

Lakeland Long-Term Care
Family & Resident Surveys
2024



*Lakeland Family Survey- LIFE:
Part 1 of 2*

2022/2023/2024

Family Survey- LIFE:

Part 1 of 2

2022

TOTAL RESPONSES:
40

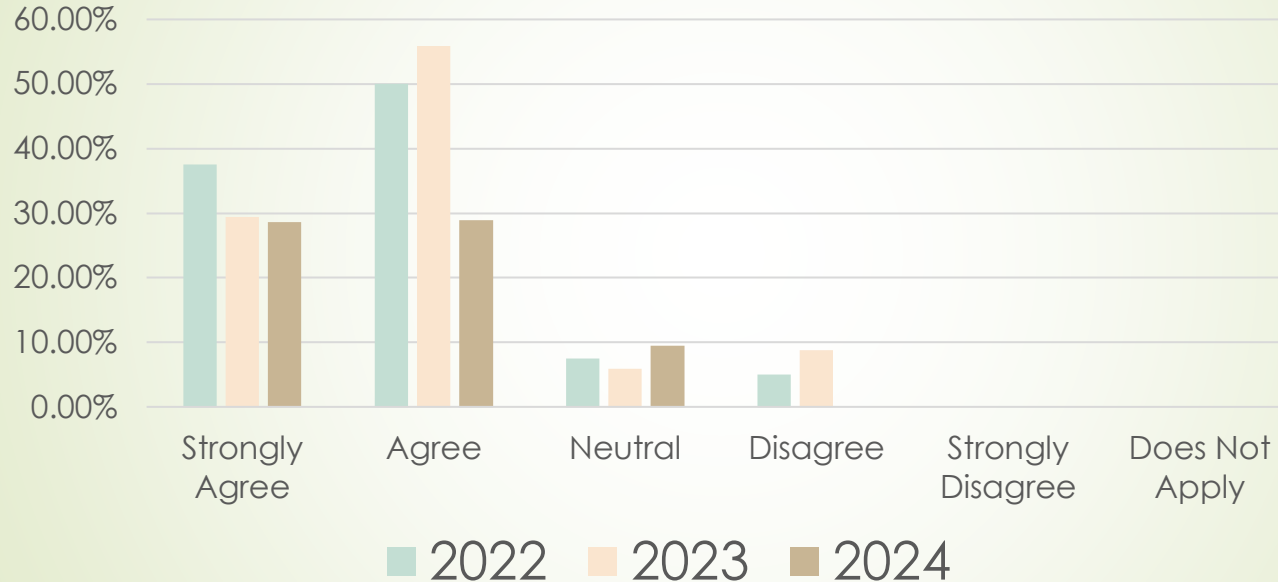
2023

TOTAL RESPONSES:
34

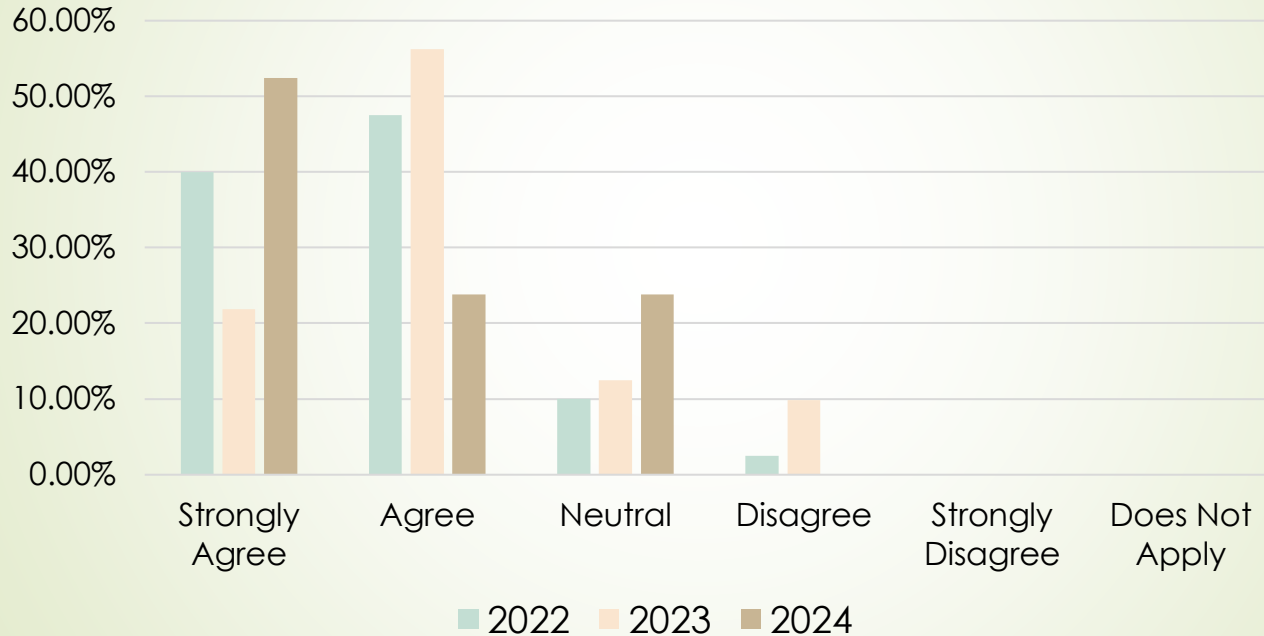
2024

TOTAL RESPONSES:
21

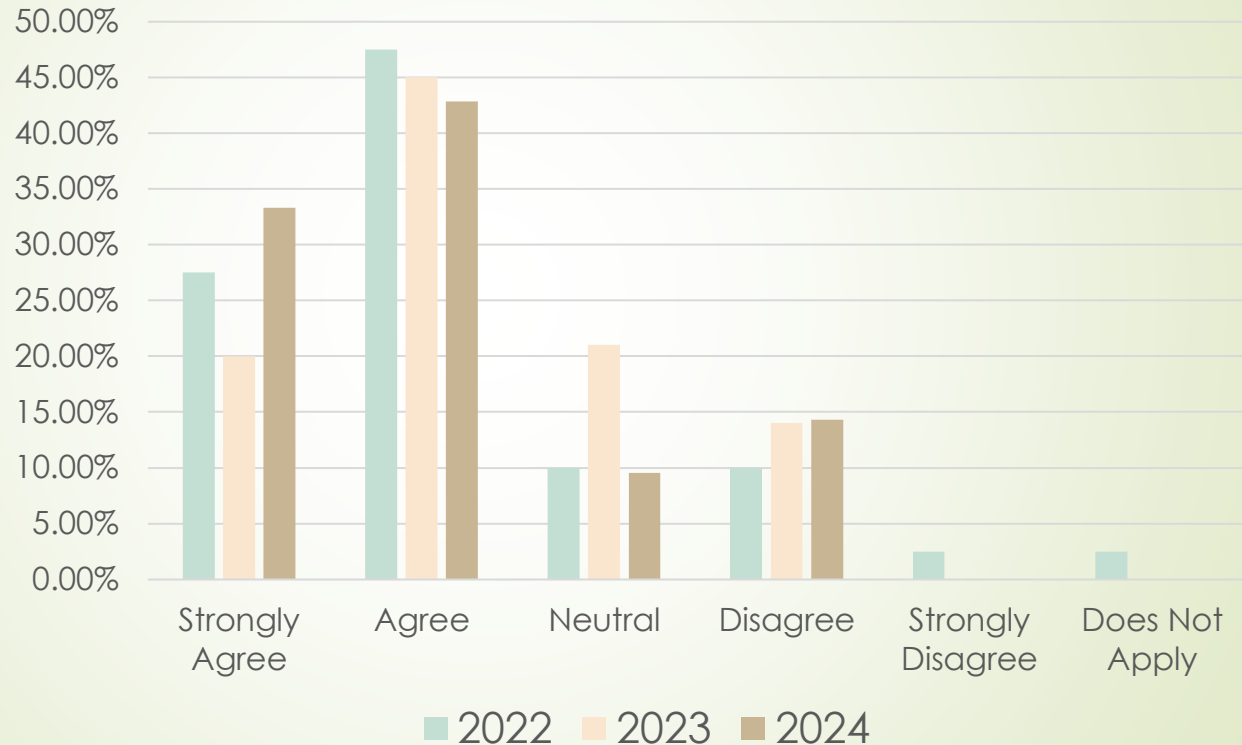
Question #1:The resident and family are given the opportunity to participate in decision-making.



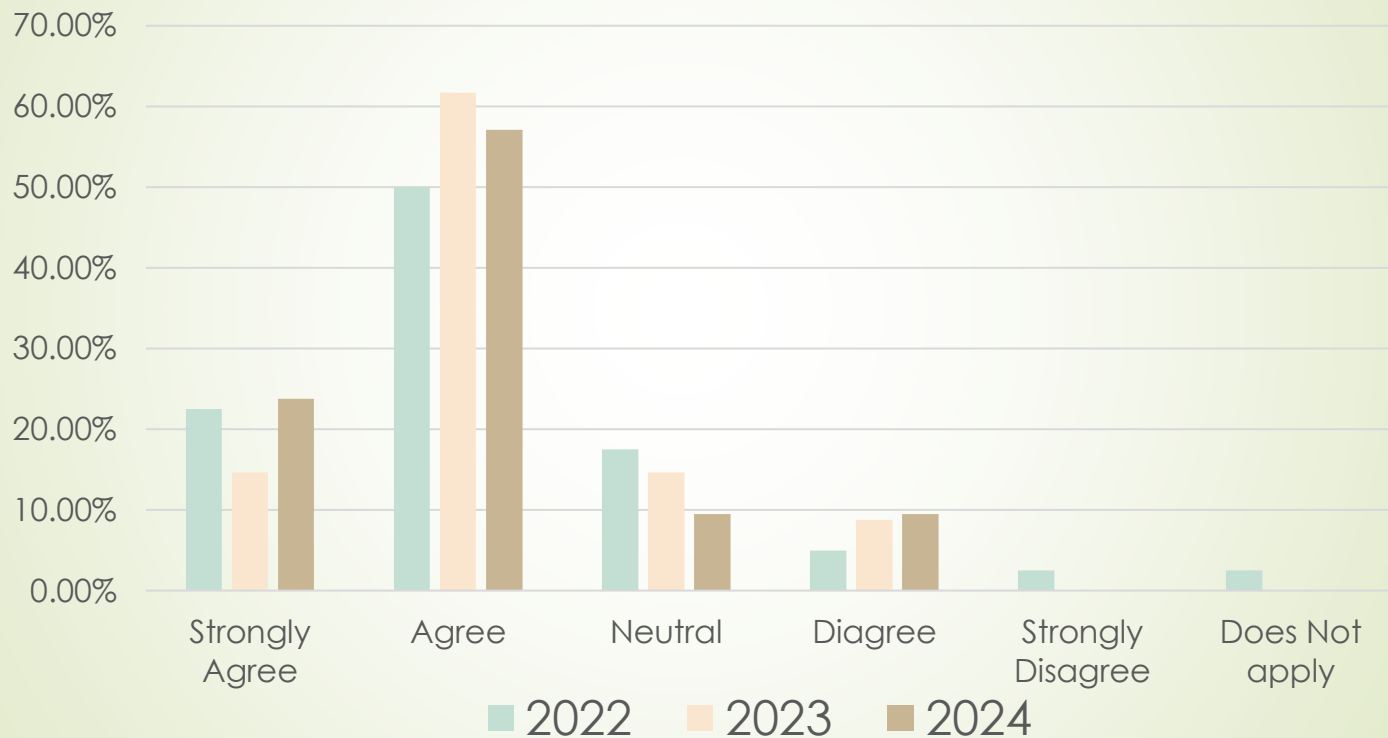
Question #2: The staff at Lakeland truly care about the residents.



