



**COMFORT CARE AIDES
COVID-19 FAMILY
EXPERIENCE SURVEY**

Results for Venta Care Centre

August 2021



The Health Quality Council of Alberta is a provincial agency that has a legislated mandate to promote and improve patient safety, person-centred care, and health service quality for Albertans. We engage with Albertans to gather information about their experiences and collaborate with Alberta Health, Alberta Health Services, and other stakeholders to identify and drive actionable improvements. Our responsibilities are set forth in the *Health Quality Council of Alberta Act*.

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TABLE OF CONTENTS

INTRODUCTION AND METHODS	1
SURVEY RESULTS.....	2
Experience with the site’s 2021 pandemic response and safety.....	2
Experience with virtual visits	4
Experience with care and services while being able to visit in-person.....	6
Experience with care and services, in-person or virtual.....	8
SURVEY RESULTS COMPARED TO 2020	12
Experience with the site’s 2021 pandemic response and safety.....	12
Experience with virtual visits	13
Experience with care and services while being able to visit in-person.....	14
Experience with care and services, in-person or virtual.....	15



Venta Care Centre

Who was surveyed?	Family members of continuing care residents (designated supportive living and long term care), who consented to be re-surveyed from the <i>2020 COVID-19 Continuing Care Family Experience Survey</i>
When were they surveyed?	May 17 to June 11 2021
How many were surveyed?	44 family members were emailed a survey to complete. 16 family members responded

INTRODUCTION AND METHODS

The Comfort Care Aide Initiative was launched in early 2021 by Alberta Health Services (AHS) which aimed to address staffing concerns at continuing care sites during the COVID-19 pandemic. Temporary staff, called comfort care aides, were brought into sites that requested them. Comfort care aides provided companionship to residents and support with basic personal care tasks. AHS is now seeking to understand the impact of this initiative. The Health Quality Council (HQCA) conducted this survey to assist AHS in understanding family members' experiences with resident care and services.

The HQCA re-launched a modified version of the *2020 COVID-19 Continuing Care Family Experience Survey*. Family members who responded to the 2020 survey *and* consented to be re-contacted for other survey work were sent the survey from May 17 to June 11, 2021

This document reports on 2021 survey results for your site, compared to results for your zone, provincially. Additionally, where applicable, 2021 survey results are compared with results from the *2020 COVID-19 Family Experience Survey*.

SURVEY RESULTS

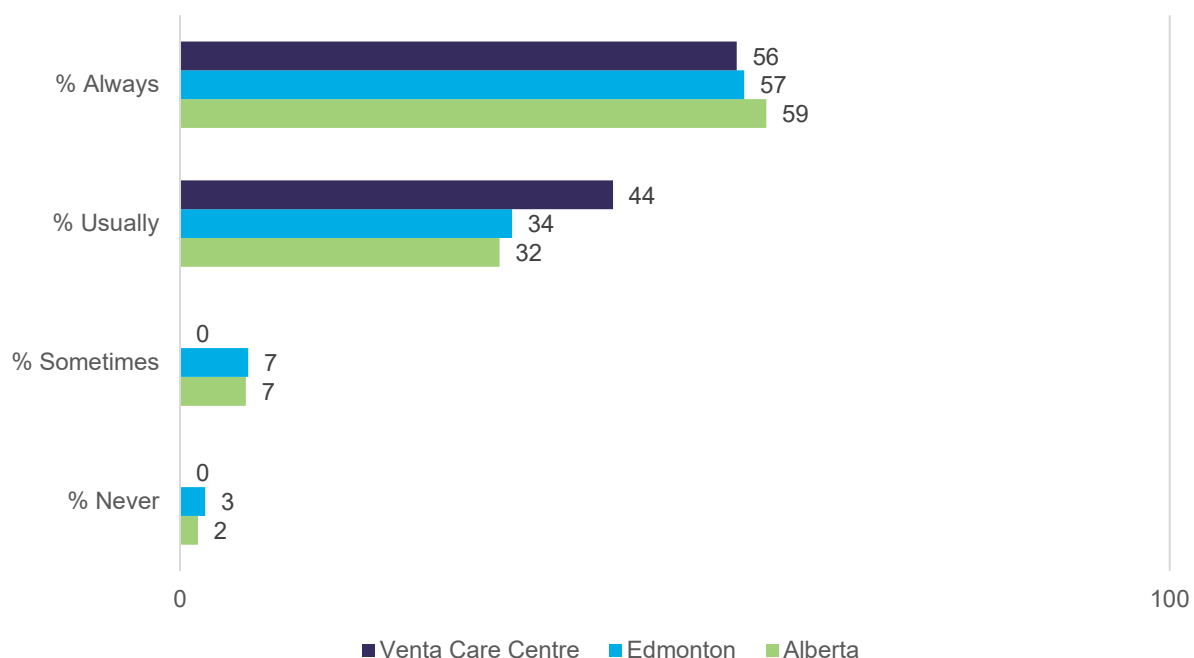
Experience with the site's 2021 pandemic response and safety

