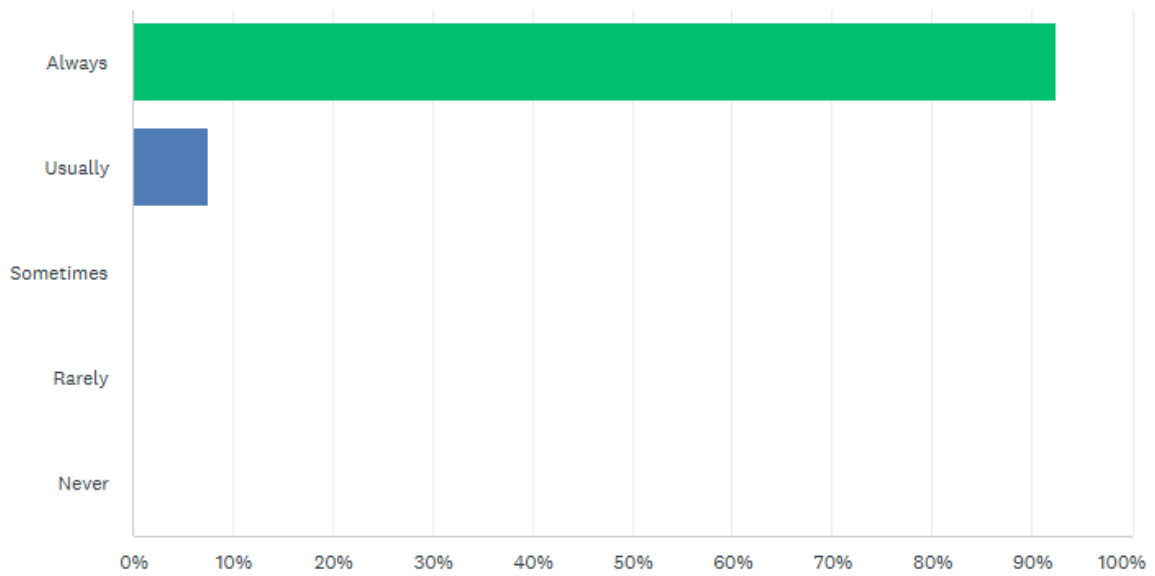


Spruce Lodge Resident Engagement Survey, 2024

I am greeted by my preferred name by staff

Answered: 40 Skipped: 1

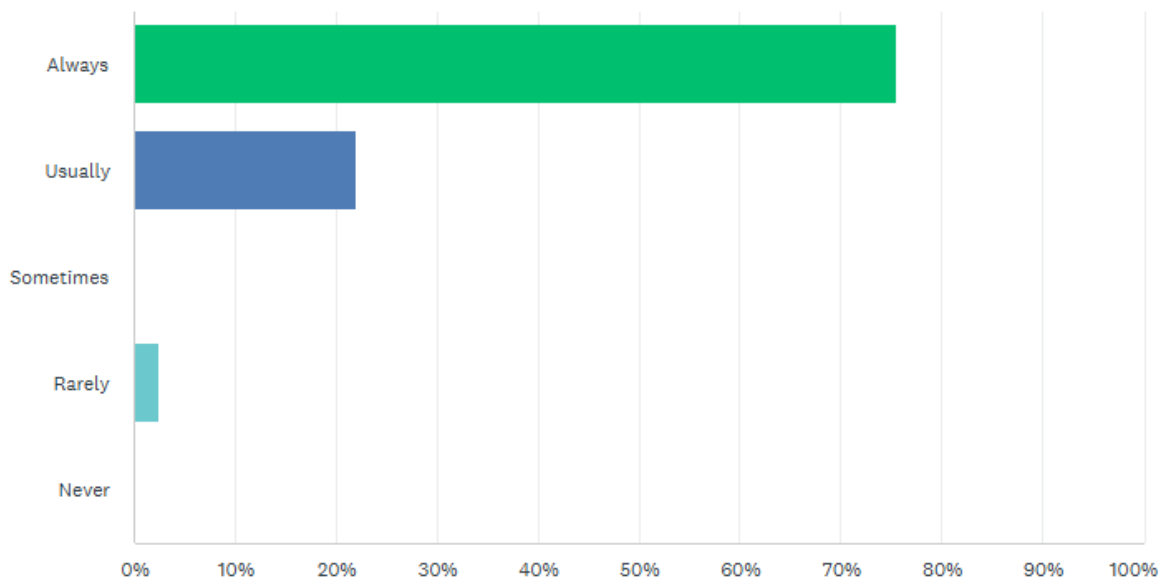


Resident Experience Survey 2024

🔍 (0)

I am treated with dignity and respect by staff

Answered: 41 Skipped: 0



Resident Experience Survey 2024

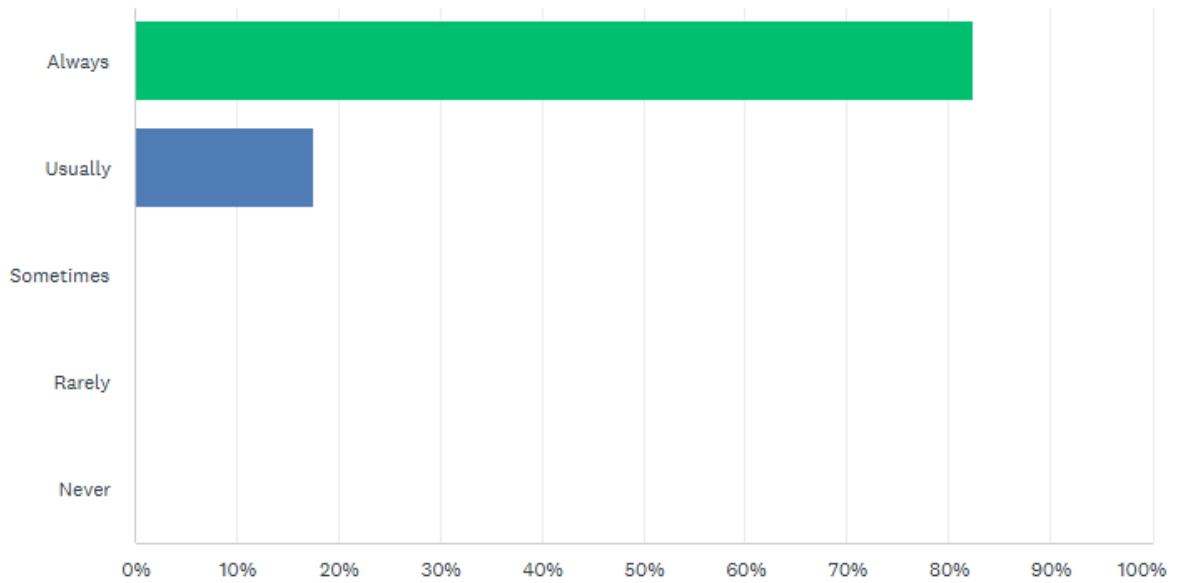
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

My privacy is respected, especially during my care

...

Answered: 40 Skipped: 1



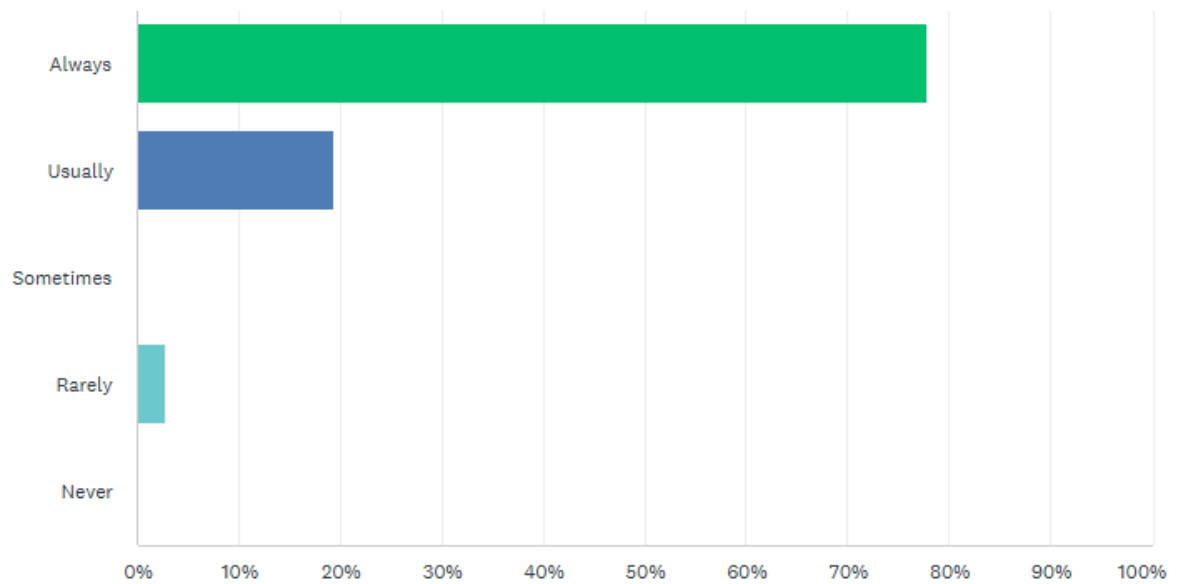
Resident Experience Survey 2024

🔍 (0)

I have the opportunity to celebrate special occasions- cultural, religious, and ...

...

Answered: 36 Skipped: 5



Resident Experience Survey 2024

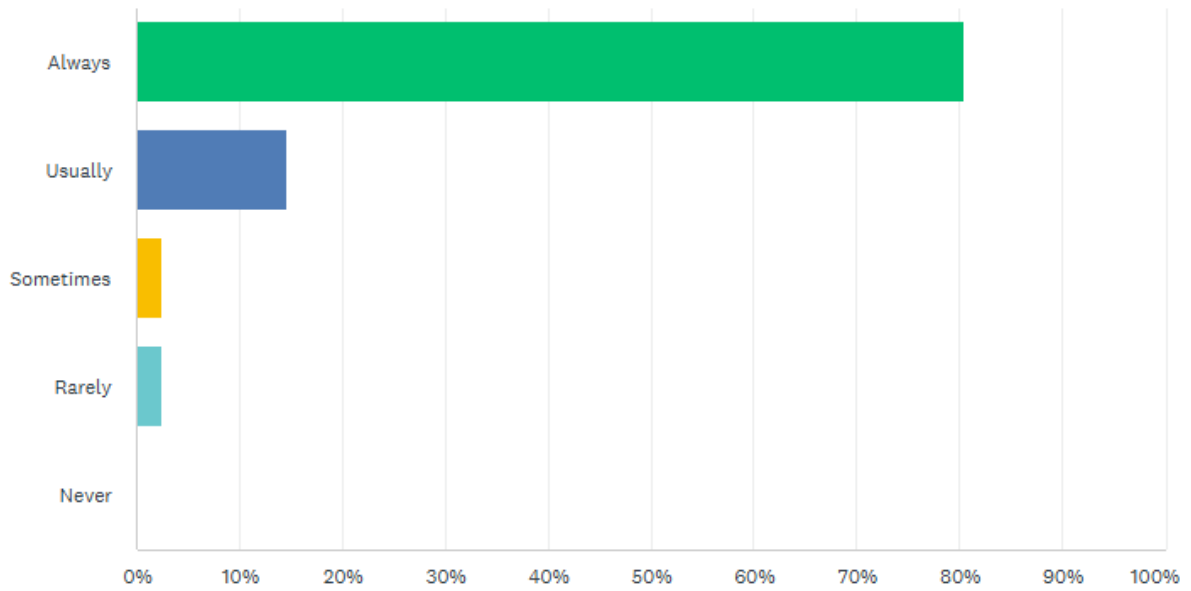
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

I feel safe here

...

