

Annual Anonymous Caregiver Survey Results

In Fiscal Year 2015-2016 the following report provides data received during the annual anonymous Day Care and Service Center Caregiver Survey:

Return Rate:

20% return rate (461 surveys sent; 91 returned)

1. Are the current hours at your loved one's Care and Service Center meeting your needs?

85.7% Yes
4.4% No
9.9% No Response

2. Please rate the care your loved one currently receives at the Care and Service Center.

70.3% Excellent
20.9% Good
0.00% Poor
8.79% No Response

3. Please rate the care you, as a caregiver, receive from the staff at the Care and Service Center:

67.0% Excellent
20.9% Good
2.2% Poor
9.9% No Response

4. Do you feel that the staff is easy to communicate with?

85.7% Yes
4.4% No
9.9% No Response

5. Do you feel your loved one is safe while attending the Care and Service Center?

91.2% Yes
0.0% No
8.8% No Response

6. Have you attended the centers' Special Events such as Annual Thanksgiving Celebration, Caregiver Appreciation Events, etc.?

69.2% Yes
22.0% No
8.8% No Response

7. Our billing statements are easily understood?

82.4% Yes
0.0% No
17.58% No Response

8. I find helpful information in the Care-A-Gram?

56.0% Yes
11.0% No
33.0% No Response

9. I currently attend Support Group?

16.5% Yes
75.8% No
7.7% No Response

10. I would participate in an online support group?

22.0% Yes
64.8% No
13.2% No Response

11. Do you feel your loved one attends enough days each week?

80.2% Yes
7.7% No
12.1% No Response

12. If your loved one does not attend enough days, please tell us why.

0.0% No space available on day(s) service is needed
2.2% Too expensive
4.4% My loved one refuses to go
2.2% It is too difficult for me to get him/her there
0.0% Transportation barrier
7.7% Other
3.3% Multiple answers (weekend hours, reluctance to sign him up for more days even though I know it is the best thing for him and for me, just haven't decided to add more days)
80.22% No Response

13. Do you have access to the internet?

61.5% Yes
28.6% No
9.9% No Response

14. What is your email account?

15. Have you been to the Alzheimer's Community Care website at www.alzcare.org?

34.1% Yes
51.6% No
14.3% No Response

16. Do you follow Alzheimer's Community Care through social media (Facebook/Twitter)?

11.0% Yes
74.7% No
14.3% No Response

17. Do you utilize Alzheimer's Community Care's website (www.alzcare.org) to access the following services:

3.3% Activity Calendar
0.0% Lunch Menu
1.1% Care-A-Gram
19.8% All
52.7% None
23.1% No Response

18. If yes, how would you rate the accessibility of this information on our website?

19.8% Excellent
15.4% Good
0.0% Poor
64.84% No Response

19. Do you receive Alzheimer's Community Care's Activity Calendar, Lunch menu and Care-A-Gram via email?

24.2% Yes
62.6% No
13.2% No Response

20. If yes, how would you rate the accessibility of this information?

26.4% Very Good

4.4% Good
0.0% Poor
69.2% No Response

21. Does attending the Care and Service Center has assist in improving the quality of your life of your loved one?

80.2% Yes
2.2% No
17.6% No Response

22. Attending the Care and Service Center assisted in improving your quality of life?

80.2% Yes
1.1% No
18.7% No Response

23. Please provide suggestions on how we may improve our services to you, as the caregiver.

Delray Beach: Name of day cares to Alzheimer/Dementia activity centers. Daycare sounds like a place for babies to the patient. Would be nice to have the patients in separate rooms by abilities more. It seems they have had the same cycle and meals. Swap out or try some new meals. Support Groups: use email reminders a few days before meeting to remind folks. Offer or obtain speakers occasionally "How to pick an ALF- memory unit". Questions and things to look for. Validation techniques with the dementia patient.

Fort Pierce: Only thing we would really like info on is reasonably priced respite care. Our family needs are too great for respite care at an assisted living facility. We have been caregivers for 3 decades now.

Lake Worth: Provide a copy of patient that is sent to primary doctor. Mom says they all speak Spanish. I just don't like the smell of the facility. His clothes smell of it & everything needs to be washed. It's a sharp Lysol smell. I'd prefer better smells.

North Stuart: I'm sure this is financially impossible, but it would be nice if there was a dedicated transport vehicle(s) as part of ACC's day program. Changeover of staff is not good for both my loved one and myself. Stability and friendship is good for my loved one it's hard for them to remember never mind a new face every week. The food was terrible this past Thanksgiving no one ate at table I sat at. I complained about it. Daily food at center sometimes is not good who serves hot dog roll and pasta.

Palm Beach Gardens: Better coordination with family doctor would help as well as more control over nutrition.

West Palm Beach: Stop moving the CGs around especially Theresa. I think the new faces throws the love one off when they have to deal with unfamiliar faces.

VP of CCS and Supervisor of SDS will address these issues with day care staff, FNCs, COO, and VP of Education and Quality Control by July 15, 2016.