The following set of questions asks about the family member's experience with the site's 2021 response to the pandemic along with questions about feeling safe.

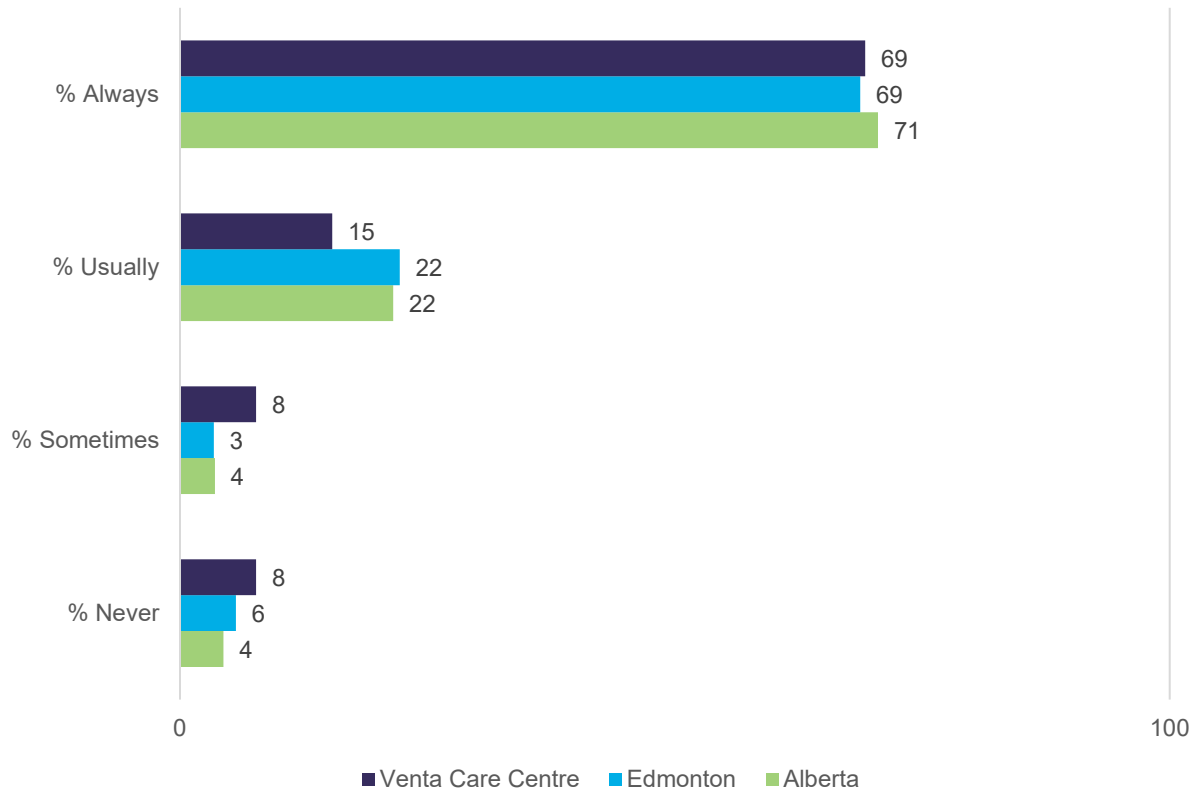
Using any number from 0 to 10 where 0 is the worst and 10 is the best, what number would you use to rate Venta Care Centre's overall response to the COVID-19 pandemic?