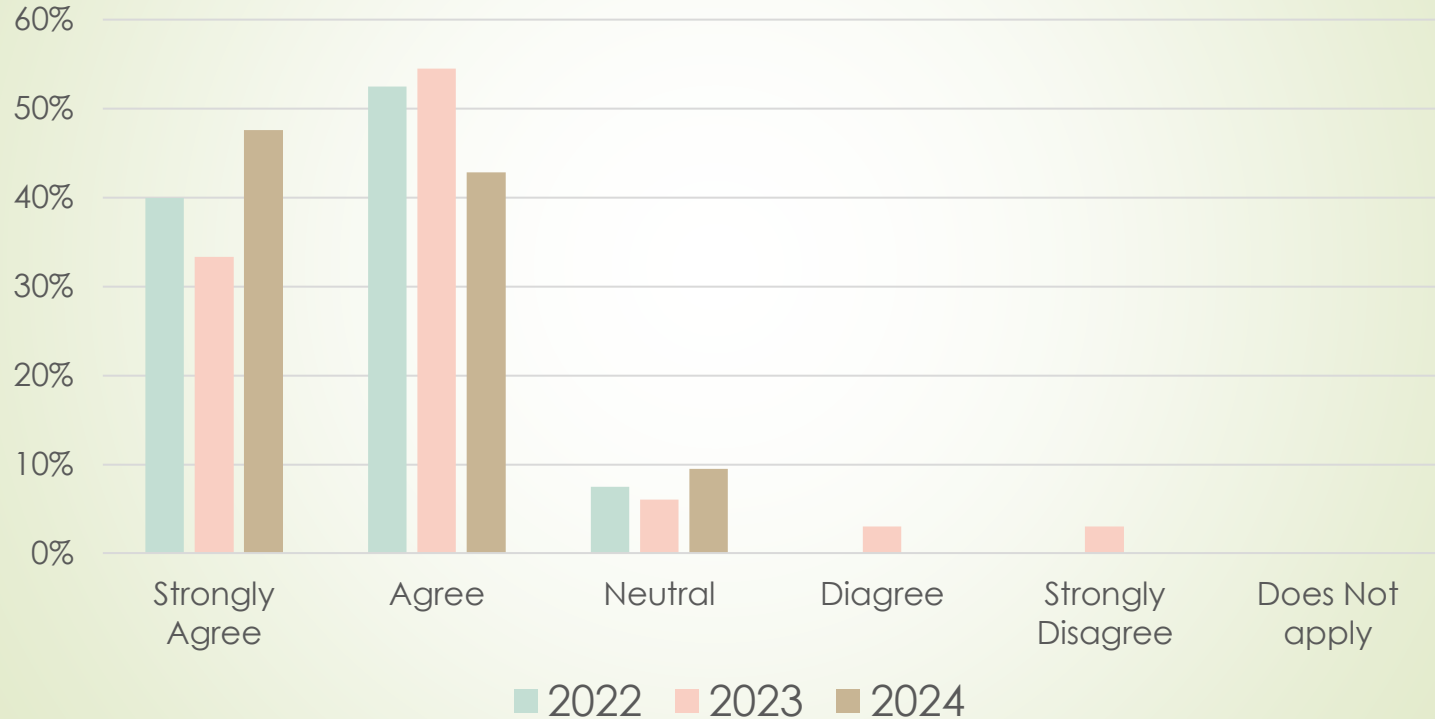
Question #3: There is a visible concern for the safety and well-being of residents.



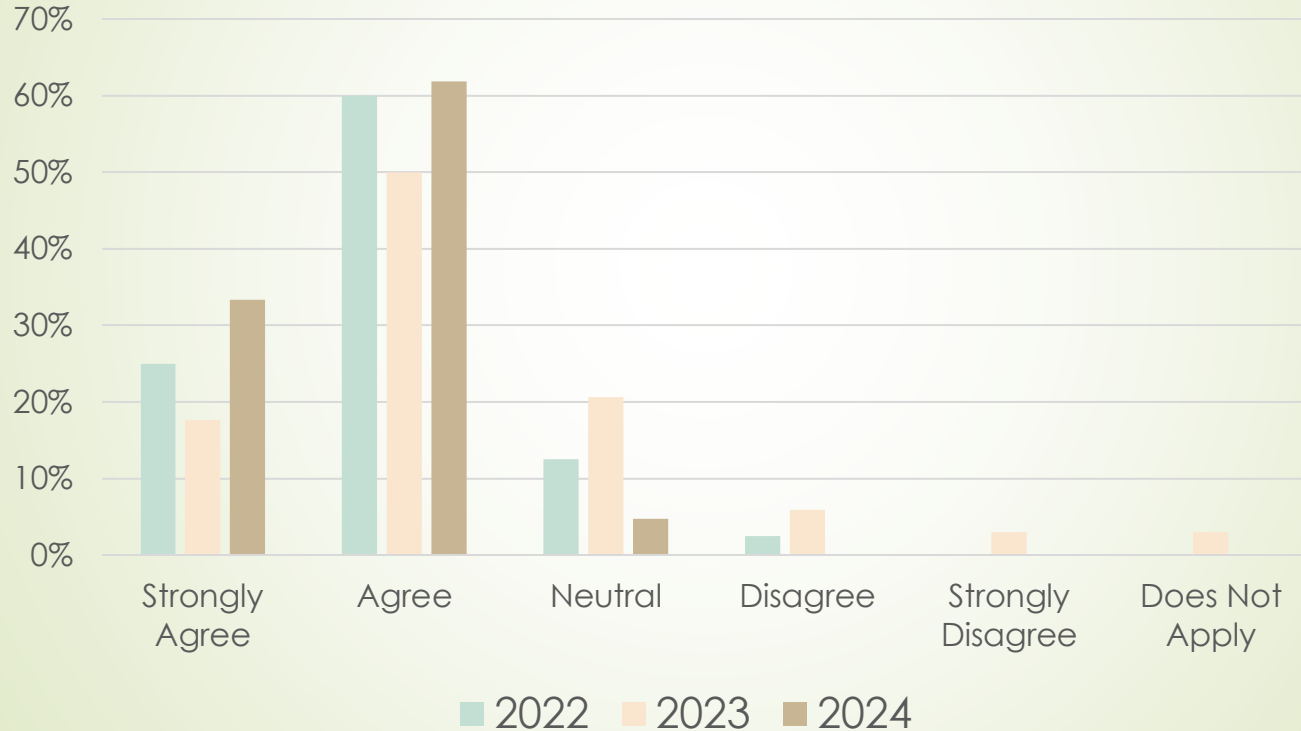
Question #4: The staff are well-trained and know what they are doing.



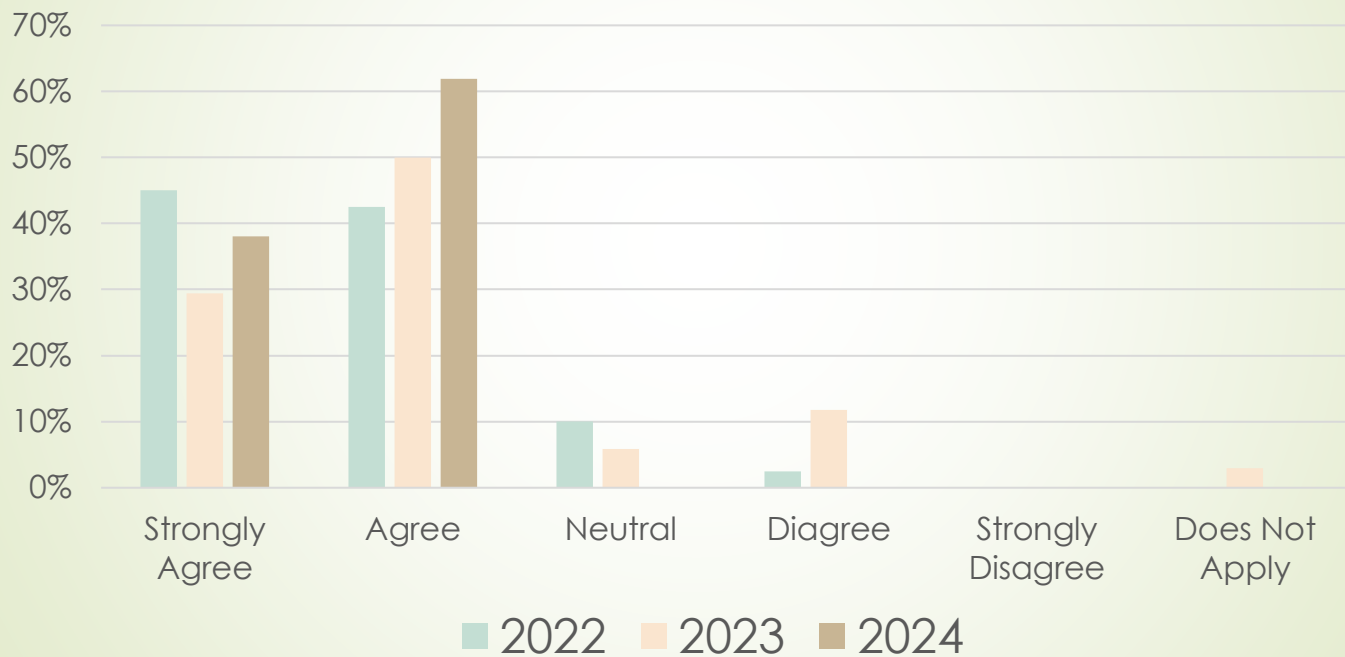
Question #5: I trust the Medical Practitioner(s) (ie. Physician) who look after my loved one at Lakeland Long Term Care.



Question #6: The home is clean and comfortable.

