

Labdara Surveys

Quality of Personal Care and Services	Excellent	Very Good	Good	Fair	Poor	No Opinion	
1. The quality of personal care services received	7	17	31	-	1		56
2. The extent of courtesy, respect and kindness shown by staff	8	11	30	7			56
3. The quality of services provided by: denturist, the dental clinic, physiotherapy, ophthalmologist, chiropodist, hairdresser	5	7	29	9		6	56
4. The extent which dignity and privacy is maintained	8	10	33	4		1	56
5. The staff's responsiveness in responding to needs and requests.	6	11	31	7		1	56
6. The consistency with which up-to-date health information is shared.	6	3	30	9	1	7	56
7. The health care teams' effectiveness in promoting mobility and independence.	4	16	28	4		4	56
8. The services provided by the attending physicians.	4	6	27	9	3	7	56
9. The availability of recreational activities and programs:	-	-	-	-	-	-	
During the day time	6	8	30	2		10	56
During the evening	4	7	31	2		12	56
On weekends	4	7	33	2		10	56
10. The quality of recreational activities and programs:	-	-	-	-	-	-	
During the day time	5	7	29	2		13	56
During the evening	5	7	29	2		13	56
On weekends	4	7	29	3		13	56
11. The quality of spiritual/religious/pastoral care.	7	5	32	7	1	4	56
12. The involvement of volunteers	7	8	27	5		9	56
13. The availability of Social Worker.	4		10	4	1	37	56
14. The quality of food that is served.	3	4	32	13	1	3	56
15. The temperature of food that is served.	3	5	31	12	2	3	56
16. The variety of the menu.	5	8	28	11		4	56
17. The availability and helpfulness of the staff serving food in the dining room.	8	8	34	5		1	56
18. The quality of the personal laundry service including timeliness, frequency of lost articles, frequency of damage, etc.	3	9	33	5	3	3	56

Quality of Services	Excellent	Very Good	Good	Fair	Poor	No Opinion
19. Staff are courteous, polite and respond to your concerns in a timely fashion	10	5	37	3		1

20. Invoices are timely and accurate.	9	3	38	2		4
--	---	---	----	---	--	---

Quality of the Living Environment	Excellent	Very Good	Good	Fair	Poor	No Opinion
21. Cleanliness and appearance of the resident area.	10	15	31			
22. Cleanliness and appearance of common areas, dining rooms, and hallways.	10	18	25	3		
23. Temperature is comfortable throughout the building.	8	10	31	7		
24. The general repair and upkeep of the building and grounds.	9	9	35	1		2
25. Response time to repairs in rooms and equipment when requested.	10	16	25			5

Communication	Excellent	Very Good	Good	Fair	Poor	No Opinion
26. The time taken to respond to inquiries or complaints.	8	9	30	2	1	6
27. The overall effectiveness of the communication from Labdara Lithuanian Nursing Home (e.g., newsletters, memos from Administrator, Annual reports).	8	7	37		1	3

Would you recommend Labdara Lithuanian Nursing Home to a family member or friend looking for long term placement?	Definitely	Possibly	Definitely Not

	Yes	No	No Opinion
Awareness of Resident Council	27	25	4
Awareness of Family Council	14	38	4
Awareness of Food Committee	21	31	4

Completed by:
Total of 56 Surveys