In the last four months, how often did you feel like your family member was safe at Venta Care Centre?



In the last four months, how often did you feel safe visiting your family member at Venta Care Centre?



Experience with virtual visits

The following set of questions asked family members about their experiences with virtual visits. Participants were informed in the survey that virtual visits “could include all types of connection with your family member that were not in-person, like phone calls and video calls.”

		Vanta Care Centre		Edmonton Zone		Alberta	
		%	N	%	N	%	N
In the last four months, did you have a virtual visit or virtual connection with your family member	Yes	75	12	58	468	50	1,145
	No	25	4	42	334	50	1,147
	Total	100	16	100	802	100	2,292
Compared to 2020, were you able to connect virtually with your family member as much as you wanted?	Yes	75	9	76	353	75	855
	No	25	3	24	113	25	282
	Total	100	12	100	466	100	1,137
Does your family member need help from site staff to connect with you virtually?	Yes	83	10	81	374	76	869
	No	17	2	19	90	24	268
	Total	100	12	100	464	100	1,137
How satisfied were you with the ways [your site] provided your family member access to technology to connect with you virtually?	Not at all satisfied	0	0	2	9	3	29
	A little bit satisfied	0	0	7	25	6	51
	Somewhat satisfied	20	2	18	67	20	174
	Very satisfied	20	2	35	132	35	302
	Completely satisfied	60	6	35	131	32	278
	My family member did not need this	0	0	3	10	3	27
	Total	100	10	100	374	100	861
How satisfied were you with the ways [your site] assisted you to connect or visit with your family member virtually?	Not at all satisfied	0	0	2	8	3	27
	A little bit satisfied	0	0	7	26	6	52
	Somewhat satisfied	10	1	18	67	20	168
	Very satisfied	60	6	44	163	47	402
	Completely satisfied	30	3	29	109	25	211
	Total	100	10	100	373	100	860

		Vanta Care Centre		Edmonton Zone		Alberta	
		%	N	%	N	%	N
Overall, how easy or difficult was it for you to participate in virtual visits?	Very difficult	0	0	3	16	3	39
	Difficult	9	1	10	46	11	125
	Neither easy nor difficult	36	4	20	94	21	235
	Easy	18	2	34	156	34	383
	Very easy	36	4	33	153	31	352
	Total	100	11	100	465	100	1,134
		Vanta Care Centre		Edmonton Zone		Alberta	
		%	N	%	N	%	N
What made participation in virtual visits difficult? (Select all that apply)	Equipment problems (such as computer glitches)	--	0	--	10	--	34
	Connectivity problems (such as poor cell service or internet coverage)	--	0	--	15	--	43
	My family member was not familiar using technology	--	0	--	27	--	86
	My family member did not receive staff help to connect with me	--	0	--	7	--	21
	There were not many virtual visit times available	--	1	--	17	--	37
	My family member had difficulty communicating with me (e.g., hearing or verbal difficulty)	--	1	--	38	--	90
	Other	--	0	--	18	--	43
Using any number from 0 to 10, where 0 is the worst experience possible and 10 is the best experience possible, overall, how would you rate your experience with virtual visits?	Average	N	Average	N	Average	N	
	7.9	12	7.3	465	7.2	1,132	

Note: Percentages are not reported for “Select all that apply” questions as respondents could have selected more than one response.

