

Palliative Care Services Survey

2022

Question	# Yes	# No	# N/A
1. Did you find the staff compassionate and caring?	20		
2. Did you feel that the atmosphere was “comfortable and welcoming?”	20		
3. Did staff explain the use of equipment, if used?	14		
4. Were the services of Hospice and Wellington Terrace “No One Dies Alone” offered and explained to you?	6	8	6
5. Were the spiritual needs met for you and your loved one?	14	1	5
6. Were family members given the opportunity to rest in our Family Suite – Cherry Blossom Rm.?	7	13	
7. Were your cultural/spiritual practices recognized and honoured?	14	1	
8. Were staff available to answer questions?	20		
9. Were staff flexible in providing care to your loved one?	20		
10. Were you given privacy and time alone with your loved one?	20		
11. Were concerns addressed in a timely manner?	20		
12. Did the Registered Staff answer questions regarding your loved ones health in a way that you understood?	20		
13. Were you informed how the medications worked?	20		
14. When staff administered medications to your loved one, were you and the resident informed what it was for?	20		
15. Did you find the staff knowledgeable?	20		
16. Were you given adequate notification of changes in your loved ones condition?	19	1	
17. Did you feel that your loved one’s comfort level was well maintained?	20		
18. Overall, did you feel supported?	18	1	1
19. Did you feel rushed following the death of your loved one?	19	1	
20 Surveys returned			