Answered: 41 Skipped: 0



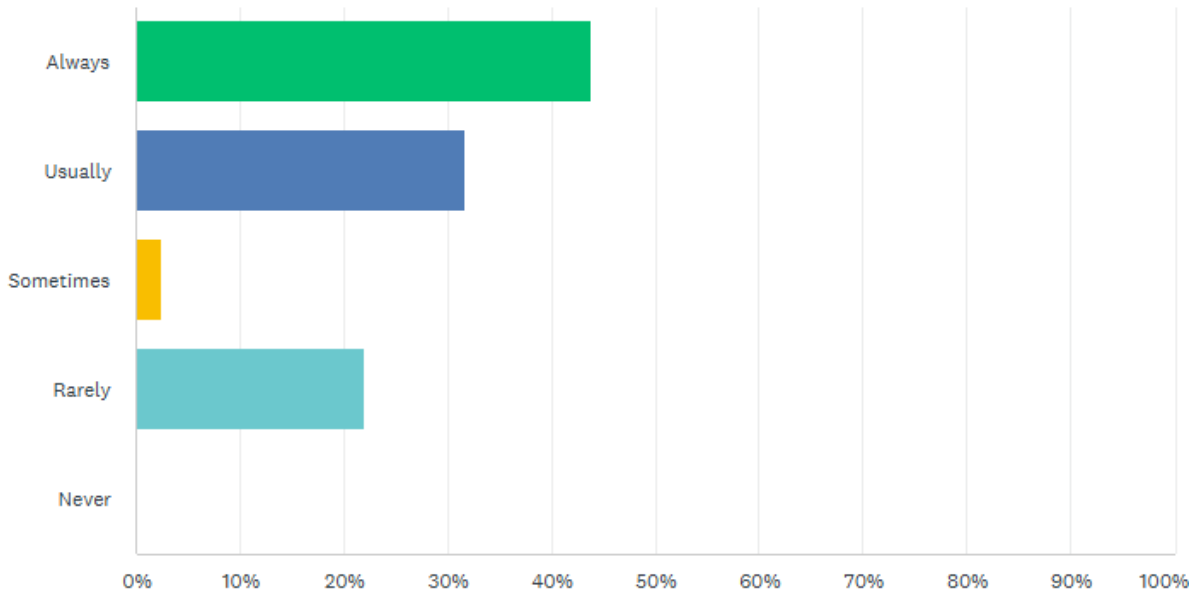
Resident Experience Survey 2024

🔍 (0)

My belongings are safe here

...

Answered: 41 Skipped: 0



Resident Experience Survey 2024

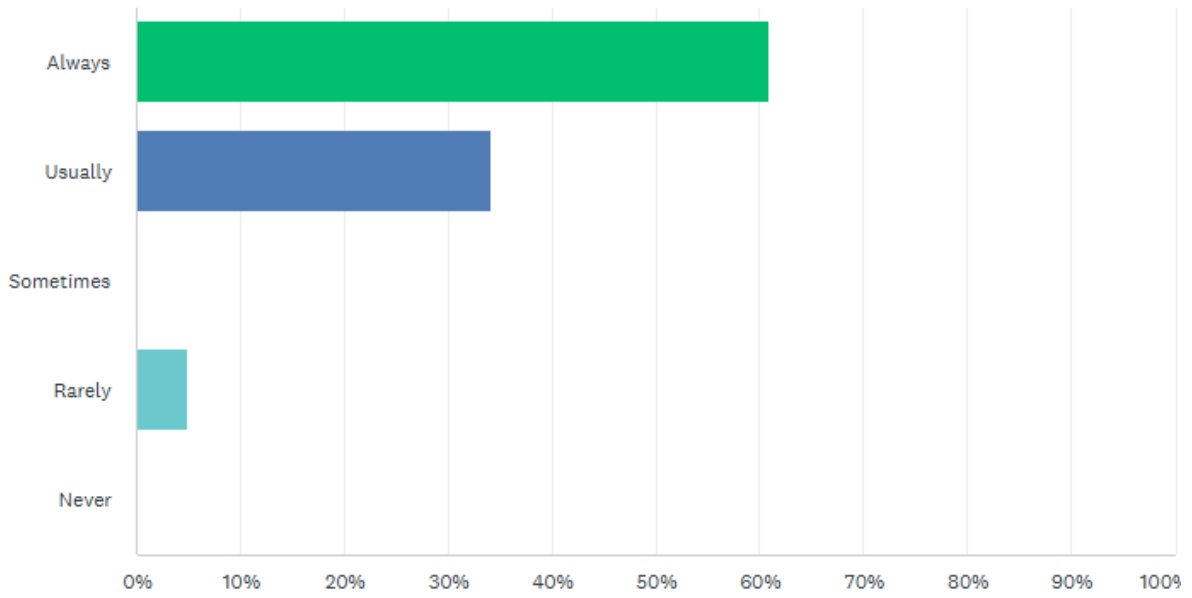
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

I feel listened to

...

Answered: 41 Skipped: 0



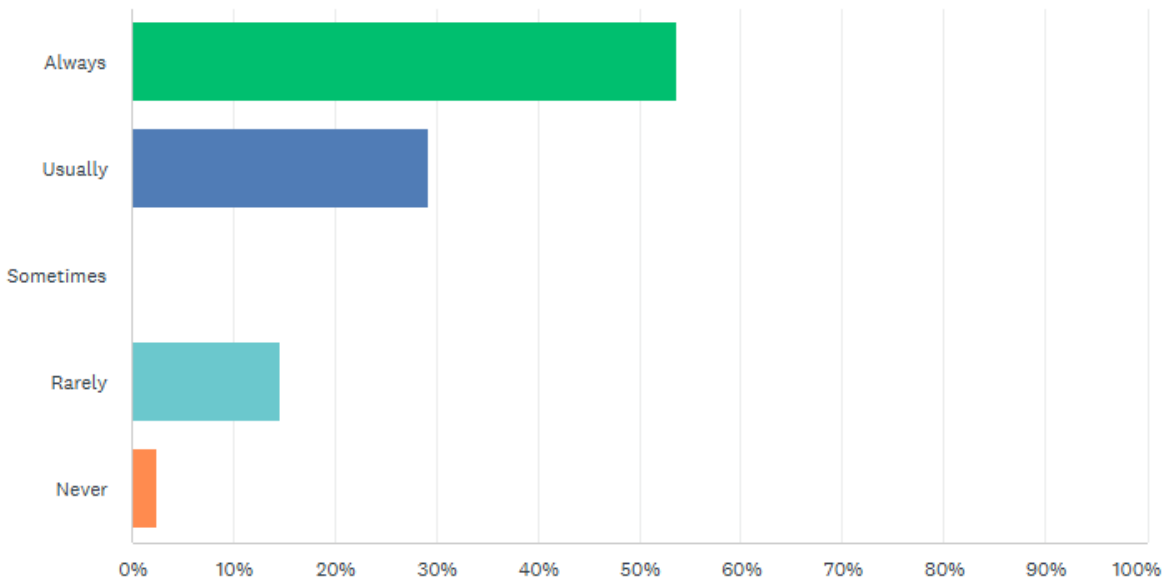
Resident Experience Survey 2024

🔍 (0)

I have opportunities to discuss my care with nurses, doctors, therapists, etc.

...

Answered: 41 Skipped: 0



Resident Experience Survey 2024

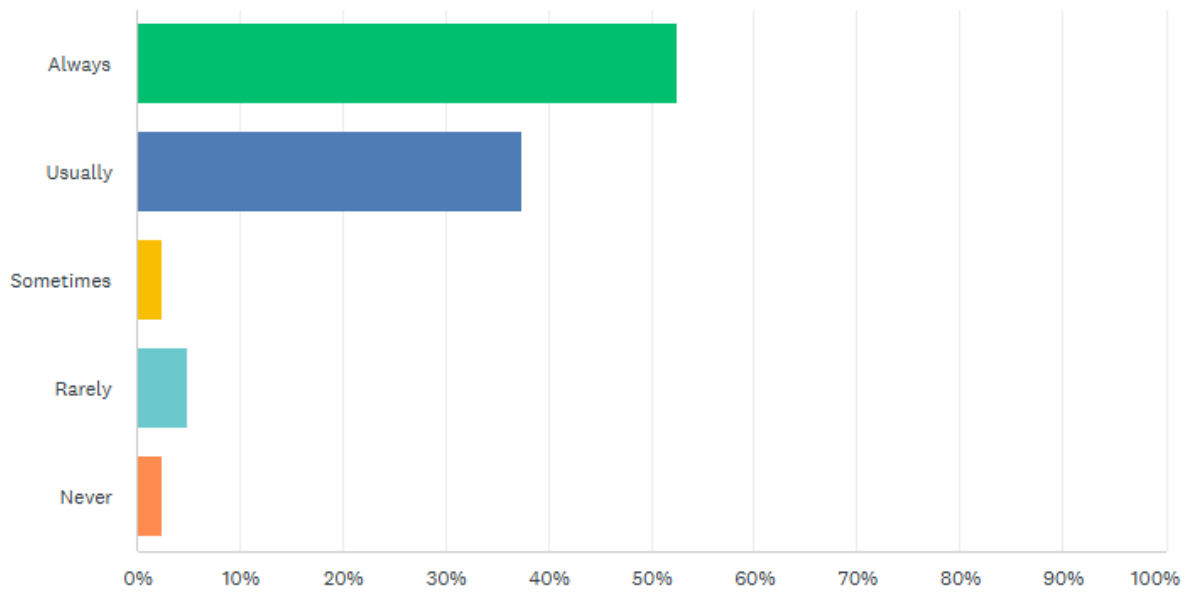
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

I am involved in decisions about my care

...