Experience with care and services while being able to visit in-person

The following set of questions asked family members about their experiences with their loved one's care and services. These sets of questions were asked of participants who were able to visit in-person.

	Vanta Care Centre		Edmonton Zone		Alberta		
	%	N	%	N	%	N	
In the last four months, did you have an in-person visit with your family member at [the site]?	Yes	50	8	85	680	87	1,998
	No	50	8	15	122	13	295
	Total	100	16	100	802	100	2,293
Compared to 2020, were you able to connect in-person with your family member as much as you wanted?	Yes	13	1	53	359	59	1,171
	No	88	7	47	318	41	820
	Total	100	8	100	677	100	1,991
In the last four months, how often did your family member look and smelled clean?	Never	0	0	1	6	1	12
	Sometimes	0	0	10	65	10	196
	Usually	25	2	40	271	40	802
	Always	75	6	49	335	49	983
	Total	100	8	100	677	100	1,993
In the last four months, how often did your family member's room look and smelled clean?	Never	0	0	1	6	1	28
	Sometimes	0	0	8	57	9	178
	Usually	0	0	27	185	32	630
	Always	25	2	48	323	48	954
	Didn't visit in-room	75	6	15	103	10	198
	Total	100	8	100	674	100	1,988
In the last four months, how often did you see nurses and aides treat your family member with courtesy and respect?	Never	0	0	1	6	1	10
	Sometimes	13	1	5	33	5	101
	Usually	38	3	25	167	26	521
	Always	50	4	69	463	68	1,344
	Total	100	8	100	669	100	1,976
In the last four months, how often did you see nurses and aides treat your family member with kindness?	Never	0	0	1	5	1	15
	Sometimes	13	1	7	48	7	135
	Usually	50	4	25	169	26	521
	Always	38	3	67	449	66	1,310
	Total	100	8	100	671	100	1,981

		Vanta Care Centre		Edmonton Zone		Alberta	
		%	N	%	N	%	N
In the last four months, how often did nurses and aides treat you with courtesy and respect?	Never	0	0	1	5	1	10
	Sometimes	0	0	4	26	4	88
	Usually	50	4	22	150	23	456
	Always	50	4	73	491	72	1,432
	Total	100	8	100	672	100	1,986
In the last four months, how often were you screened by staff when you arrived [at the site]?	Never	0	0	0	2	1	10
	Sometimes	0	0	0	1	1	15
	Usually	0	0	2	12	2	39
	Always	100	8	98	658	97	1,922
	Total	100	8	100	673	100	1,986
In the last four months, how often did you feel that there were enough nurses and aides at [the site]?	Never	17	1	14	90	13	252
	Sometimes	0	0	22	141	23	447
	Usually	83	5	42	275	44	858
	Always	0	0	23	149	21	404
	Total	100	6	100	655	100	1,961
In the last four months, other than nurses and aides, how often did you feel that there were enough staff available at [the site]?	Never	13	1	9	55	9	173
	Sometimes	13	1	22	144	22	423
	Usually	75	6	48	308	48	932
	Always	0	0	22	140	21	406
	Total	100	8	100	647	100	1,934
In the last four months, how often is your family member cared for by the same team of staff?	Never	0	0	1	6	1	16
	Sometimes	13	1	23	144	24	439
	Usually	88	7	61	377	62	1,148
	Always	0	0	15	92	14	263
	Total	100	8	100	619	100	1,866
In the last four months, how often did you feel confident with how employees and staff were doing their jobs?	Never	0	0	2	14	2	37
	Sometimes	13	1	15	99	16	308
	Usually	75	6	44	292	44	872
	Always	13	1	39	262	38	755
	Total	100	8	100	667	100	1,972
In the last four months, how often are staff available to help your family member if they need it?	Never	0	0	1	6	1	12
	Sometimes	38	3	18	120	19	364
	Usually	63	5	51	330	49	952
	Always	0	0	30	194	32	616
	Total	100	8	100	650	100	1,944

Experience with care and services, in-person or virtual

The following set of questions asked family members about their experiences with their loved one's care and services. Participants who answered the following set of questions could have visited in-person.