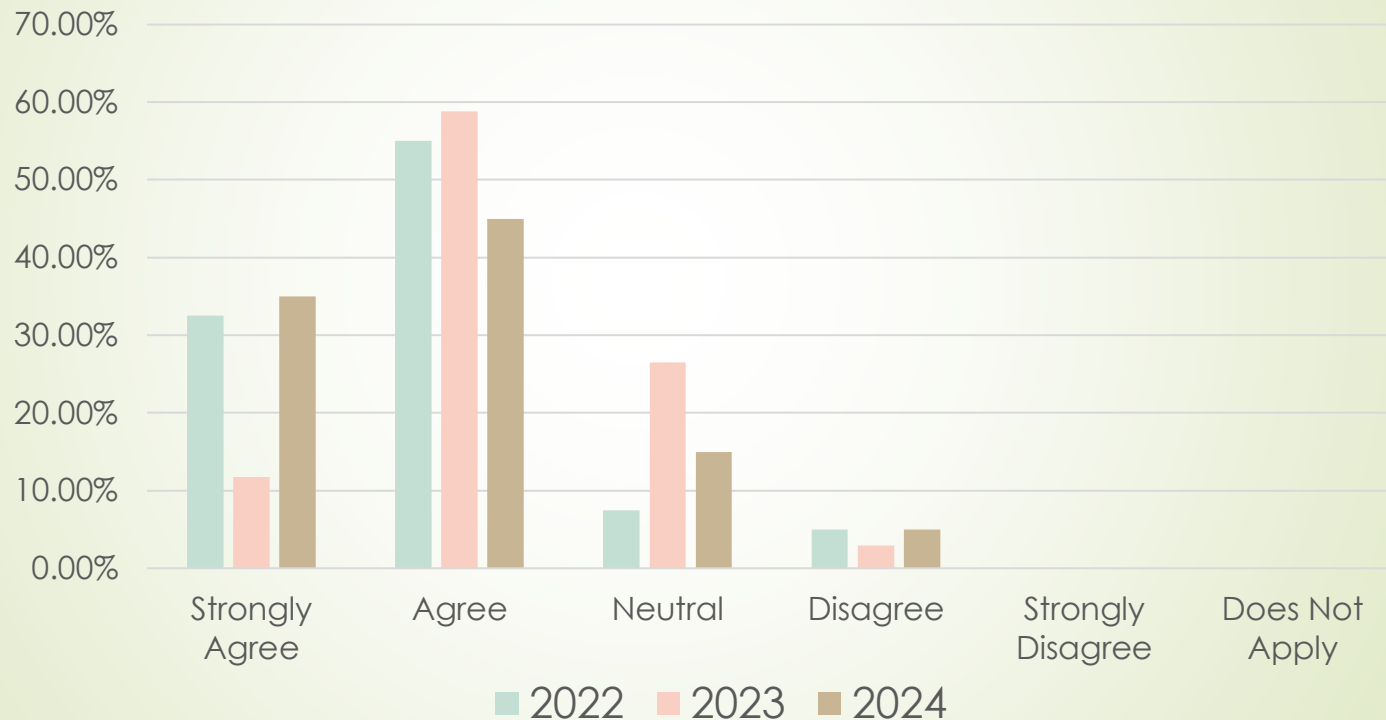


Question #7: I am comfortable bringing my concerns to a staff member.

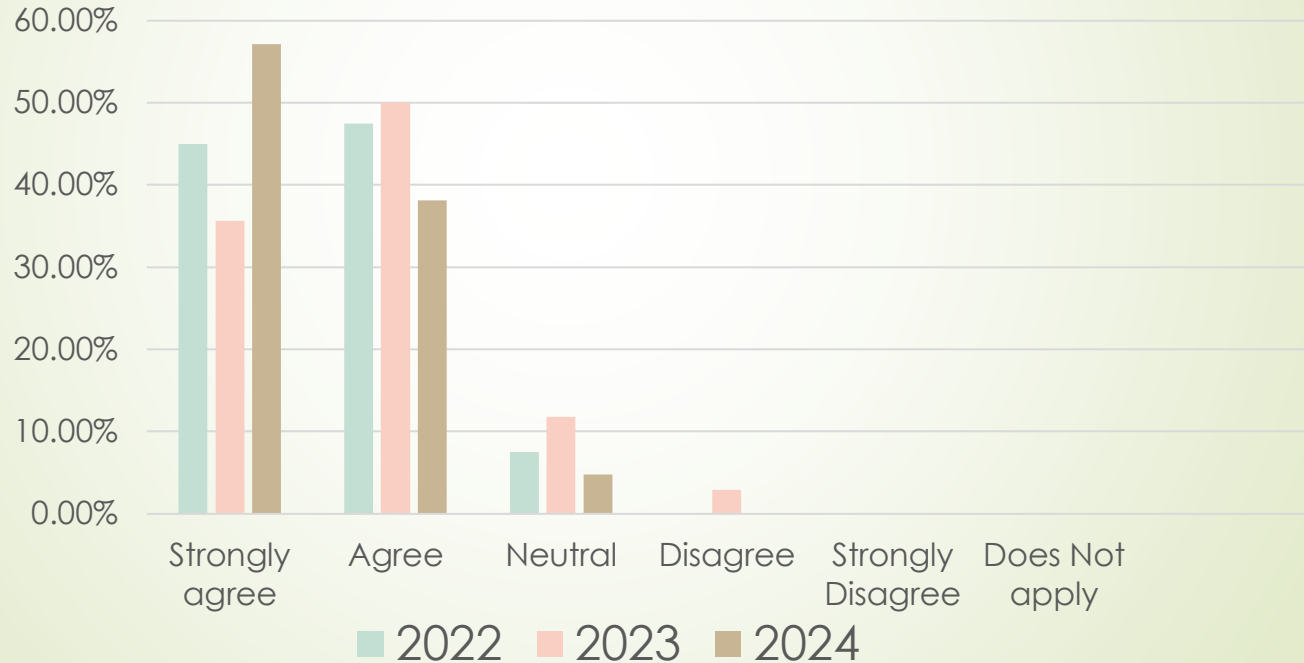




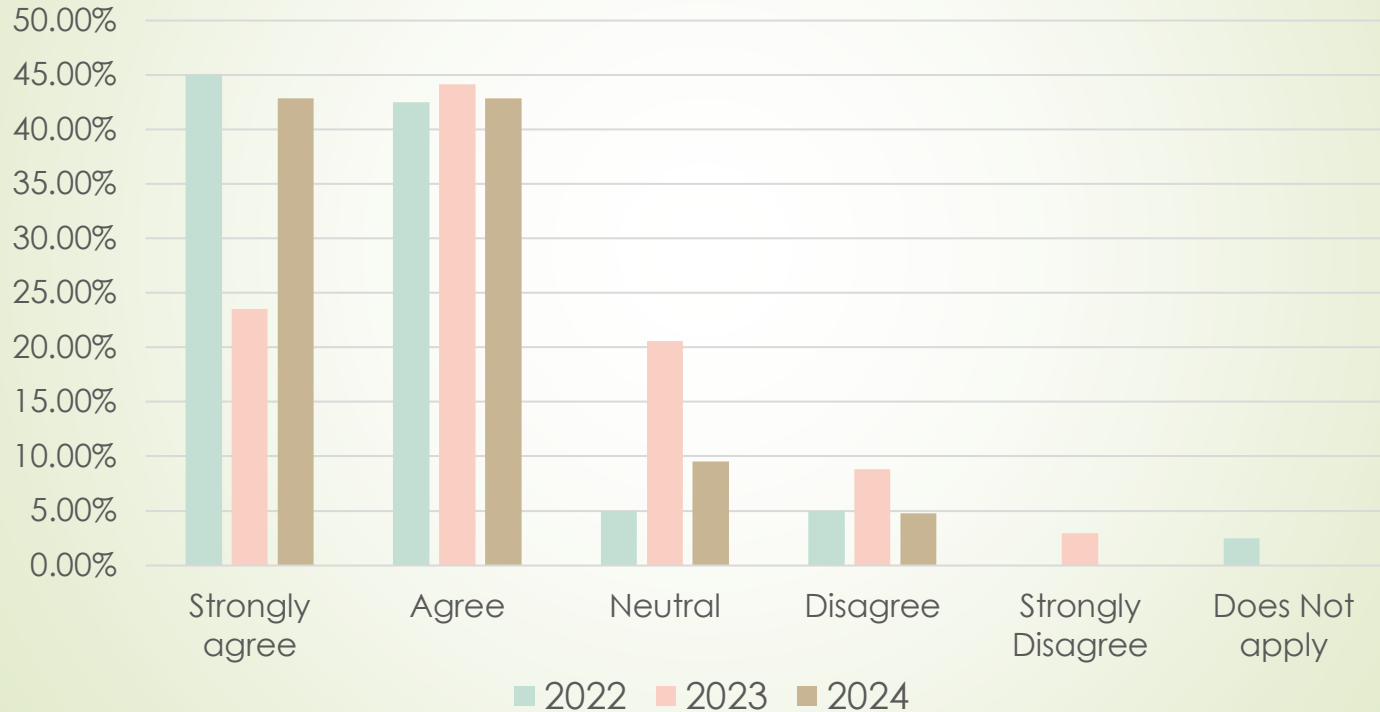
Question #8: I believe Lakeland Long Term Care is an abuse-free environment.



Question #9: The staff at Lakeland Long-Term Care are respectful of me and my family.



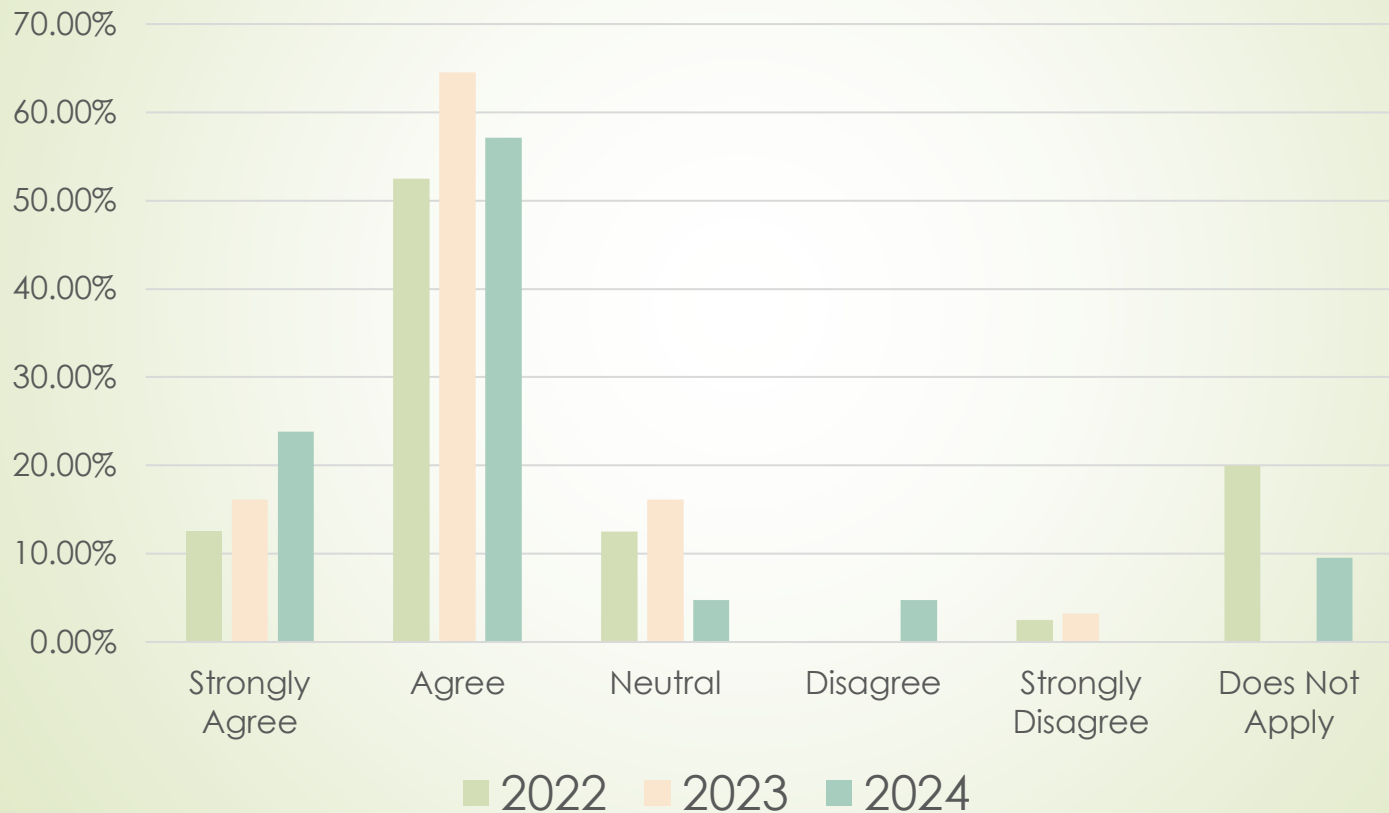
Question #10: I would recommend this home to others moving into long-term care.