Answered: 40 Skipped: 1



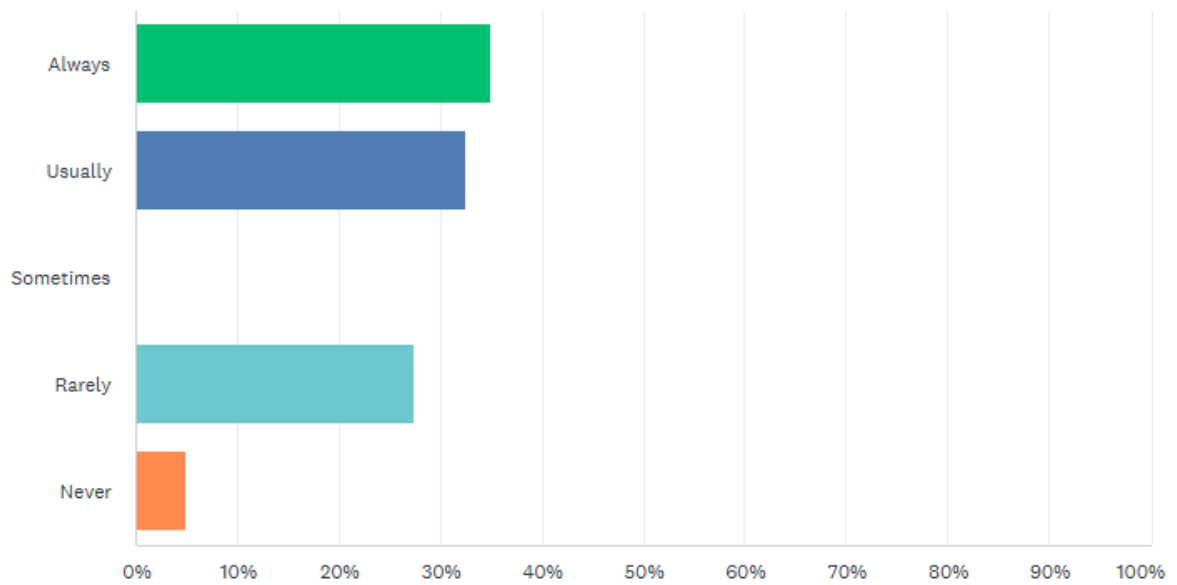
Resident Experience Survey 2024

🔍 (0)

I know who to contact when I have concerns/ questions

...

Answered: 40 Skipped: 1



Resident Experience Survey 2024

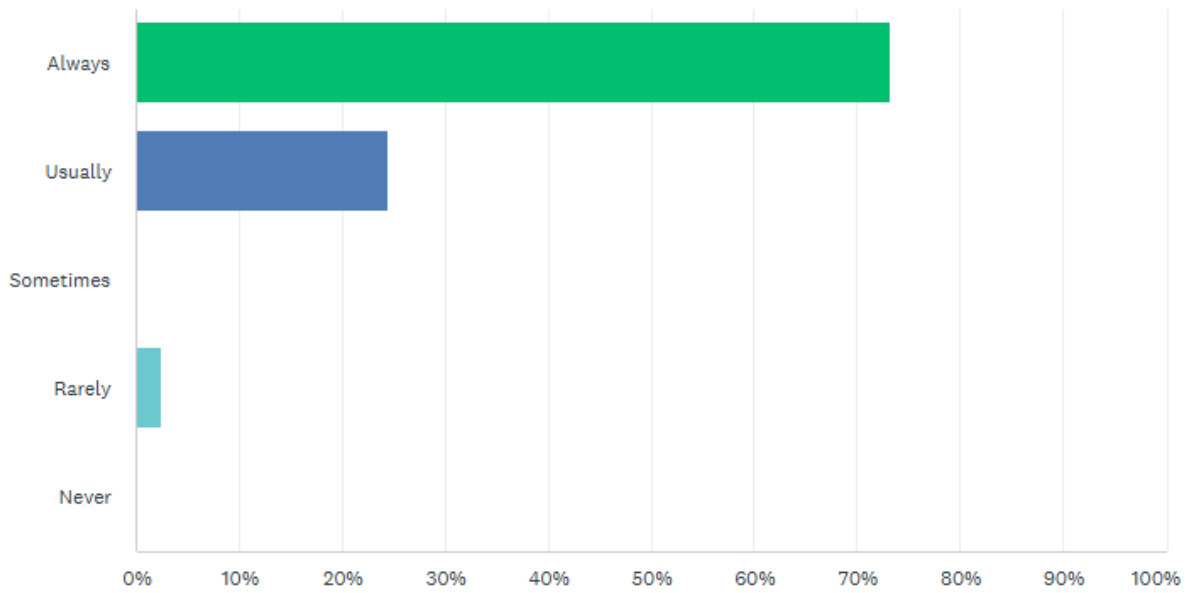
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

I feel comfortable speaking to a staff member about a problem

...

Answered: 41 Skipped: 0



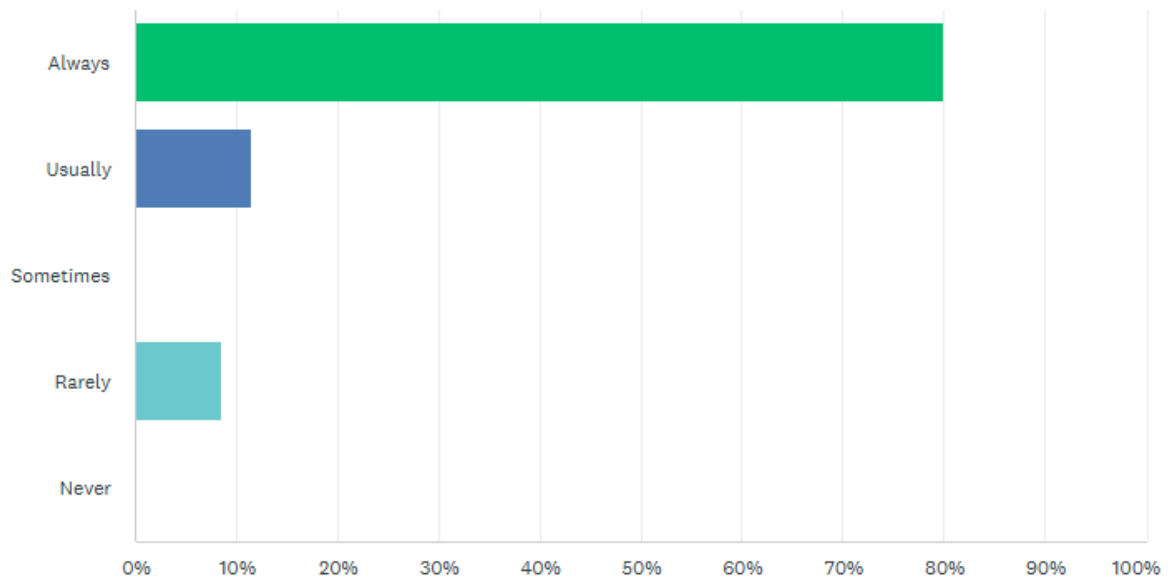
Resident Experience Survey 2024

🔍 (0)

I receive the help I need to eat and drink throughout the day (snacks and Me...

...

Answered: 35 Skipped: 6



Resident Experience Survey 2024

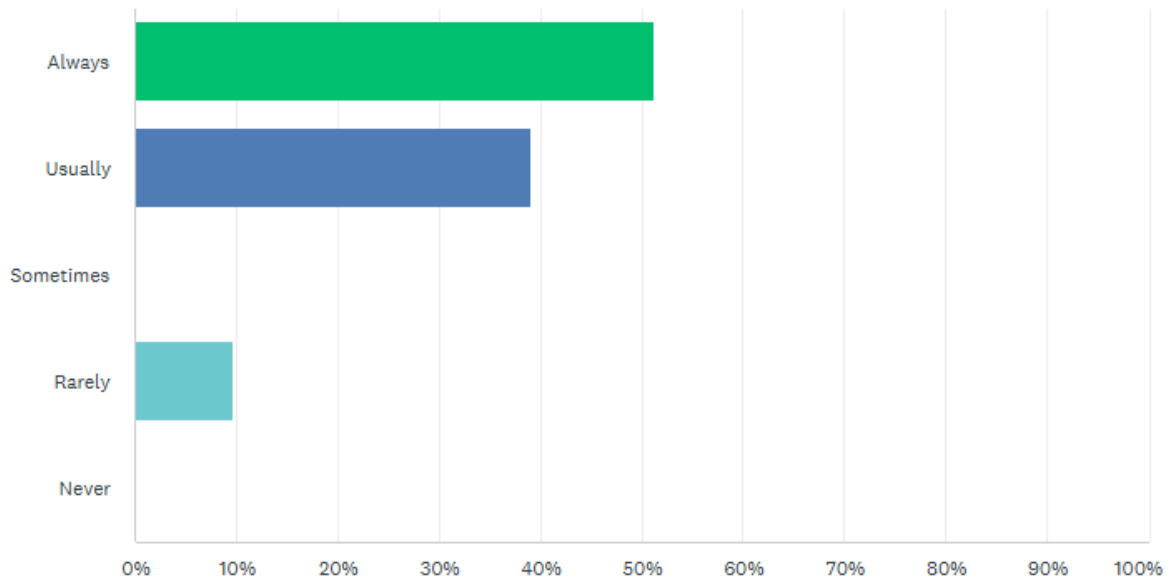
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

I get the types of food and drinks that I like

...

Answered: 41 Skipped: 0



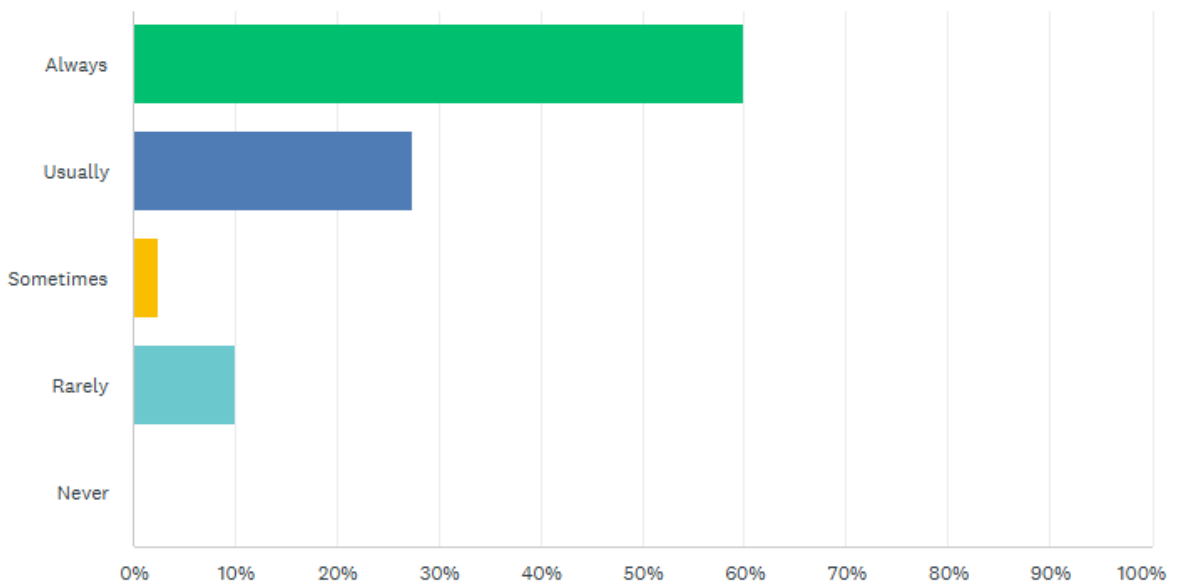
Resident Experience Survey 2024

🔍 (0)

If I am hungry, I can get something to eat

...