		Vanta Care Centre		Edmonton Zone		Alberta	
		%	N	%	N	%	N
In the last four months, how often did staff meet your family members' needs with companionship? (For example, things like playing cards, reading the newspaper together, art, hand pampering, going for a walk, etc)	Never	19	3	13	106	12	279
	Sometimes	6	1	18	146	20	457
	Usually	6	1	11	88	14	308
	Always	6	1	7	55	8	182
	My family member did not need this	0	0	9	75	10	224
	I don't know	63	10	41	326	36	830
	Total	100	16	100	796	100	2,280
Compared to 2020, how would you rate staff meeting your family member's needs with companionship? (For example, things like playing cards, reading the newspaper together, art, hand pampering, going for a walk, etc)	Much better	0	0	7	29	6	77
	Slightly better	17	1	16	64	16	189
	About the same	33	2	43	168	48	587
	Slightly worse	17	1	12	45	11	138
	Much worse	17	1	11	44	9	112
	I don't know	17	1	10	41	10	116
	Total	100	6	100	391	100	1,219
In the last four months, how often did staff meet your family member's needs for planned recreational activities? (For example, activities like group exercises, outings, bingo, arts and crafts, etc.)	Never	6	1	10	82	9	200
	Sometimes	31	5	16	123	18	400
	Usually	6	1	13	103	15	342
	Always	0	0	8	66	11	241
	My family member did not need this	13	2	14	111	14	316
	I don't know	44	7	39	304	34	768
	Total	100	16	100	789	100	2,267
Compared to 2020, how would you rate staff meeting your family member's needs for planned recreational activities? (For example, activities like group exercises, outings, bingo, arts and crafts, etc.)	Much better	0	0	8	31	7	81
	Slightly better	14	1	17	61	15	180
	About the same	43	3	41	150	48	566
	Slightly worse	14	1	14	52	12	140
	Much worse	14	1	12	45	10	117
	I don't know	14	1	8	30	8	88
	Total	100	7	100	369	100	1,172

		Vanta Care Centre		Edmonton Zone		Alberta	
		%	N	%	N	%	N
In the last four months, how often did staff meet your family members' needs with mobility? (For example, turning and repositioning, applying and removing ambulatory and orthopedic devices, etc)	Never	0	0	2	19	2	47
	Sometimes	6	1	10	78	10	232
	Usually	0	0	18	141	21	487
	Always	13	2	18	144	20	447
	My family member did not need this	25	4	21	166	23	522
	I don't know	56	9	30	240	23	531
	Total	100	16	100	788	100	2,266
Compared to 2020, how would you rate staff meeting your family members' needs with mobility? (For example, turning and repositioning, applying and removing ambulatory and orthopedic devices, etc)	Much better	0	0	5	18	5	60
	Slightly better	0	0	8	30	9	106
	About the same	67	2	65	246	66	798
	Slightly worse	33	1	7	28	7	86
	Much worse	0	0	6	21	4	49
	I don't know	0	0	9	36	9	110
	Total	100	3	100	379	100	1,209
In the last four months, how often did staff meet your family member's needs with eating and keeping hydrated? (For example, drinking fluids)	Never	0	0	1	9	1	31
	Sometimes	19	3	10	77	12	267
	Usually	13	2	23	182	25	557
	Always	25	4	29	227	30	692
	My family member did not need this	0	0	13	101	12	273
	I don't know	44	7	25	196	20	453
	Total	100	16	100	792	100	2,273
Compared to 2020, how would you rate staff meeting your family member's needs with eating and keeping hydrated? (For example, drinking fluids)	Much better	0	0	4	22	4	63
	Slightly better	11	1	11	54	10	154
	About the same	67	6	68	334	70	1,078
	Slightly worse	11	1	7	36	7	101
	Much worse	11	1	2	12	3	45
	I don't know	0	0	7	32	6	99
	Total	100	9	100	490	100	1,540