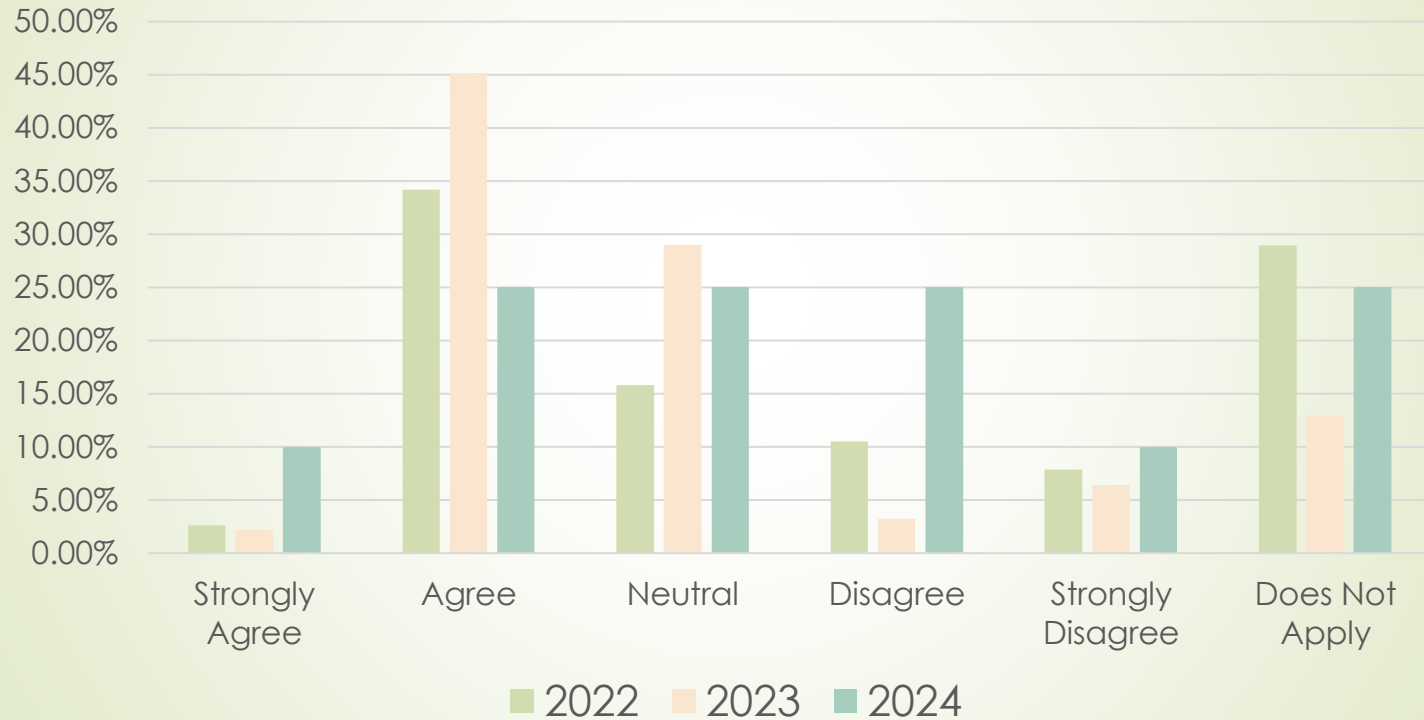
*Lakeland Family Survey-Goods and Services:
Part 2 of 2*

2022/2023/2024

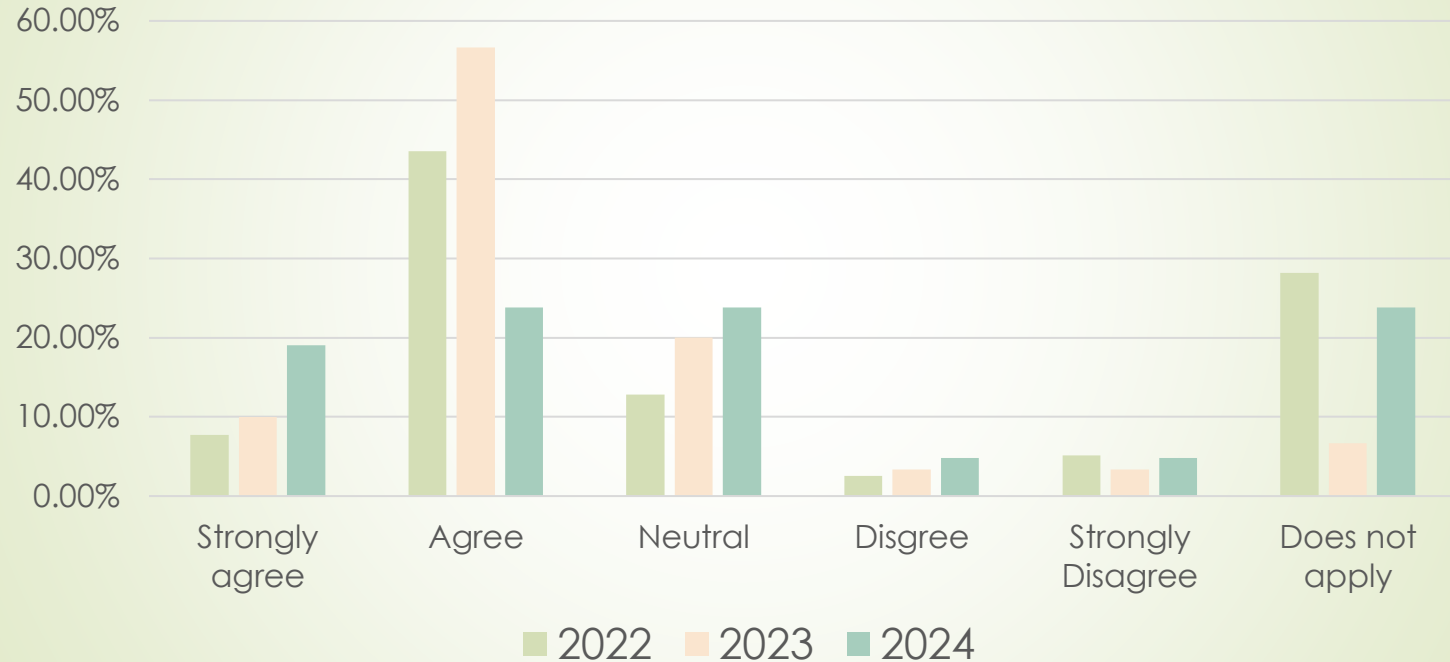
Question # 1: I am satisfied with the incontinence products that are available to my loved one at Lakeland.



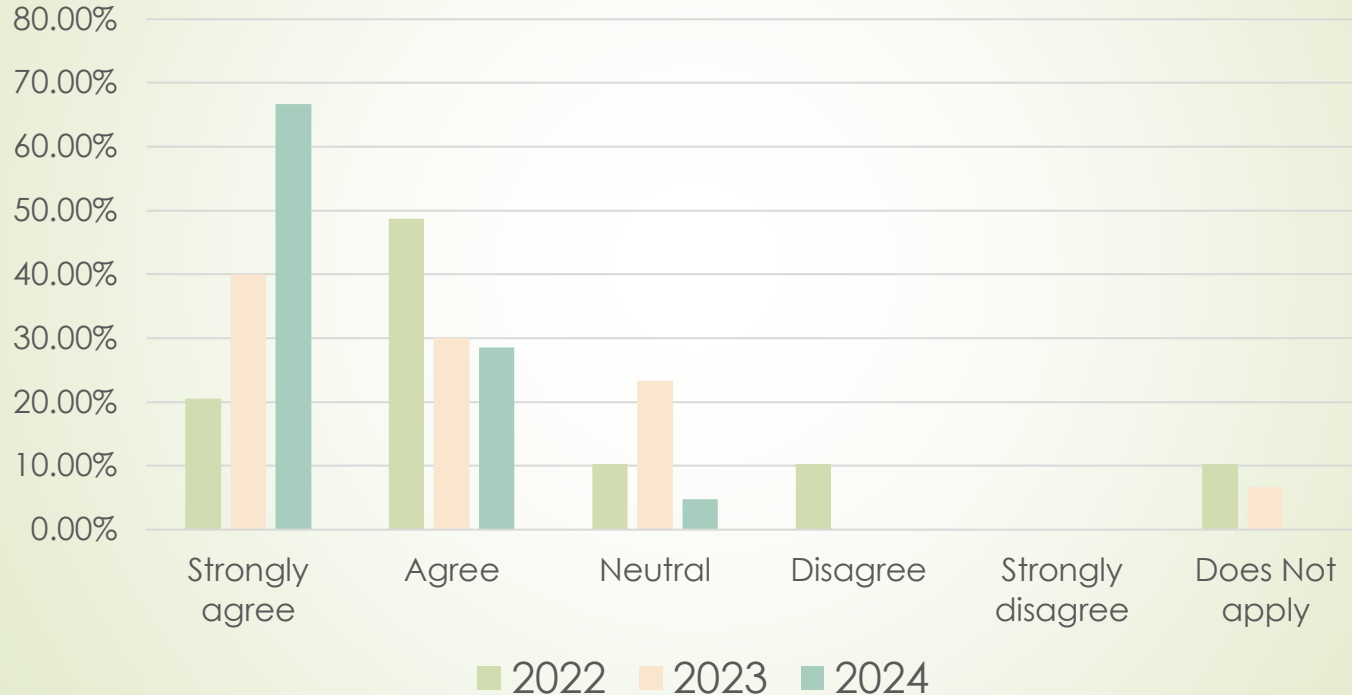
Question # 2: The telephone services available at Lakeland are accessible and meet Resident's needs.