Answered: 40 Skipped: 1



Resident Experience Survey 2024

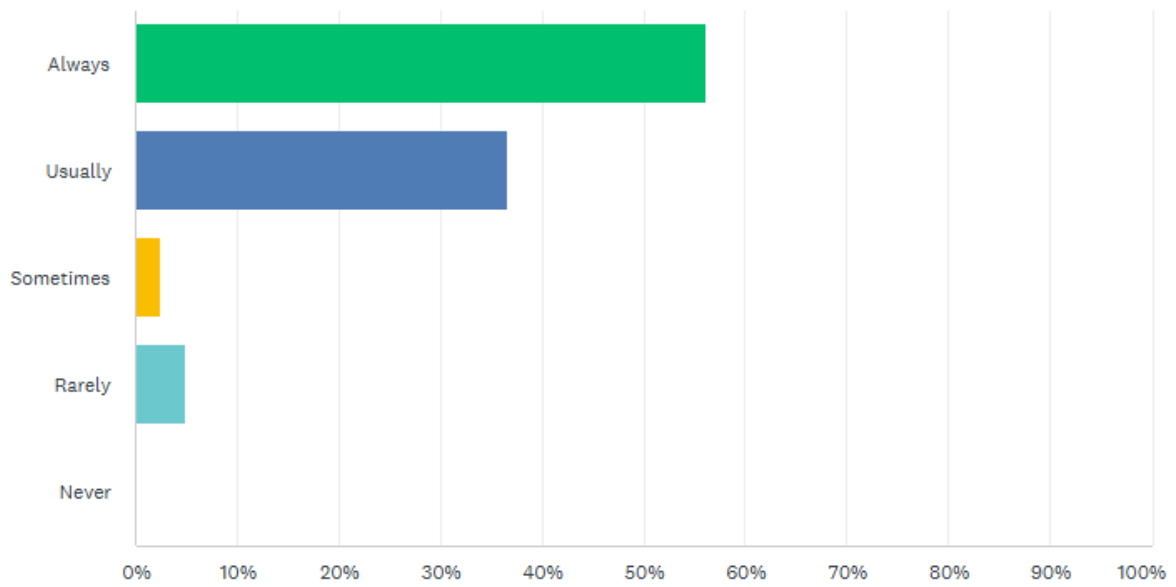
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

The overall quality of the food and drink is good

...

Answered: 41 Skipped: 0



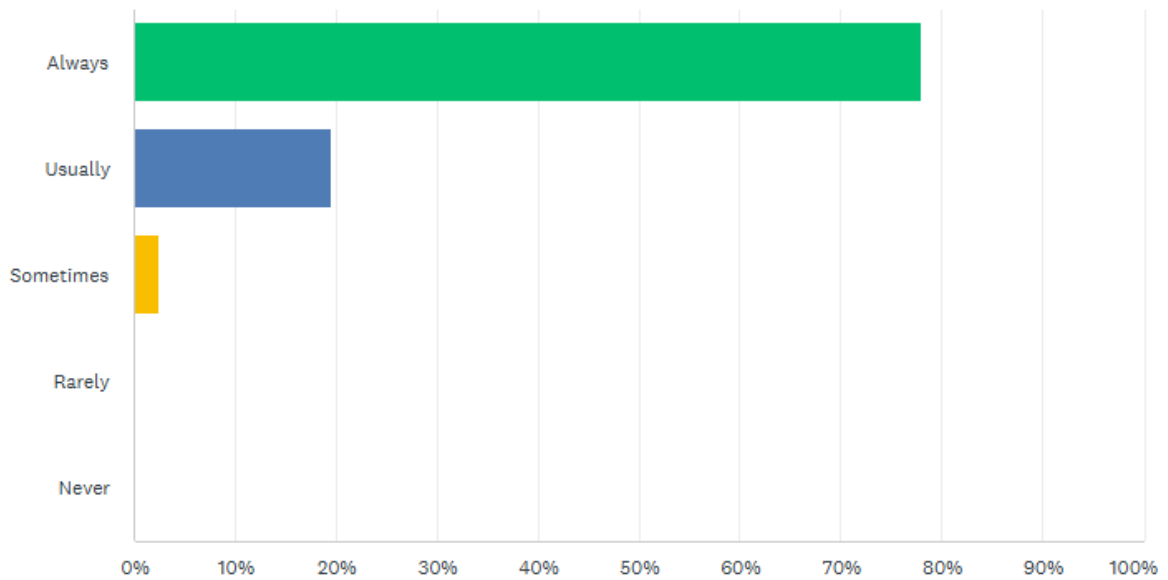
Resident Experience Survey 2024

🔍 (0)

The home is clean

...

Answered: 41 Skipped: 0



Resident Experience Survey 2024

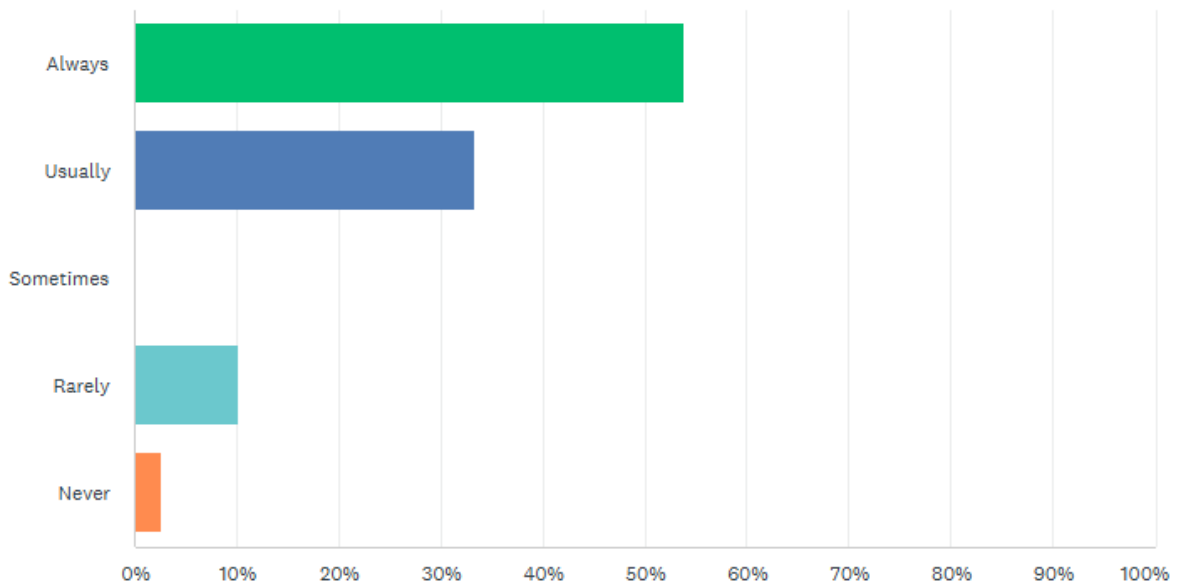
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

The home is quiet when it should be

...

Answered: 39 Skipped: 2



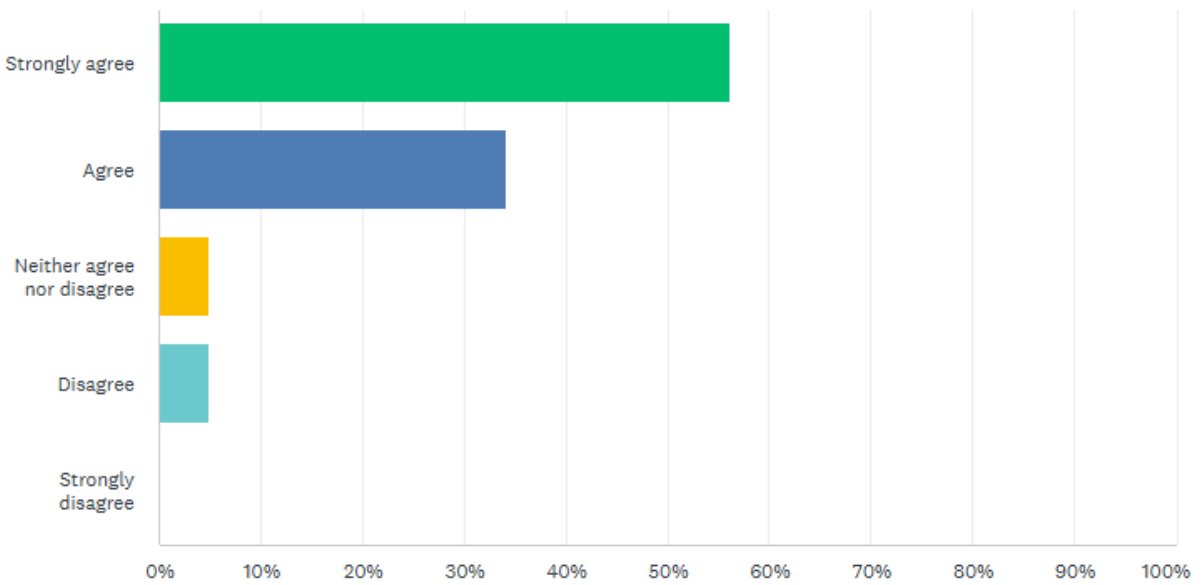
Resident Experience Survey 2024

🔍 (0)

The temperature of the home is comfortable

...

Answered: 41 Skipped: 0



Resident Experience Survey 2024

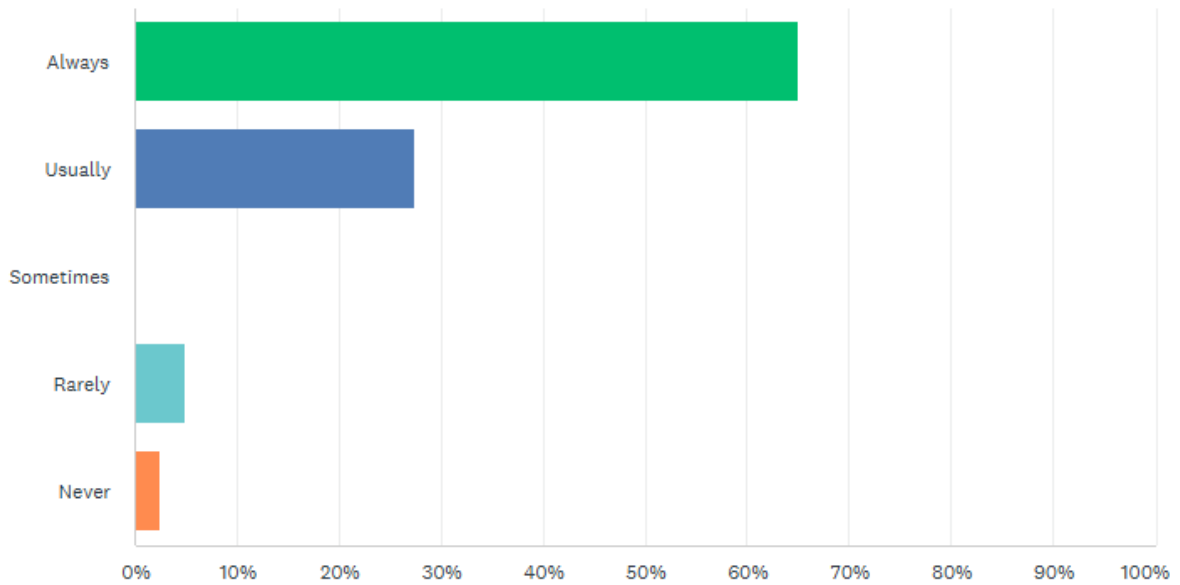
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

The laundry services are good

...

