	0%	0%	3%	-%
2017	73%	10%	0%	0%	18%	0%
2015	67%	22%	0%	0%	11%	0%

Is there a Three Links Care Centre staff person available to help the resident if he or she needs assistance?

	ALWAYS	SOMETIMES	HARDLY EVER	NEVER	DON'T KNOW	NOT APPLY
2020	55%	30%	0%	0%	15%	-%
2017	58%	18%	0%	0%	24%	0%
2015	39%	44%	0%	0%	17%	0%



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Does the resident receive the help he or she needs to eat at Three Links Care Centre?

	ALWAYS	SOMETIMES	HARDLY EVER	NEVER	DON'T KNOW	NOT APPLY
2020	58%	15%	0%	0%	27%	-%
2017	47%	10%	0%	3%	28%	12%
2015	28%	39%	0%	3%	28%	12%

Do you feel the activities provided at Three Links Care Centre add to the resident's quality of life?

	ALWAYS	SOMETIMES	HARDLY EVER	NEVER	DON'T KNOW	NOT APPLY
2020	48%	42%	3%	0%	6%	-%
2017	46%	29%	2%	0%	17%	5%
2015	28%	39%	6%	0%	17%	11%

Does Three Links Care Centre seem home-like?

	ALWAYS	SOMETIMES	HARDLY EVER	NEVER	DON'T KNOW	NOT APPLY
2020	49%	42%	3%	3%	3%	-%
2017	45%	35%	3%	5%	5%	7%
2015	35%	53%	0%	12%	0%	0%

Do Three Links Care Centre staff take the time to know the resident's likes and dislikes?

	ALWAYS	SOMETIMES	HARDLY EVER	NEVER	DON'T KNOW	NOT APPLY
2020	37%	40%	3%	3%	17%	-%
2017	43%	35%	3%	0%	15%	5%
2015	39%	44%	0%	0%	17%	0%



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Do Three Links Care Centre staff allow residents to do the things they want to do for themselves?

	ALWAYS	SOMETIMES	HARDLY EVER	NEVER	DON'T KNOW	NOT APPLY
2020	52%	24%	0%	0%	24%	-%
2017	40%	20%	0%	3%	15%	22%
2015	33%	23%	0%	6%	22%	17%

Can the resident get the foods he or she likes at Three Links Care Centre?

	ALWAYS	SOMETIMES	HARDLY EVER	NEVER	DON'T KNOW	NOT APPLY
2020	24%	55%	9%	0%	12%	-%
2017	20%	28%	5%	8%	27%	12%
2015	17%	44%	6%	0%	28%	6%

Allied Services: Which of the following Three Links services are residents and family members accessing?

SERVICE	2015 SURVEY	2017 SURVEY	2020 SURVEY
Music Therapy	56%	45%	50%
Social Work	75%	53%	41%
Volunteer	44%	40%	39%
Spiritual Care	44%	23%	21%
Dietician	-%	-%	36%
Art Therapy	-%	-%	33%
Rehab	-%	-%	25%