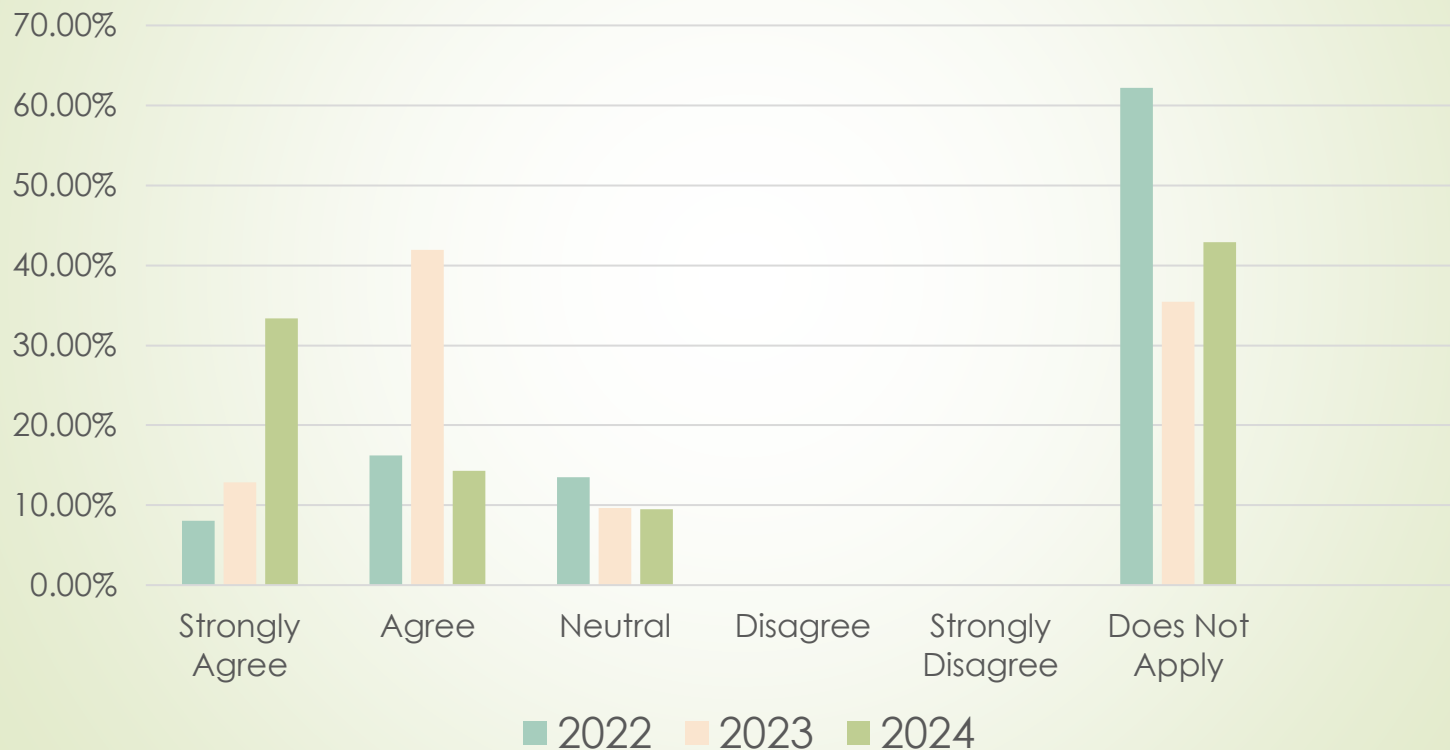
Question # 3: The cable television services available at Lakeland are accessible and meet Resident's needs.



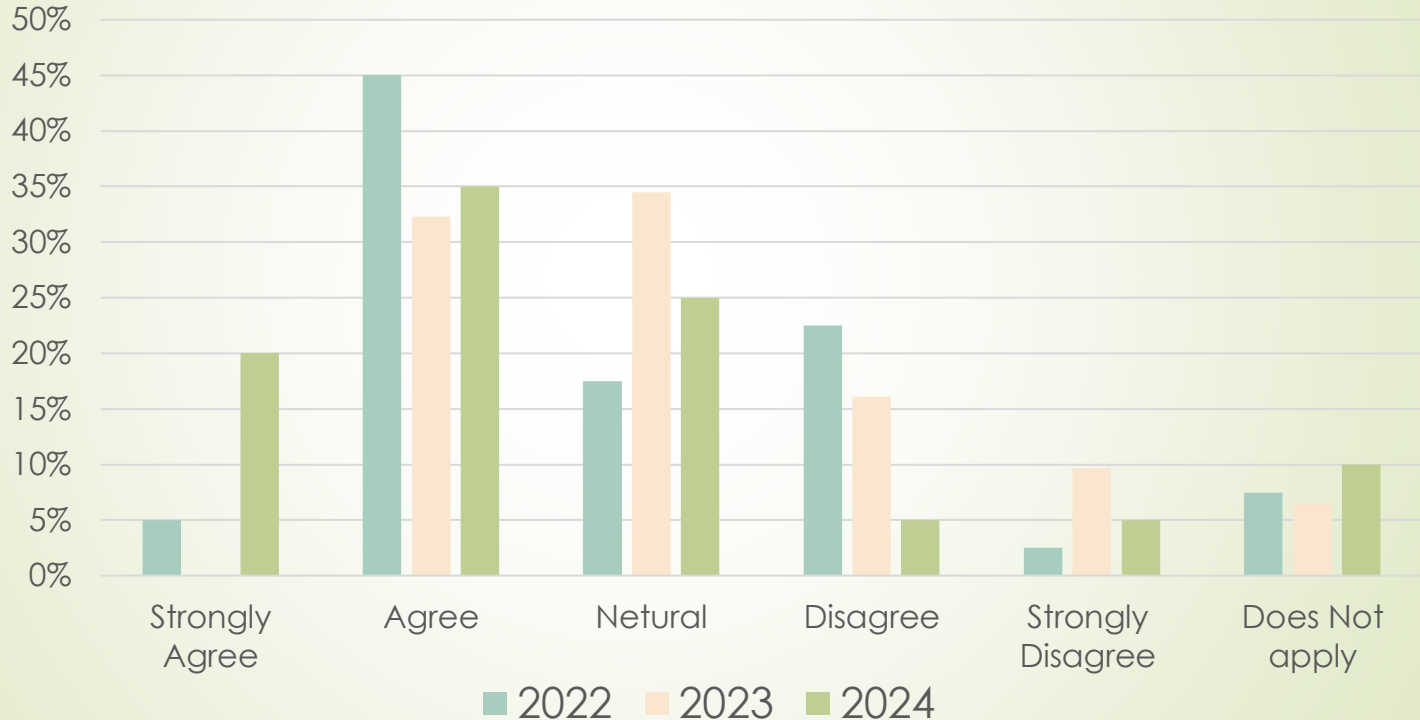
Question # 4: The barber & hairdressing services available at Lakeland are accessible and meet Resident's needs.



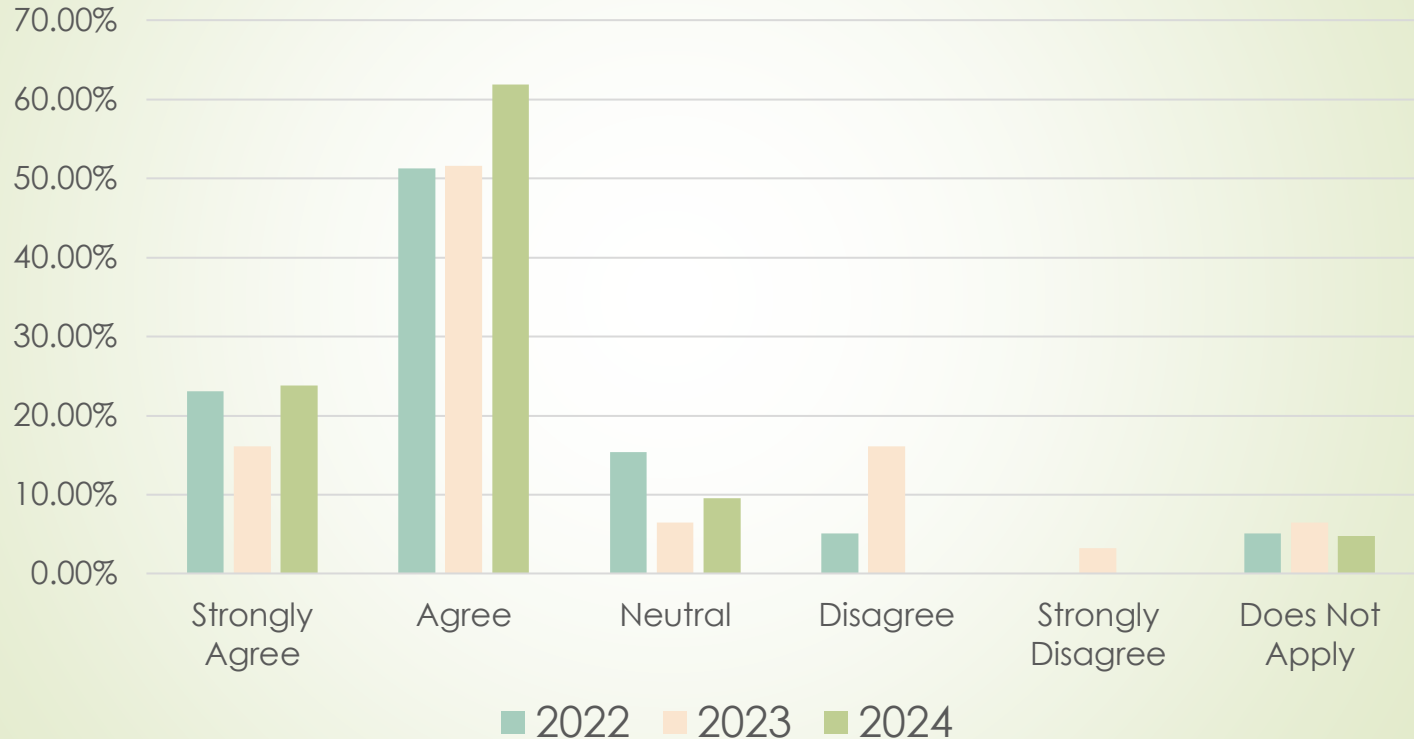
Question 5: The trust account services available at Lakeland are accessible and meet Resident's needs.



Question # 6: The laundry services available at Lakeland are accessible and meet Resident's needs.



Question # 7: The recreational activities offered at Lakeland are accessible and meet Resident's needs.