Answered: 40 Skipped: 1



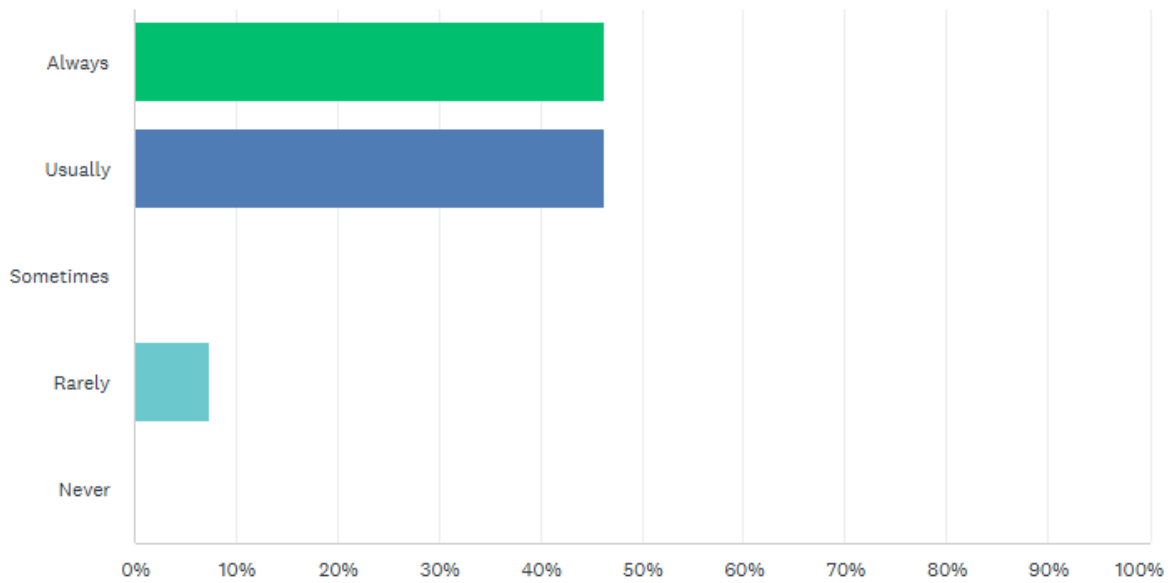
Resident Experience Survey 2024

🔍

I like the activities offered

...

Answered: 41 Skipped: 0



Resident Experience Survey 2024

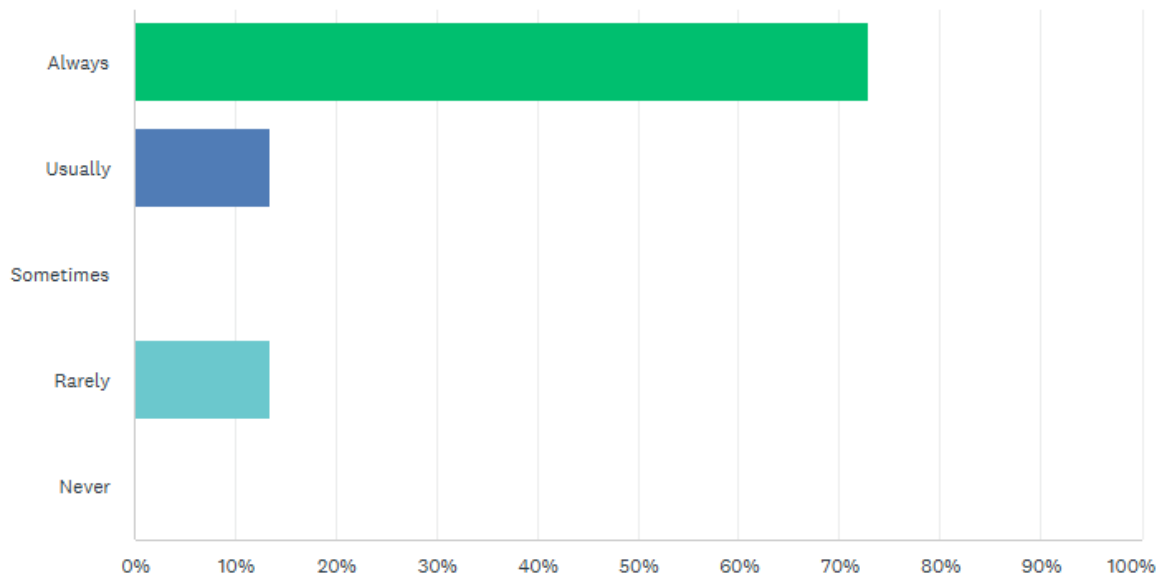
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

If I want, I can participate in religious/ spiritual services

...

Answered: 37 Skipped: 4



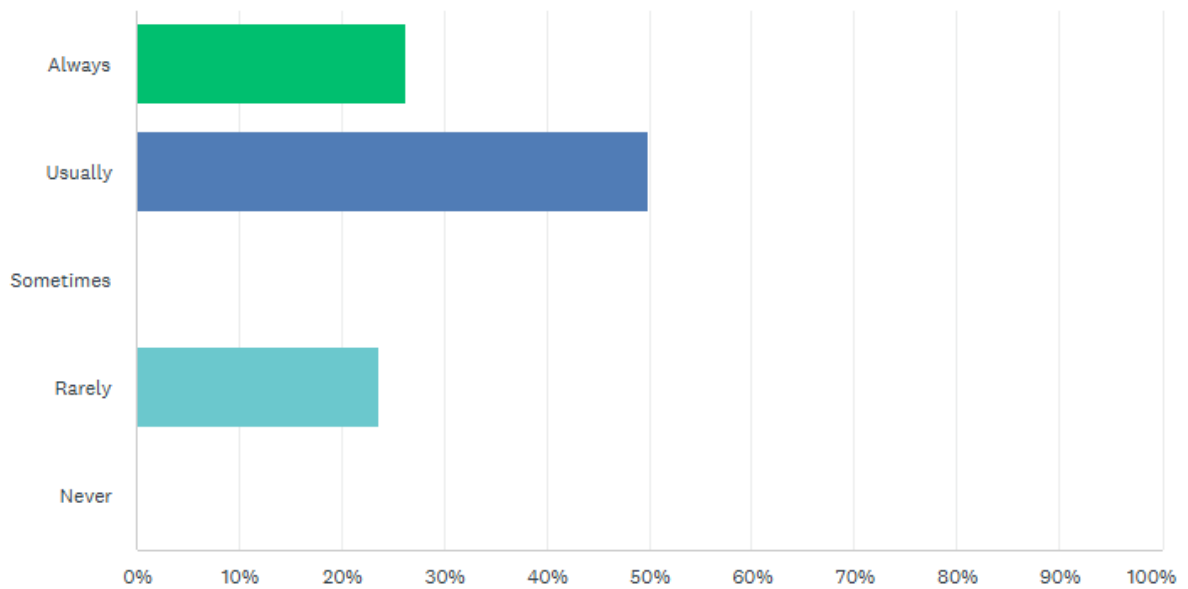
Resident Experience Survey 2024

🔍 (0)

If I want, I have enjoyable things to do here on weekends

...

Answered: 38 Skipped: 3



Resident Experience Survey 2024

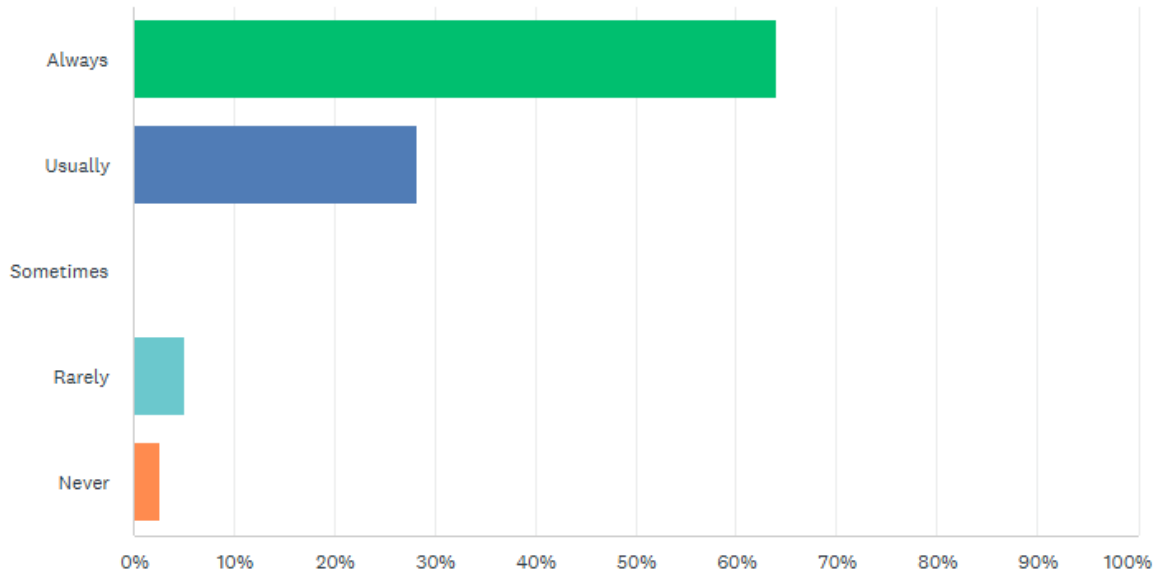
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

Staff are willing to follow my preferences about my care, i.e. what to wear

...

Answered: 39 Skipped: 2



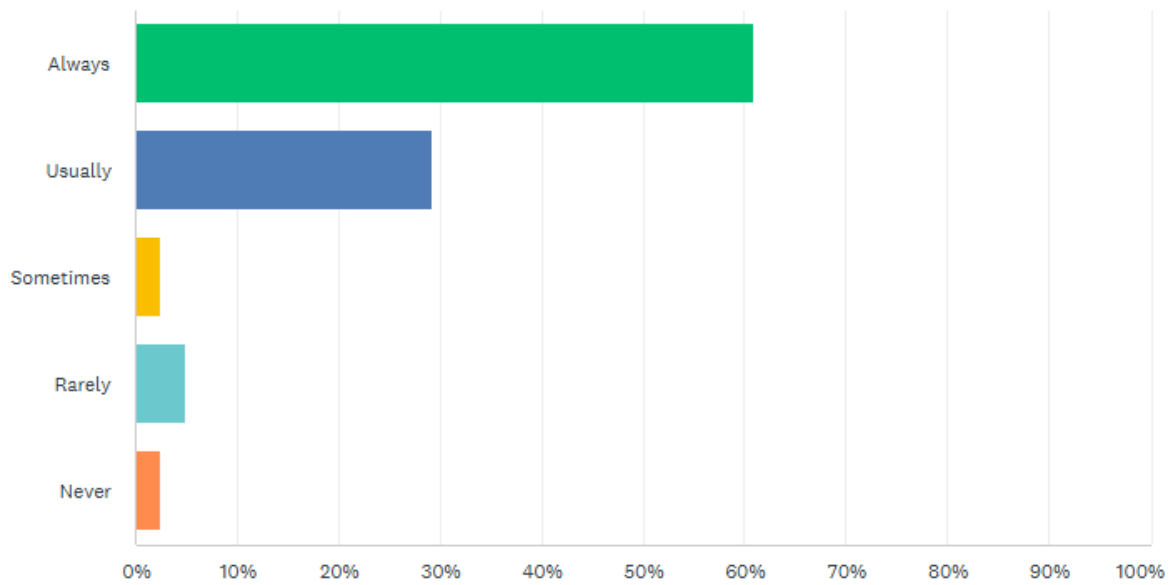
Resident Experience Survey 2024

🔍 (0)

I decide when to wake up in the morning and when to go to bed

...