		Vanta Care Centre		Edmonton Zone		Alberta	
		%	N	%	N	%	N
In the last four months, how often did staff meet your family members' needs with helping them get to and from their room? (For example, to recreational activities or to the dining room.)	Never	7	1	3	20	2	46
	Sometimes	0	0	6	49	8	179
	Usually	7	1	18	140	19	439
	Always	13	2	27	213	29	671
	My family member did not need this	13	2	16	129	17	395
	I don't know	60	9	31	242	24	546
	Total	100	15	100	793	100	2,276
Compared to 2020, how would you rate staff meeting your family members' needs with helping them get to and from their room? (For example, to recreational activities or to the dining room.)	Much better	0	0	5	19	4	51
	Slightly better	0	0	8	35	8	103
	About the same	100	4	71	296	73	964
	Slightly worse	0	0	5	21	5	69
	Much worse	0	0	3	13	2	29
	I don't know	0	0	8	34	8	108
	Total	100	4	100	418	100	1,324
In the last four months, how often did you feel supported in the care of your family member?	Never	6	1	5	42	4	98
	Sometimes	31	5	17	132	18	408
	Usually	44	7	35	275	36	816
	Always	19	3	43	336	41	937
	Total	100	16	100	785	100	2,259
Were you ever unhappy with the care and/or services your family member received at [your site]?	Yes	25	4	35	272	37	829
	No	75	12	65	500	63	1,400
	Total	100	16	100	772	100	2,229
How often were you satisfied with the way the staff handled your concerns?	Never	0	0	12	28	12	86
	Sometimes	33	1	49	116	45	325
	Usually	67	2	31	75	33	241
	Always	0	0	8	20	10	69
	Total	100	3	100	239	100	721
In the last four months, how often did you trust that employees and staff were providing all of the needed care and/or services to your family member?	Never	6	1	4	32	4	80
	Sometimes	13	2	18	142	18	406
	Usually	44	7	40	318	42	946
	Always	38	6	38	296	36	823
	Total	100	16	100	788	100	2,255

		Vanta Care Centre		Edmonton Zone		Alberta	
		%	N	%	N	%	N
In the last four months, how often did your family member receive all of the healthcare services and treatments they needed?	Never	7	1	1	10	1	14
	Sometimes	14	2	10	71	10	206
	Usually	7	1	29	208	29	603
	Always	29	4	38	270	39	808
	I don't know	43	6	20	145	18	363
	Did not need this / Not applicable	0	0	1	8	3	52
	Total	100	14	100	712	100	2,046
Compared to 2020, how would you rate your family member's physical health in general now?	Much better	0	0	4	25	3	69
	Slightly better	0	0	7	47	7	133
	About the same	57	8	39	280	39	797
	Slightly worse	21	3	34	241	35	712
	Much worse	21	3	15	110	15	311
	I don't know	0	0	1	8	1	24
	Total	100	14	100	711	100	2,046
In the last four months, did your family member get their mental health and emotional needs met? (Such as feeling anxious, depressed or irritable)	Never	14	2	6	41	5	95
	Sometimes	14	2	20	140	21	427
	Usually	7	1	25	177	27	551
	Always	7	1	12	84	13	263
	I don't know	57	8	30	211	27	555
	Did not need this / Not applicable	0	0	8	58	7	146
	Total	100	14	100	711	100	2,037
Compared to 2020, how would you rate your family member's mental health (Such as feeling anxious, depressed or irritable) in general now?	Much better	0	0	4	27	4	76
	Slightly better	7	1	9	61	9	192
	About the same	43	6	40	285	40	814
	Slightly worse	21	3	28	200	28	582
	Much worse	21	3	13	95	13	275
	I don't know	7	1	6	42	5	106
	Total	100	14	100	710	100	2,045