*Lakeland Resident
Survey*

2022/2023/2024

Resident Survey Results

2022

TOTAL RESPONSES:
41

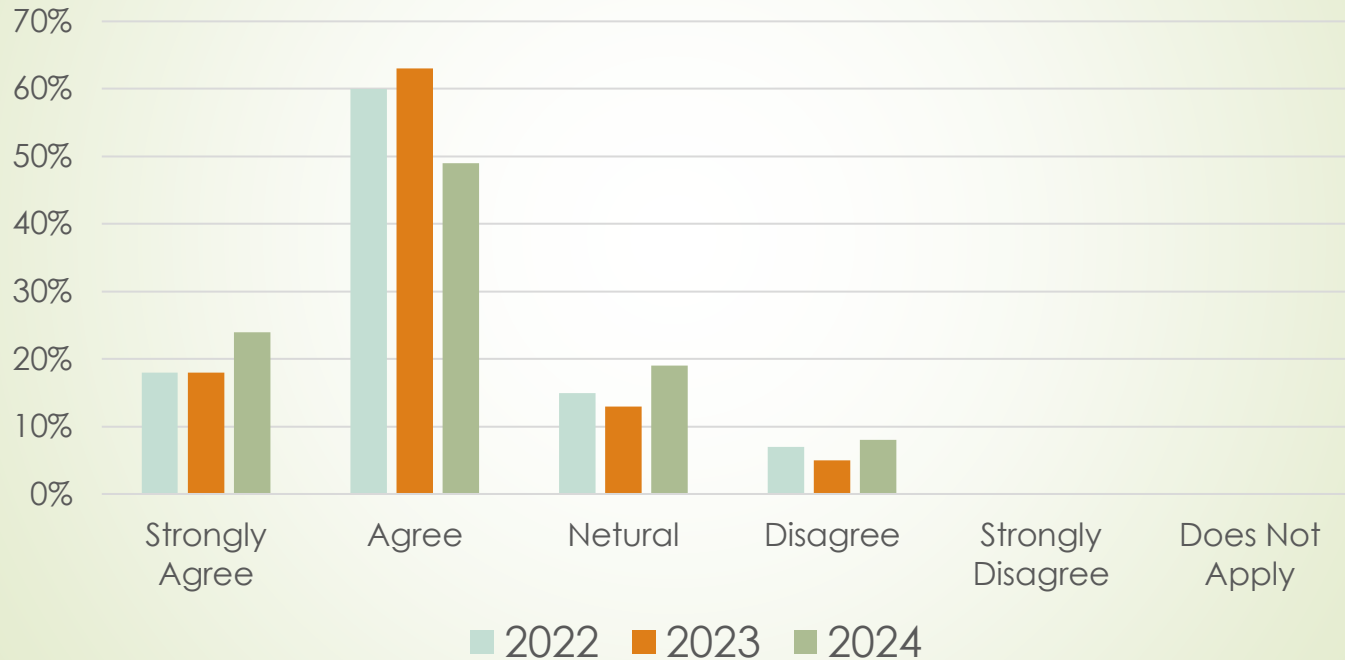
2023

TOTAL RESPONSES:
38

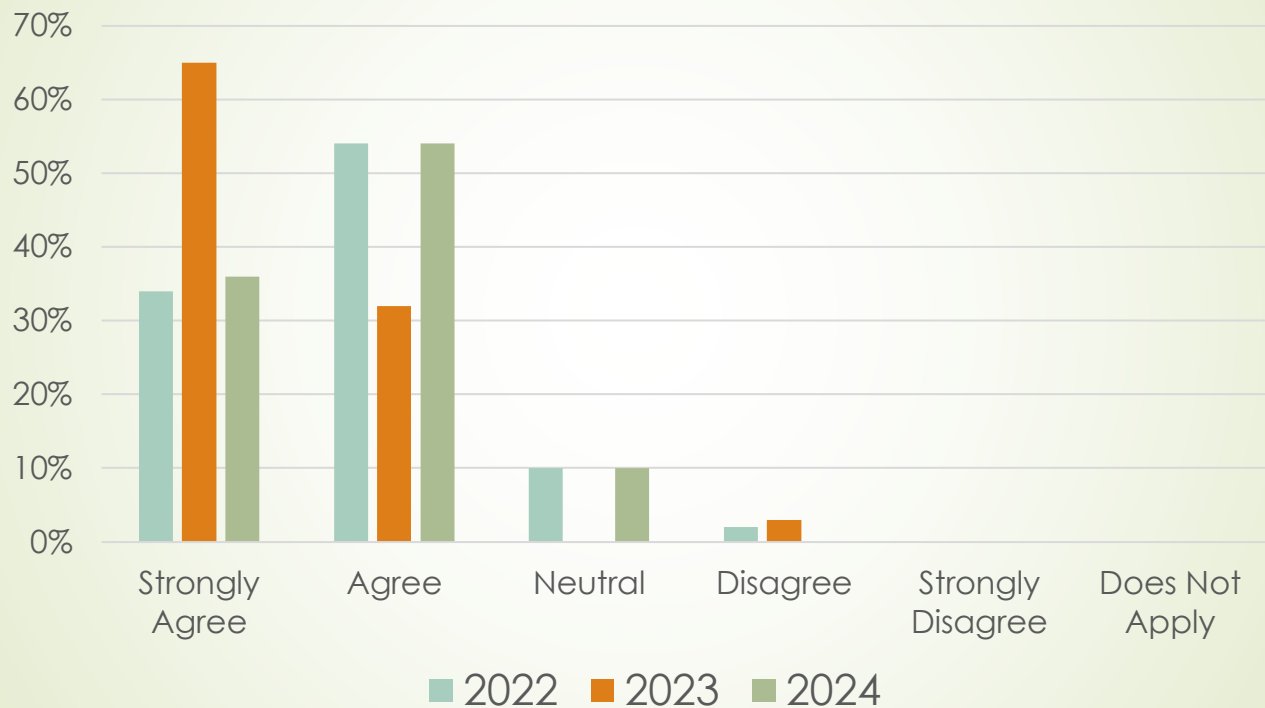
2024

TOTAL RESPONSES:
41

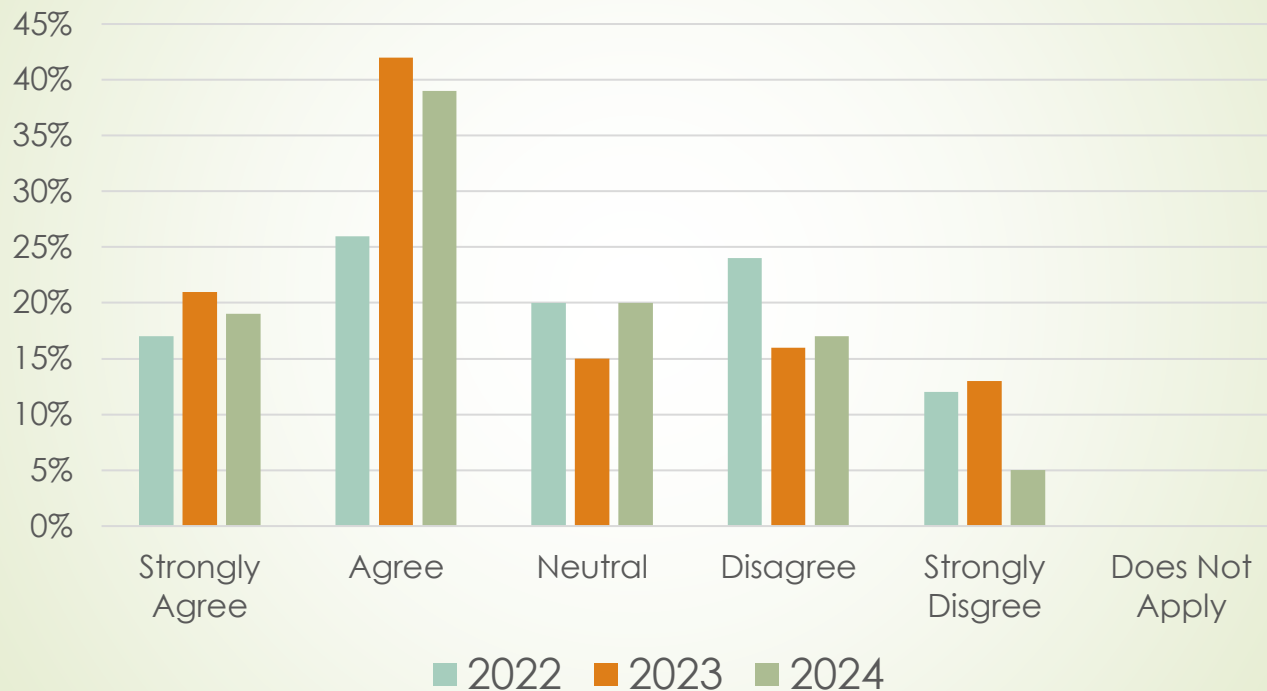
Question #1: I am given the opportunity to participate in decision-making about my life.



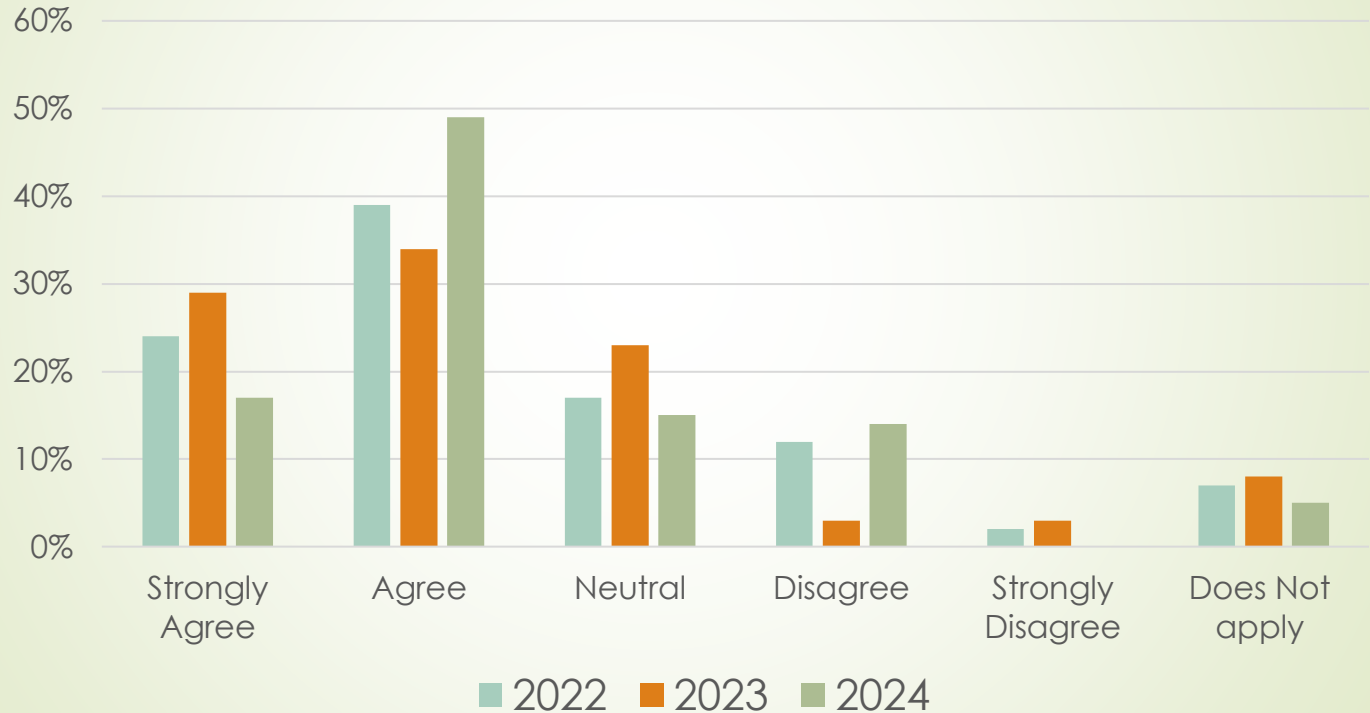
Question #2: I feel safe living here.



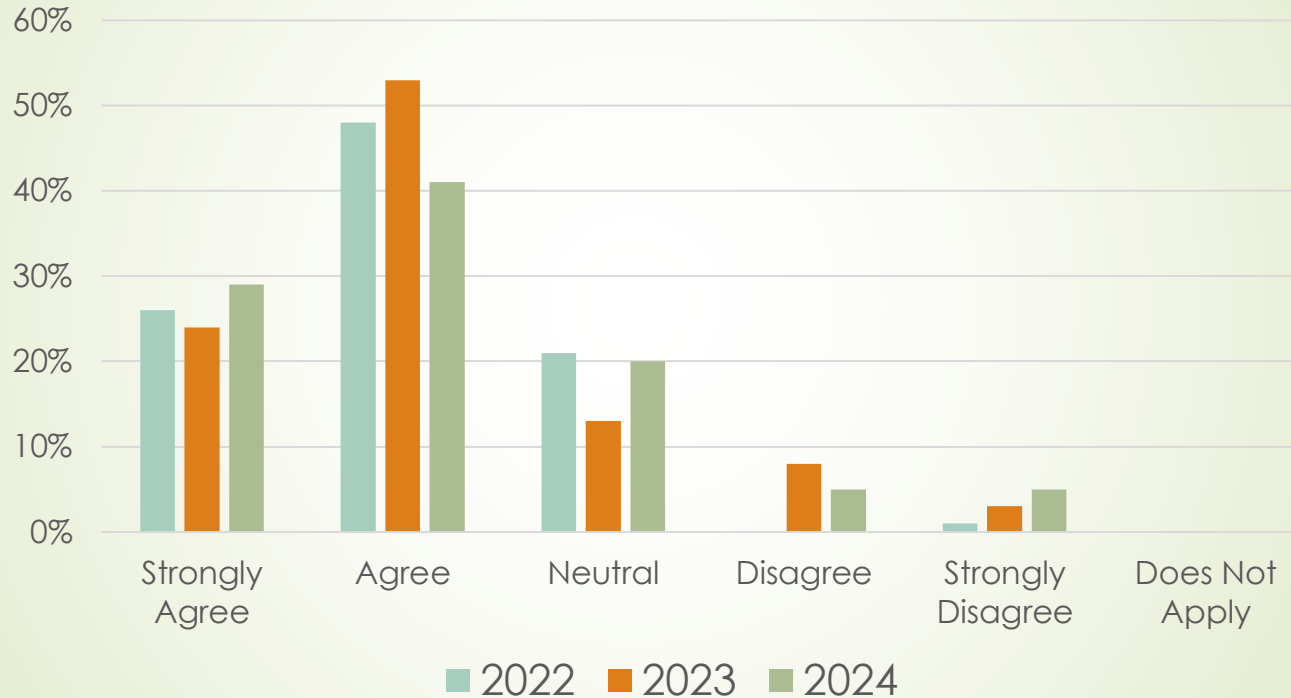
Question #3: I can choose when and what I want to eat.