Answered: 41 Skipped: 0



Resident Experience Survey 2024

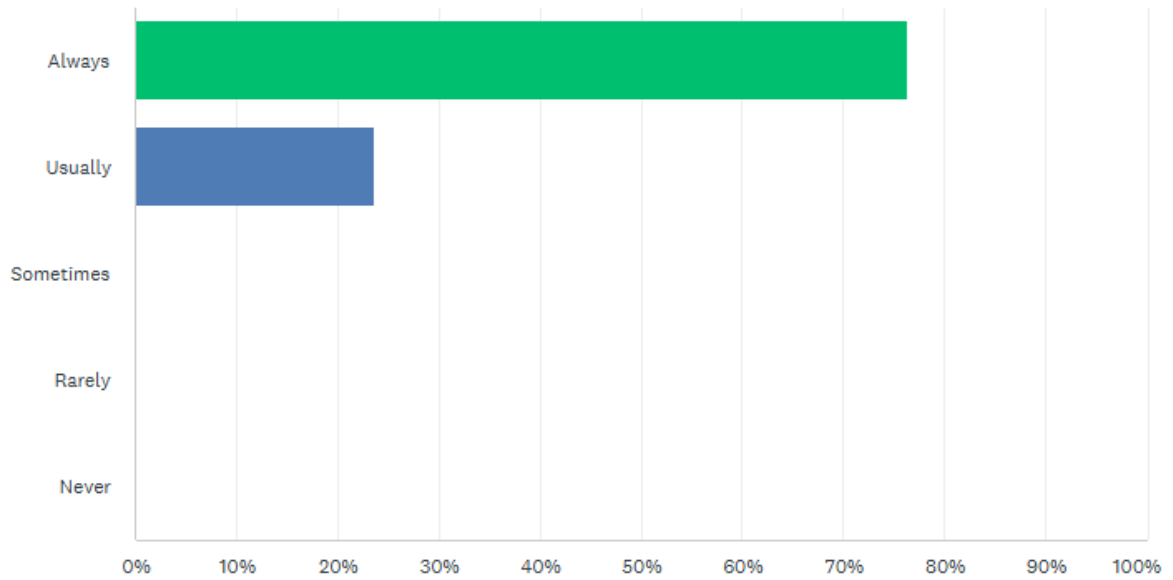
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

Staff help me with personal care when needed

...

Answered: 38 Skipped: 3



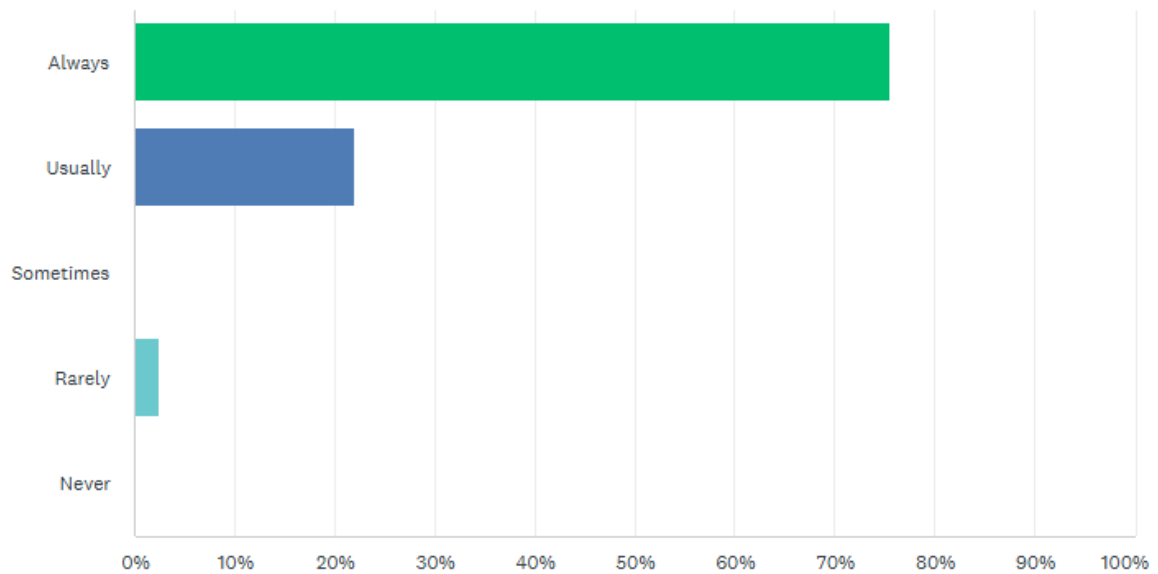
Resident Experience Survey 2024

🔍 (0)

I am well cared for 24 hours a day, 7 days a week

...

Answered: 41 Skipped: 0



Resident Experience Survey 2024

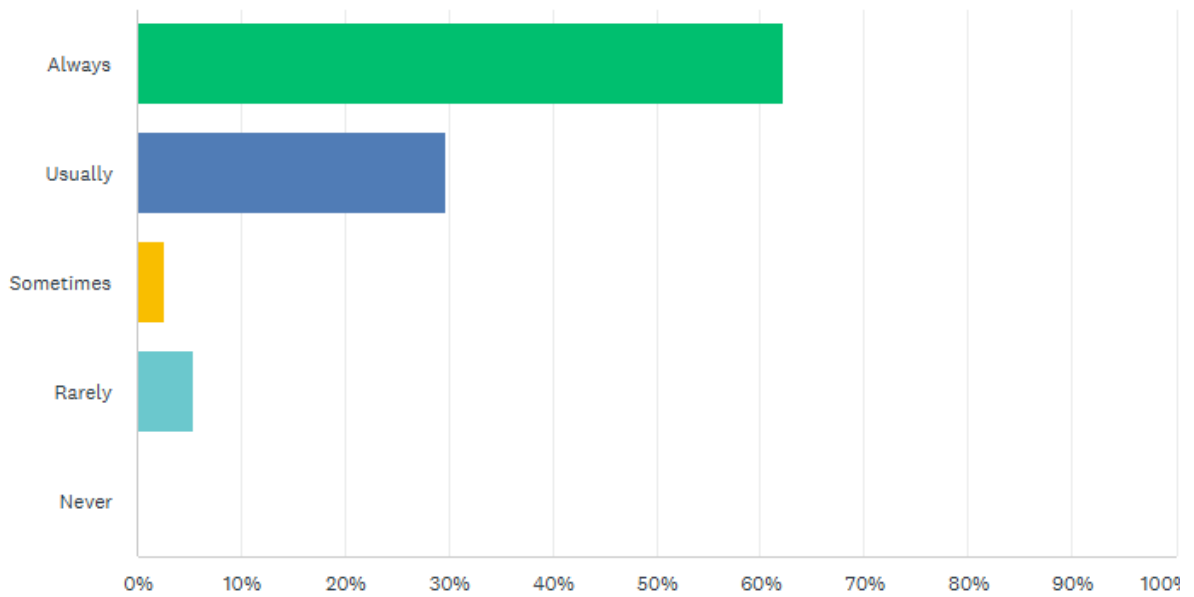
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

If used, I am satisfied with the incontinent products offered at the home

...

Answered: 37 Skipped: 4



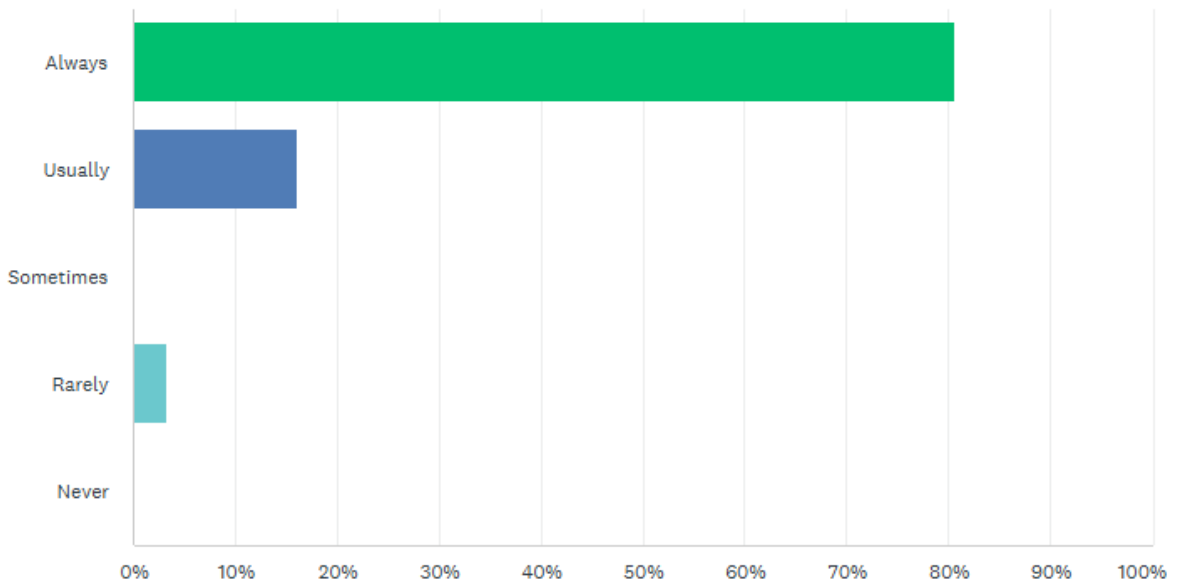
Resident Experience Survey 2024

🔍 (0)

If used, I am satisfied with the services of the hairdresser

...

Answered: 31 Skipped: 10



Resident Experience Survey 2024

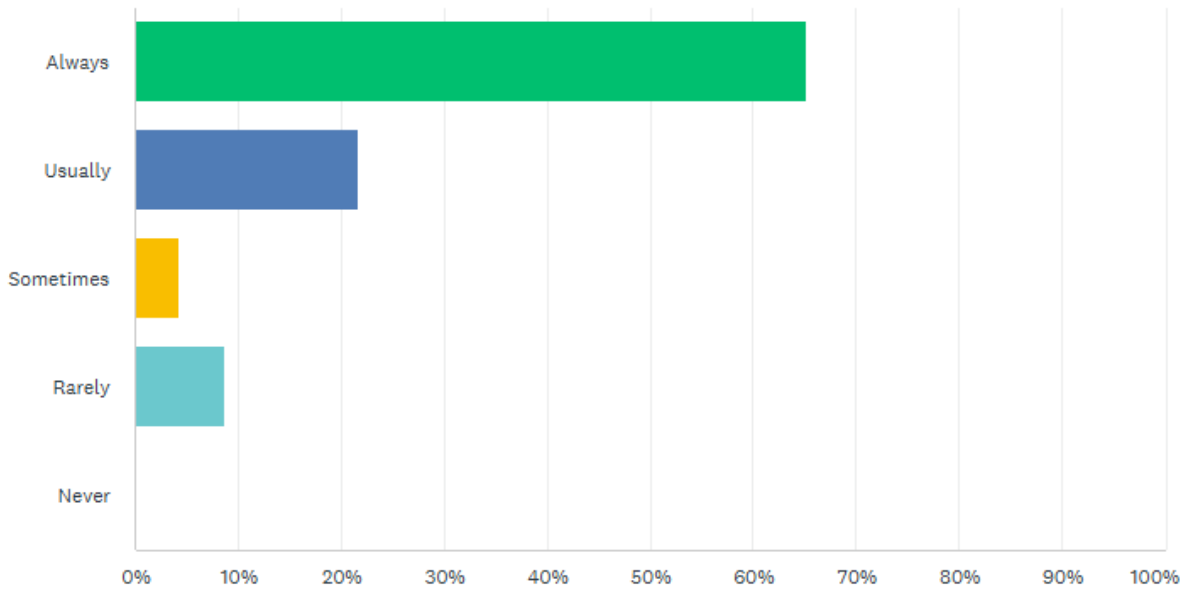
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

If used, I am satisfied with the services of the Footcare nurse

...