SURVEY RESULTS COMPARED TO 2020

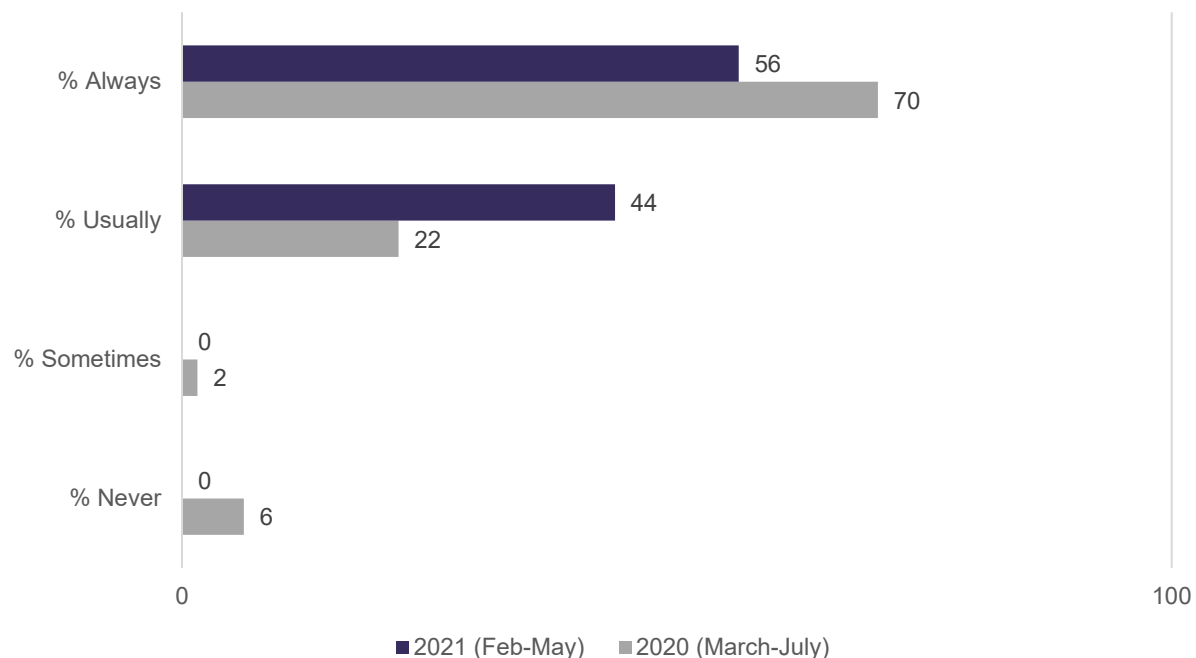
Experience with the site's 2021 pandemic response and safety

The following set of questions ask about the family member's experience with the site's 2021 response to the pandemic along with questions about feeling safe.

Using any number from 0 to 10 where 0 is the worst and 10 is the best, what number would you use to rate Venta Care Centre's overall response to the COVID-19 pandemic?



In the last four months, how often did you feel like your family member was safe at Venta Care Centre?



Experience with virtual visits

The following set of questions asked family members about their experiences with virtual visits. Participants were informed in the survey that virtual visits “could include all types of connection with your family member that were not in-person, like phone calls and video calls.”