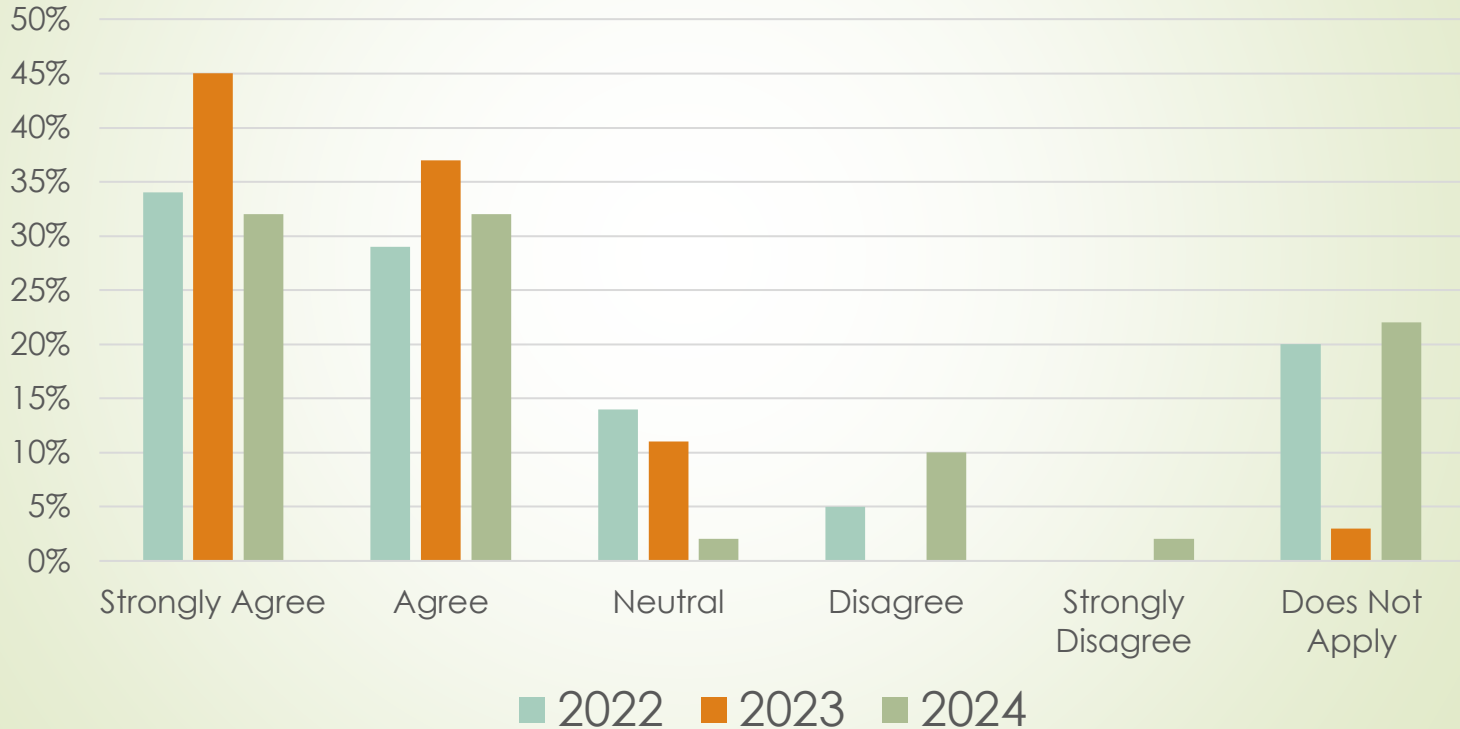
Question #4: I can express my opinion without fear of consequences.



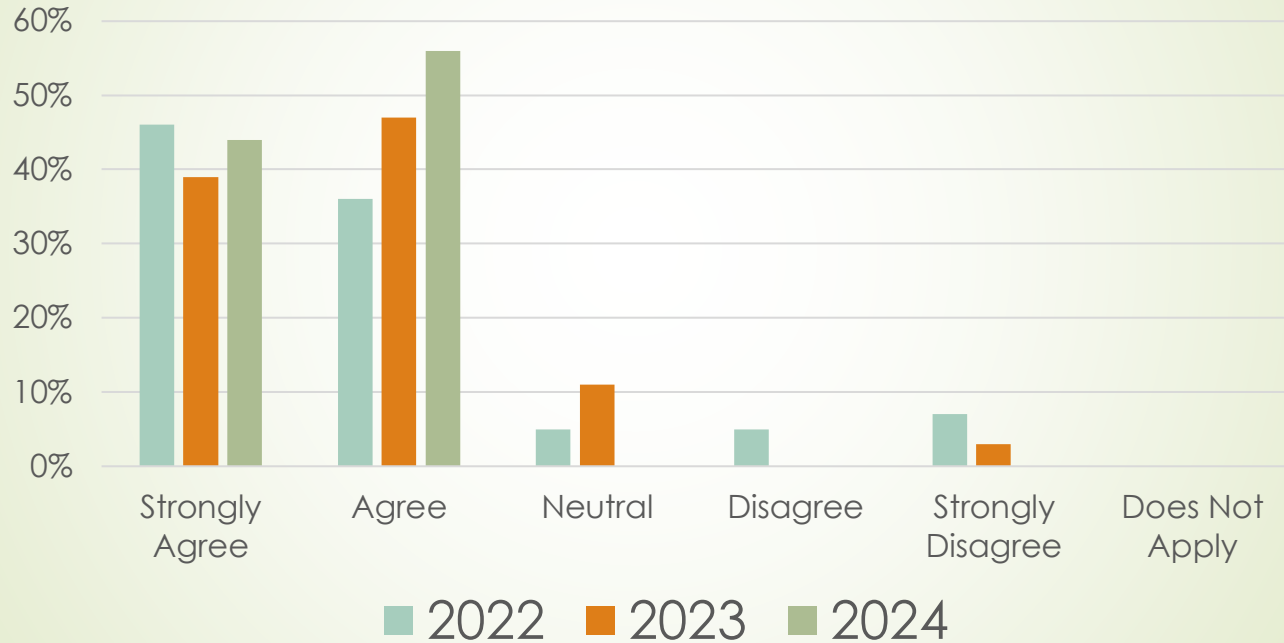
Question #5: I feel that staff listen to me.



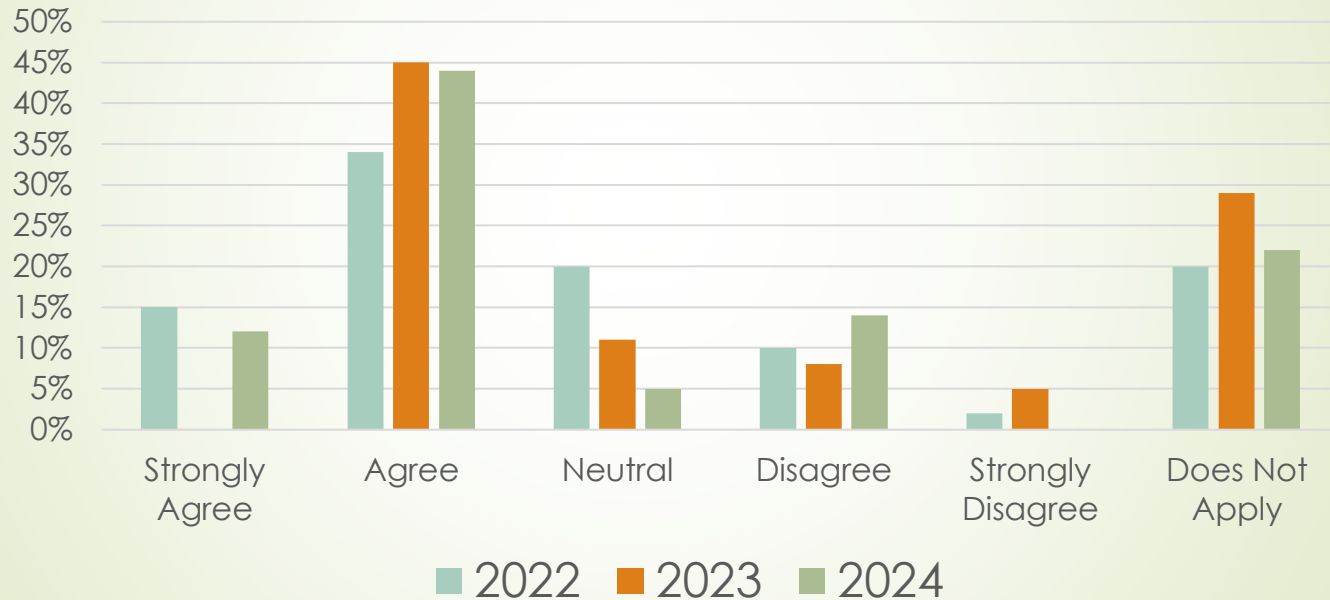
Question #6: I am satisfied with the recreational activities offered to me.