Answered: 23 Skipped: 18



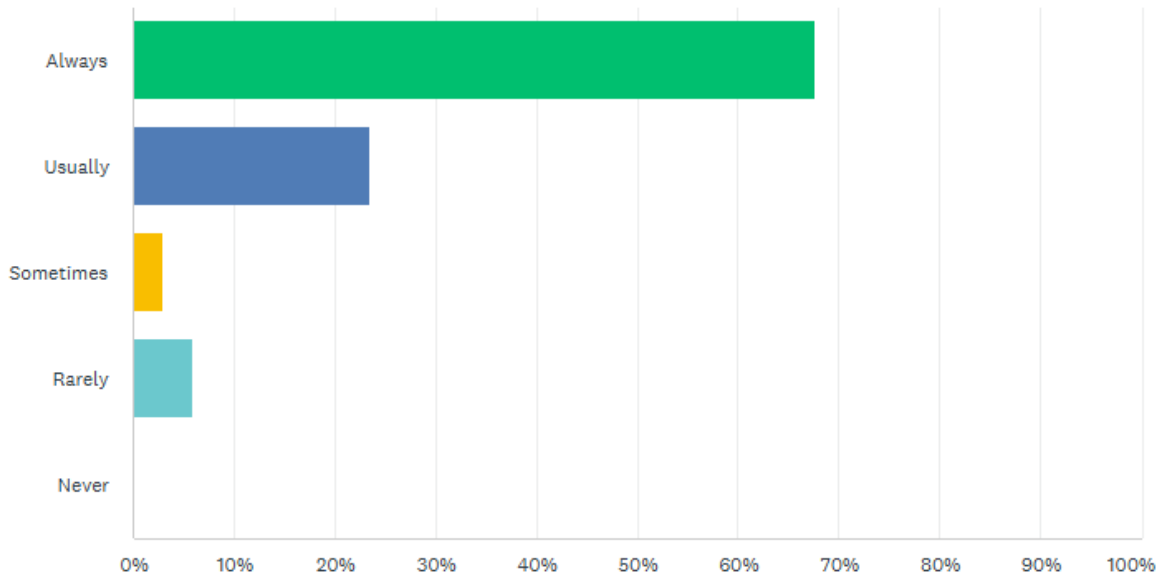
Resident Experience Survey 2024

🔍 (0)

If used, I am satisfied with the services of the Pharmacy

...

Answered: 34 Skipped: 7



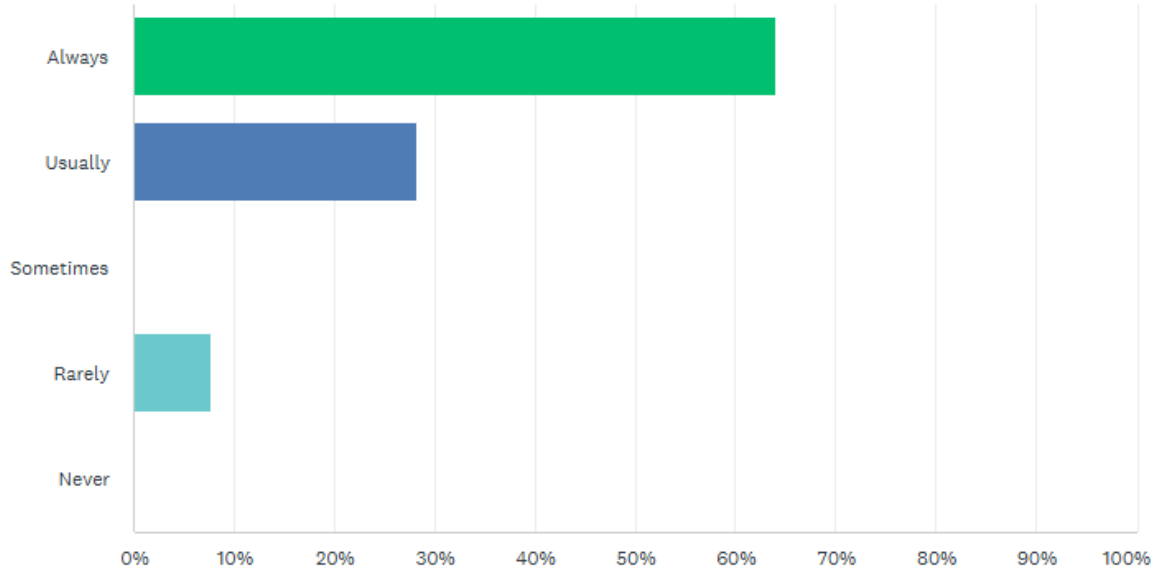
Resident Experience Survey 2024

🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

Staff encourage me to do the things I am able to do for myself

Answered: 39 Skipped: 2

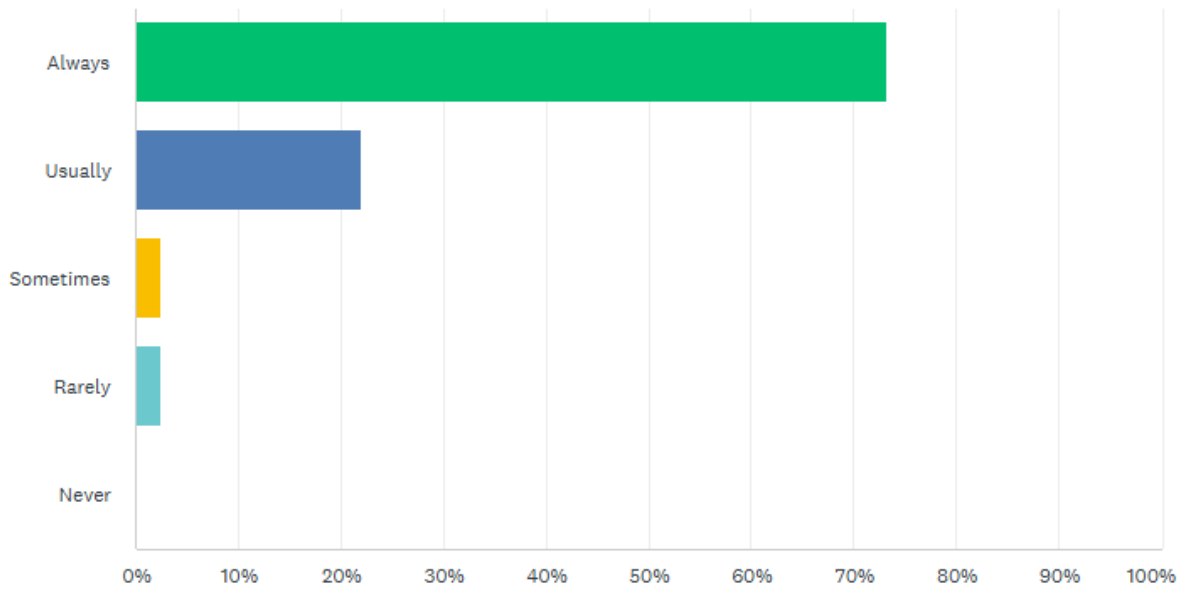


Resident Experience Survey 2024

🔍 (0)

Overall, this is a good place to live

Answered: 41 Skipped: 0



Resident Experience Survey 2024

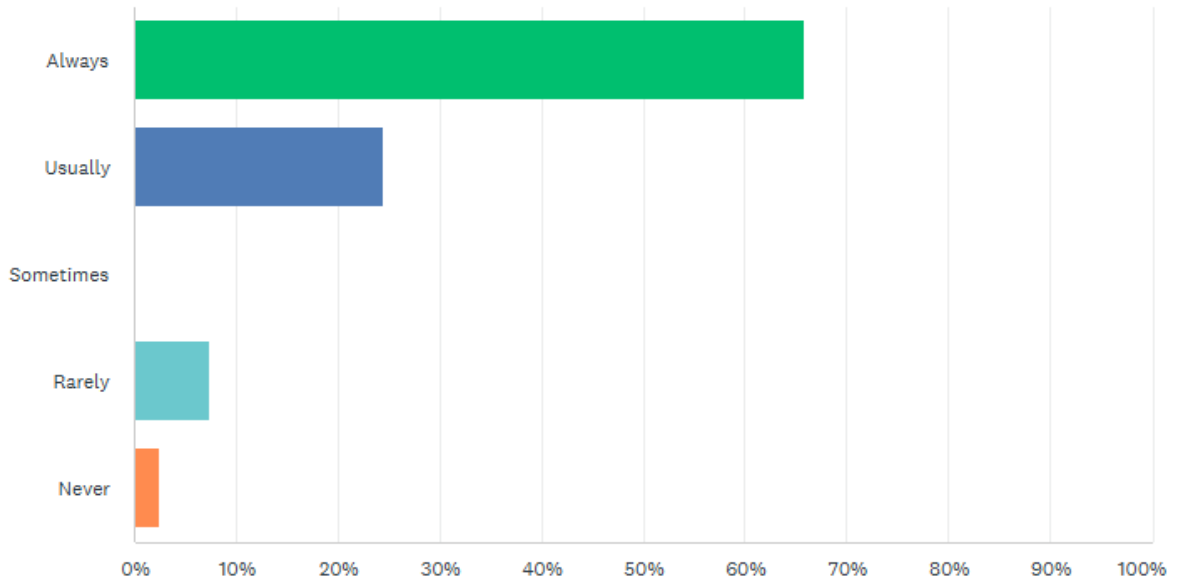
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

I tend to be happy here

...