		2021 (Feb-May)		2020 (March-July)	
		%	N	%	N
How satisfied were you with the ways [your site] assisted you to connect or visit with your family member virtually?	Not at all satisfied	0	0	5	3
	A little bit satisfied	0	0	4	2
	Somewhat satisfied	10	1	21	12
	Very satisfied	60	6	37	21
	Completely satisfied	30	3	33	19
	Total	100	10	100	57
Overall, how easy or difficult was it for you to participate in virtual visits?	Very difficult	0	0	4	2
	Difficult	9	1	12	6
	Neither easy nor difficult	36	4	27	13
	Easy	18	2	31	15
	Very easy	36	4	27	13
	Total	100	11	100	49
What made participation in virtual visits difficult? (Select all that apply)	Equipment problems (such as computer glitches)	--	0	--	1
	Connectivity problems (such as poor cell service or internet coverage)	--	0	--	0
	My family member was not familiar using technology	--	0	--	3
	My family member did not receive staff help to connect with me	--	0	--	--
	There were not many virtual visit times available	--	1	--	--
	My family member had difficulty communicating with me (e.g., hearing or verbal difficulty)	--	1	--	--
	Other	--	0	--	3
Using any number from 0 to 10, where 0 is the worst experience possible and 10 is the best experience possible, overall, how would you rate your experience with virtual visits?	Average		N	Average	N
		7.9	12	7.2	47

Note: Percentages are not reported for “Select all that apply” questions as respondents could have selected more than one response.

Experience with care and services while being able to visit in-person

The following set of questions asked family members about their experiences with their loved one's care and services. These sets of questions were asked of participants who were able to visit in-person.

		2021 (Feb-May)		2020 (March-July)	
		%	N	%	N
How often did your family member look and smelled clean?	Never	0	0	0	0
	Sometimes	0	0	3	1
	Usually	25	2	33	13
	Always	75	6	65	26
	Total	100	8	100	40
How often did your family member's room look and smelled clean?	Never	0	0	0	0
	Sometimes	0	0	0	0
	Usually	0	0	5	2
	Always	25	2	12	5
	Didn't visit in-room	75	6	83	34
Total	100	8	100	41	
How often did you feel that there were enough nurses and aides at [the site]?	Never	17	1	3	1
	Sometimes	0	0	11	4
	Usually	83	5	53	19
	Always	0	0	33	12
	Total	100	6	100	36
Other than nurses and aides, how often did you feel that there were enough staff available at [the site]?	Never	13	1	3	1
	Sometimes	13	1	14	5
	Usually	75	6	50	18
	Always	0	0	33	12
	Total	100	8	100	36
How often is your family member cared for by the same team of staff?	Never	0	0	0	0
	Sometimes	13	1	9	3
	Usually	88	7	58	19
	Always	0	0	33	11
	Total	100	8	100	33
How often did you feel confident with how employees and staff were doing their jobs?	Never	0	0	0	0
	Sometimes	13	1	9	3
	Usually	75	6	35	12
	Always	13	1	56	19
	Total	100	8	100	34

Experience with care and services, in-person or virtual

The following set of questions asked family members about their experiences with their loved one's care and services. Participants who answered the following set of questions could have visited in-person or not.

		2021 (Feb-May)		2020 (March-July)	
		%	N	%	N
Were you ever unhappy with the care and/or services your family member received at [your site]?	Yes	25	4	26	18
	No	75	12	74	50
	Total	100	16	100	68
How often were you satisfied with the way the staff handled your concerns?	Never	0	0	20	3
	Sometimes	33	1	47	7
	Usually	67	2	33	5
	Always	0	0	0	0
	Total	100	3	100	15
How often did you trust that employees and staff were providing all of the needed care and/or services to your family member?	Never	6	1	3	2
	Sometimes	13	2	9	6
	Usually	44	7	39	26
	Always	38	6	48	32
	Total	100	16	100	66
How often did your family member receive all of the healthcare services and treatments they needed?	Never	7	1	5	3
	Sometimes	14	2	8	5
	Usually	7	1	44	28
	Always	29	4	43	27
	I don't know	43	6	--	--
	Did not need this / Not applicable	0	0	--	--
	Total	100	14	100	63



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