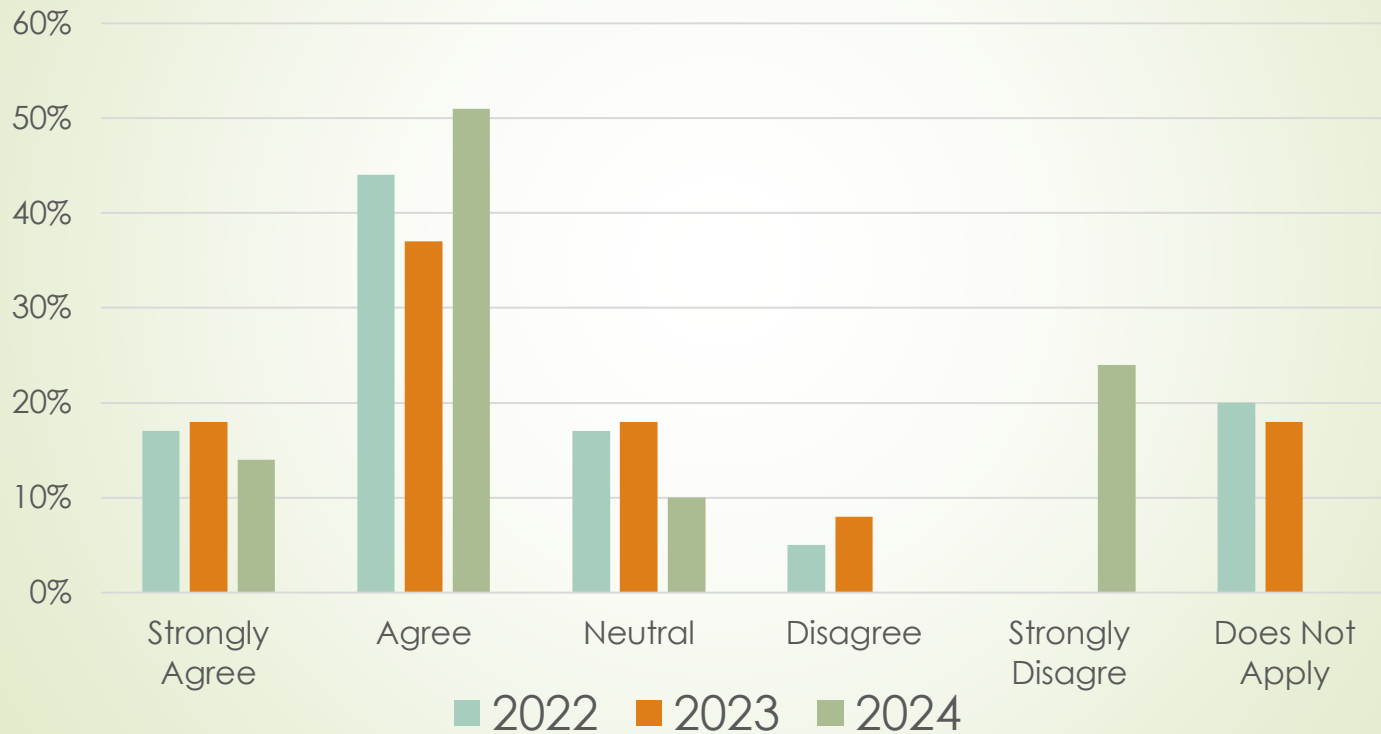
Question #7: Lakeland is a comfortable place to live.



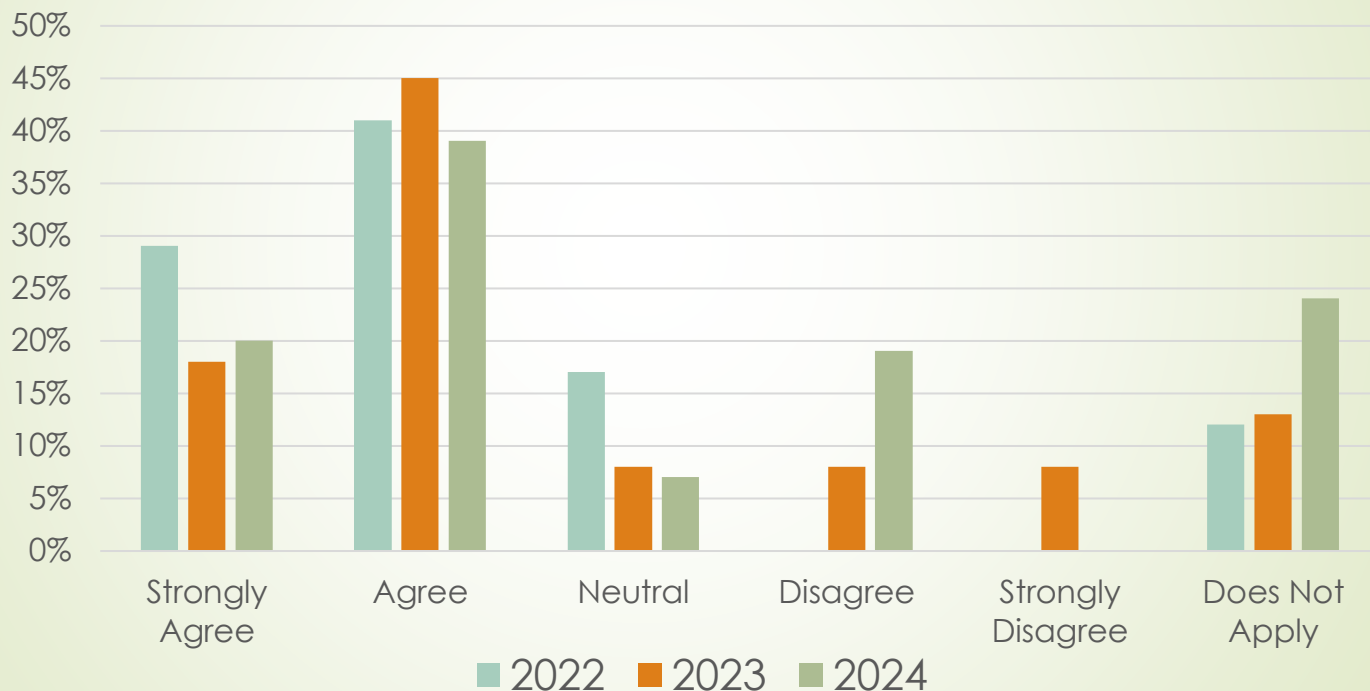
Question #8: I am satisfied with the laundry service provided to me.



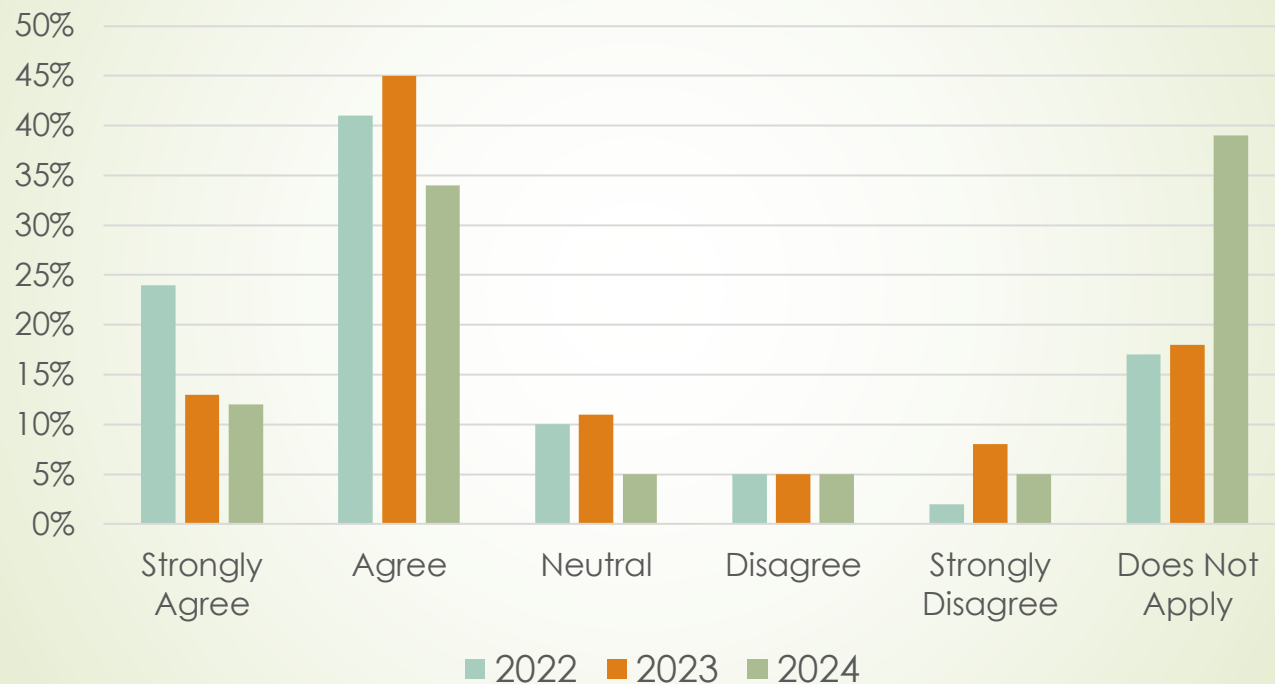
Question #9: I am satisfied with the incontinence products that are available to me.



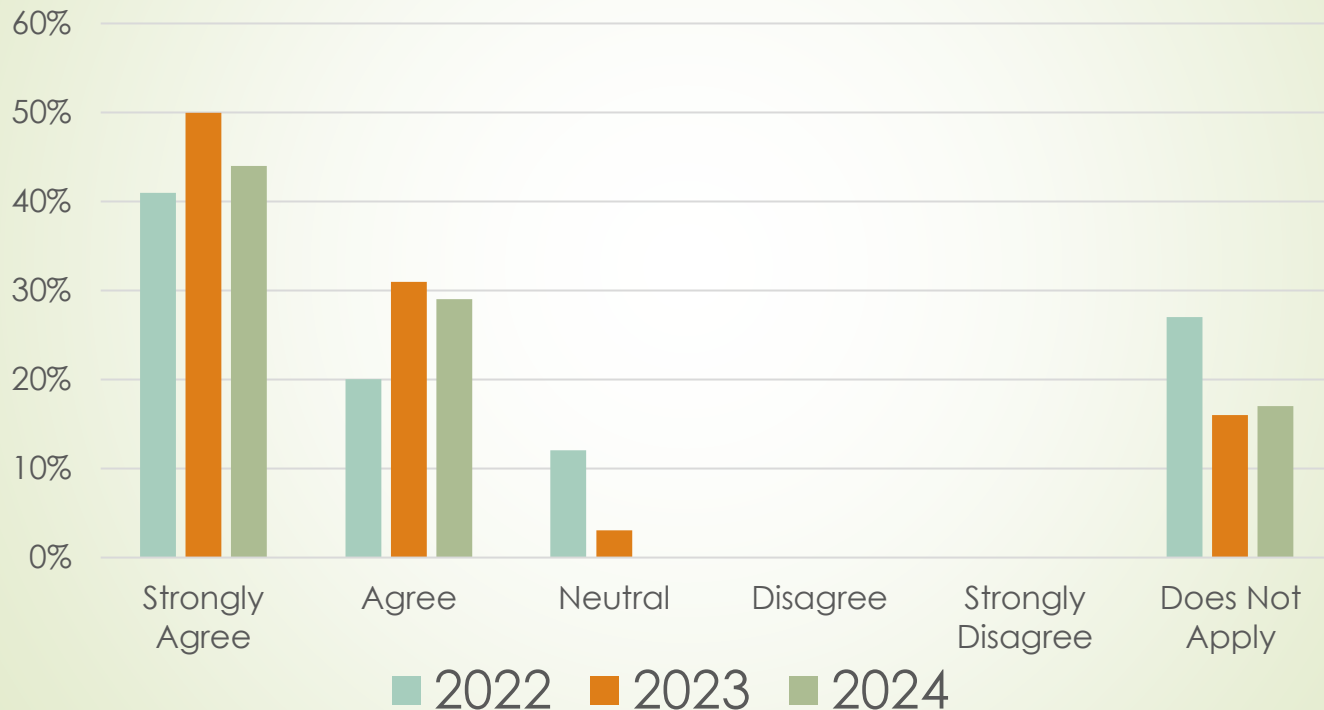
Question #10 The cable services available to me are accessible and meet my needs.



Question #11: The phone services available to me are accessible and meet my needs.



Question #12: The barber & Hair Dressing services available to me are accessible and meet my needs.



Question #13: I would recommend this home others.