Answered: 41 Skipped: 0



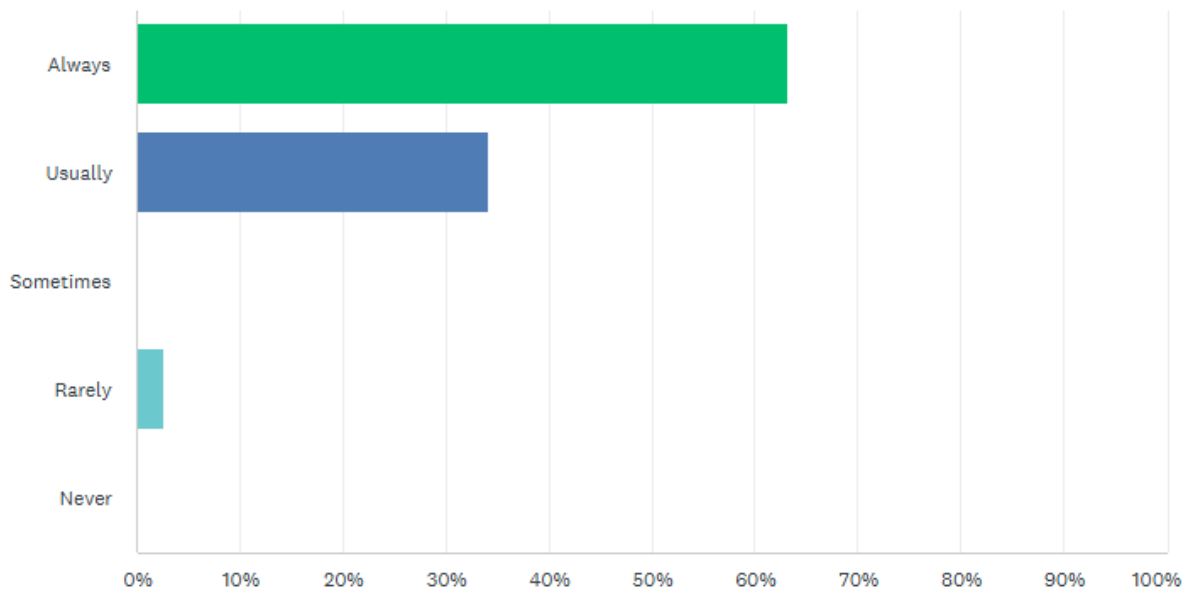
Resident Experience Survey 2024

🔍 (0)

The staff understand their role in meeting my needs

...

Answered: 38 Skipped: 3



Resident Experience Survey 2024

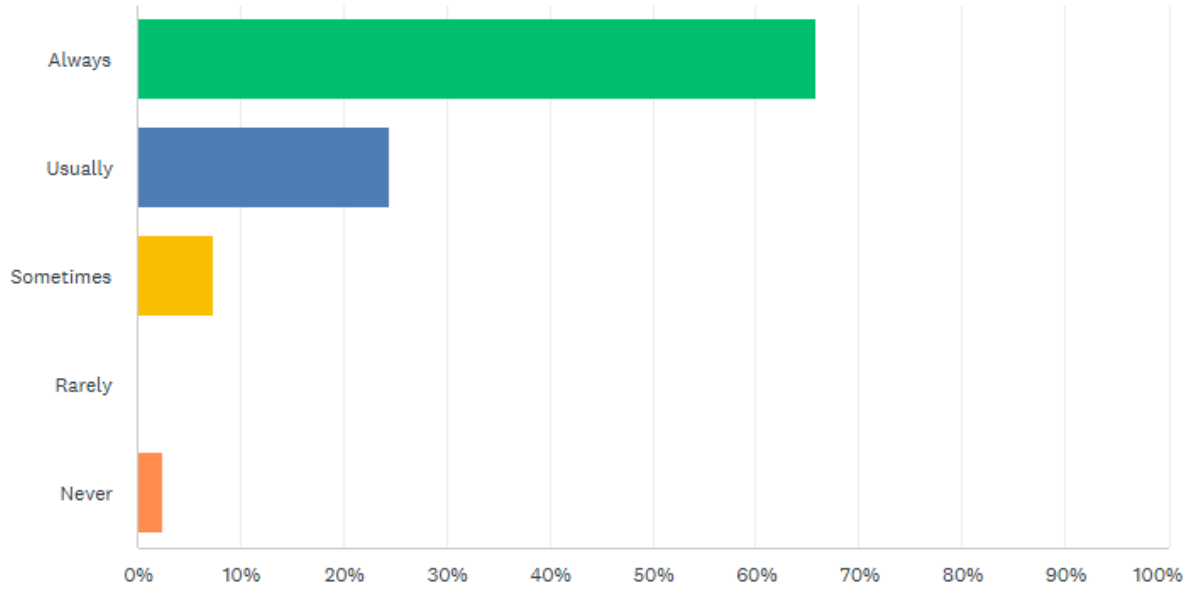
🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

I would recommend Spruce Lodge to others

...

Answered: 41 Skipped: 0



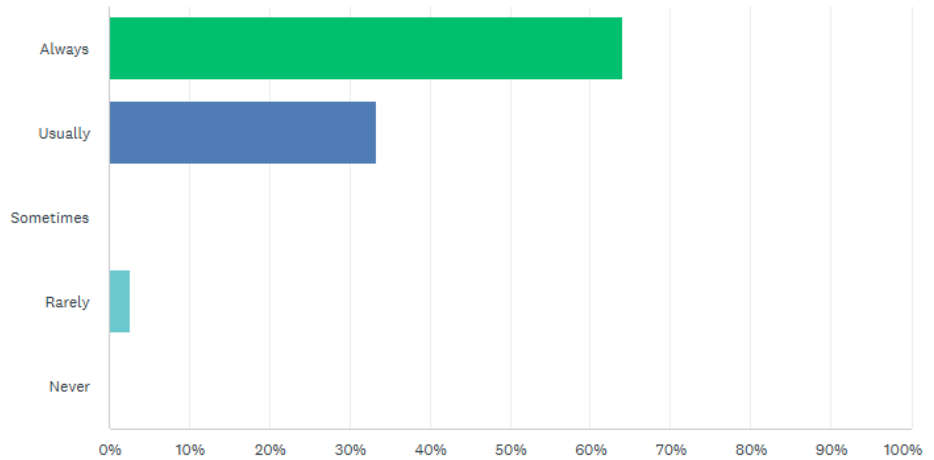
Resident Experience Survey 2024

Filter (0)

I can understand the staff when they speak to me

...

Answered: 39 Skipped: 2



Resident Experience Survey 2024

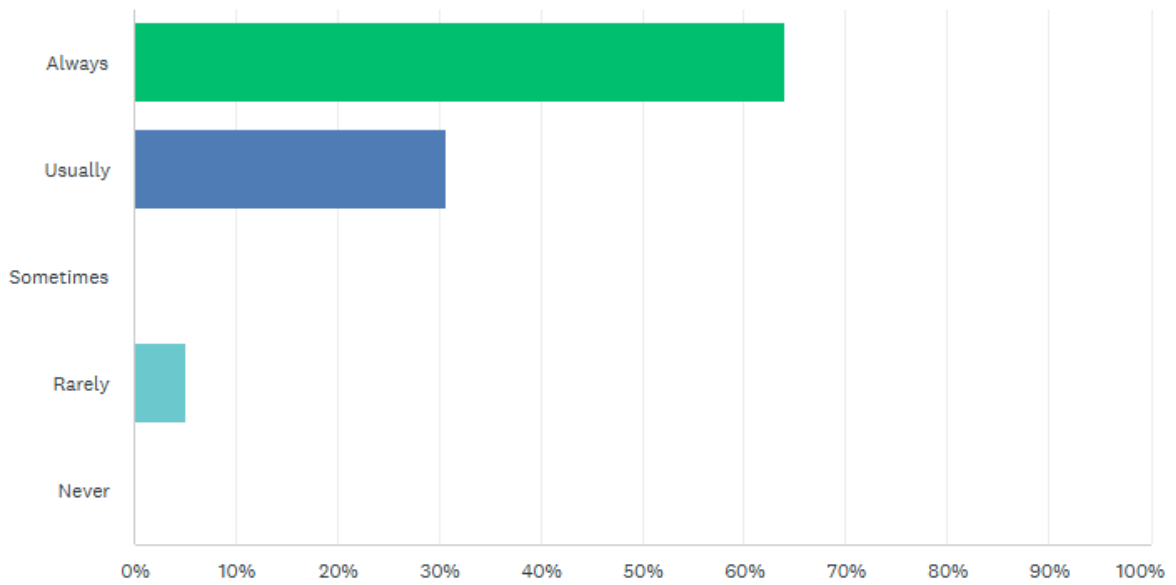
Filter (0)

Spruce Lodge Resident Engagement Survey, 2024

I feel the staff are trained appropriately to care for me and my needs

...

Answered: 39 Skipped: 2



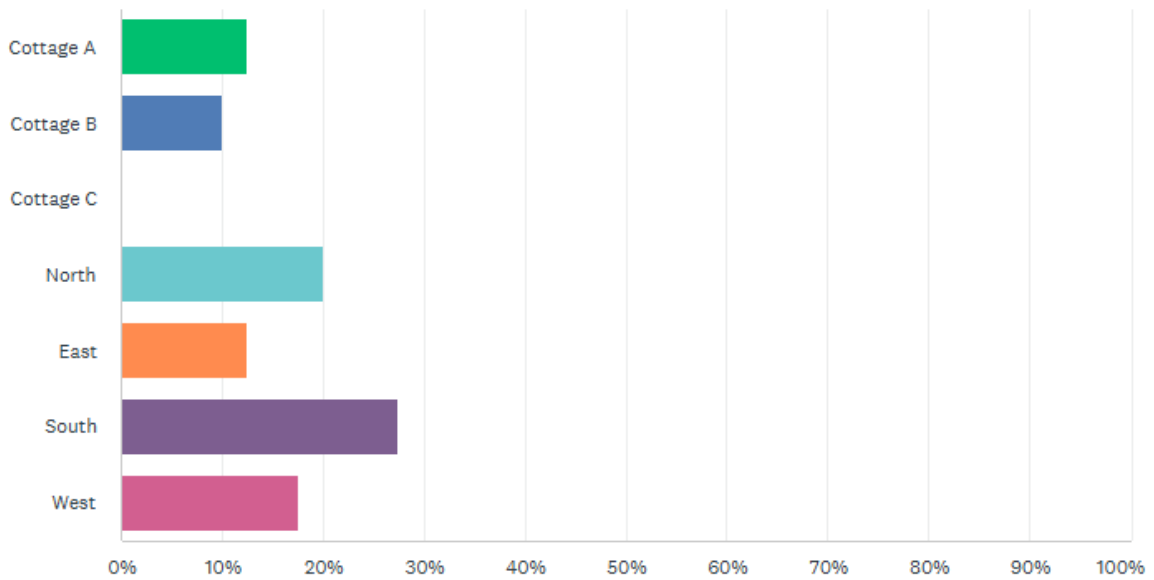
Resident Experience Survey 2024

🔍 (0)

I live in

...

Answered: 40 Skipped: 1



Resident Experience Survey 2024

🔍 (0)

Spruce Lodge Resident Engagement Survey, 2024

What would help make Spruce Lodge more accessible for your daily routine:

- Remove the carpet, very hard to get around- mentioned four times
- Level the threshold at the front of the home
- Leave all of the lights on during the day
- Having a larger bed so can spend time with my spouse

What would you like the staff at Spruce Lodge to continue doing:

1. Continue to respect me, communicate with me, be friendly, give good care, I am well looked after- 56% of answers
2. Activities- continue to offer, we have good activity staff, 24% of answers
3. The food- good things to eat, the temperature of the food is good, I like when staff bring me snacks- 21% of answers
4. My bath- 6% of answers
5. Being able to go outside and on outings-6% of answers
6. The cleanliness of the home-6% of answers

What is one thing you would like the staff at Spruce Lodge to stop doing:

1. Waking me up too early- 21% of answers
2. Leaving my door open so other residents can wander in-14% of answers
3. Incontinent products- the tabs do not stick, I do not want to wear two pads- 14% of answers
4. The food is not always as appealing, having to wait for food- 11% of answers
5. Staff talk too loudly in the hall outside my room- 7% of answers
6. My room is too cool-7% of answers
7. Not identifying themselves- 4% of answers
8. Not speaking English-4% of answers
9. There is not anything I would want to change-11% of answers