

Elderly Services, Inc.
Project Independence Adult Day Care
Vermont Department of Aging Questionnaire for Project Independence Families
Winter 2020
Family Satisfaction Survey Summary

During January and February of 2020, 67 family members caregivers completed the Project Independence satisfaction survey identifying areas in which Project Independence is meeting their needs as well as identifying areas for improvement.

Family members were asked to rate four aspects of the Project Independence program on a four-point scale: Excellent, Good, Fair or Poor. Some respondents also commented on one or more of these questions. The final question was open-ended. It asked those taking the survey to comment on ways Project could better meet their needs or the needs of their loved ones.

When asked how helpful is the respite you receive by having your loved one at Project, 58 (87%) caregivers rated the respite as Excellent. Six (9%) rated it as Good, with one caretaker explaining that it gave her time to have a cup of coffee between working and picking up her husband. Three (4%) did not give any rating, two because they were not the caretakers for their parents and therefore, did not need respite. No one rated the program as Fair or Poor.

When asked in what ways Project Independence was helpful to caregivers, participants were given four options. Most checked more than one.

- Reduces my stress - 45 (67%)
- Gives me time for myself - 39 (58%)
- Gives me time for my job - 24 (36%)
- Helps me talk over issues with staff – 21 (31%)
- Other - 14 (21%)

Thirteen (19%) of the caregivers offered examples or brief explanations of the ways in which Project was helpful to them and their loved ones.

Provided time for the caregiver

- to clean her loved one's apartment
- to handle finances
- to discuss issues with professionals
- to have time for family (2)
- to go to a support group

Good for loved one

- provides social time, interactions with peers and a delicious lunch
- offers a variety of activities
- provides care
- brings happiness and an improved quality of life

One caregiver noted that Project is good for her husband, not only for what it provides, but for what it eliminates: “Gets my husband away from spending the entire day alone in front of the TV.”

Two other caregivers noted that the care, activities and socialization their family members enjoy at Project also brings happiness to them. Or as one family member wrote: “When Mama is happy...everyone’s happy!”

When asked to rate the quality of care provided by Project Independence, 62 (93%) of the caregivers rated the care as Excellent. Four (6%) rated the care as Good. One (1%) rated the care as Fair. No one rated the care as Poor. No comments were made.

When asked if the staff at Project treated them with respect and courtesy, the response was nearly unanimous. Sixty-five (97%) of the caregivers rated their treatment as Excellent, with one caregiver noting that her mother was also treated with respect and courtesy. One caregiver rated the treatment as Good. Another rated the treatment as Fair. No one rated their treatment as Poor.

The last question, which was open-ended, asked **How could Project better meet the needs of caregivers and their loved ones?** Almost half of the caregivers responded to this question, with words of praise exceeding suggestions for improvement by a ratio of two to one.

Praise and appreciation for the program

- The program is a Godsend!
- Our needs are being met. Thank you.
- Everything is working great for both of us.
- We have been grateful to everyone at Project and Trent C. loves going and being with all of you.
- I am satisfied and I appreciate the time and care my husband receives. Support group meetings are beneficial.
- Thank you for all you do!
- You have exceeded my expectations. Joe always looks forward to his time at Project.

- Project is Amazing!
- You are perfect now!
- I honestly can't say enough good things about Project and staff. I would be completely lost without your help.
- All good
- The companionship, joy and care experienced by Arlyn F. are highly enjoyed and invaluable to his well-being. The time afforded to Barbara and me while he attends Project, to keep his home and affairs in order, work without worry, pay heed to Sheila at the nursing home, and keep our own general lives in order is considered immeasurable. We cannot imagine anything you can do better to meet our or Arlyn's needs. We can only say Thank You!
- We love Project! We enjoy all interactions that we have with other participants and volunteers, and workers. W enjoys going and that is the most important of all! Thanks for all you do!

Suggestions to improve the program

- Add additional caregiver meetings.
- A better list of possible support services, if possible. Other than that, Project is amazing.
- I wish there was a support group for after hours for those of us that work full time.
- Better meals. Better communication and transportation. More things to do at Project.
- Maybe a weekly check in. Go over how things are going at Project.

Praise for loved ones' care

- Very pleased with everything you do for my mom!
- My mother loves Project!
- Exceeded expectations for my mother.
- My father has dementia, but even historically is not a big "joiner." I know he enjoys the food, and seeing some people.
- As her Alzheimers gets worse, thank you for talking to her and showing you care. I recommend people to Project. I don't know how I would have managed these several years without you all. As mom gets worse, I appreciate that she gets out and is still "social" even though she sleeps most of the time now. The caring aspect of everyone really makes a difference. Thank you!

Suggestions to improve the care for loved ones

- Provide alternative meals for those who are not health conscious
- I would like to know more what my husband does regularly – and enjoys; he, of course, doesn't remember
- Maybe some larger projects that she could be involved with? Like crochet, quilting, scrapbooking of photos
- Only concern with Carolyn D is having someone at the door on drop off days to greet her.
- It would be helpful to know which activities he participates in and enjoys.
- Think the Steve B. could use some help at times during noon dinner. He doesn't seem to realize that he can pick up a sandwich instead of trying to cut it. (Would like him to go another additional day, if possible.)
- I would love to see a hair dresser. Mom can't wash her own hair any more. Can't lift her arms. The pedicure/foot care has been a huge help. Taking a shower would be another help.

In summation, families who entrust their loved ones to Project appreciate the high quality of care their loved ones receive and are grateful for the respite Project provides for them. The numbers bear this out: 98% of family members rated Project overall as Excellent or Good. Perhaps, though, the words of one participant's mother best capture the feelings behind the high ratings:

"Thank you for providing this loving space and program. You offer stimulating and respectful care to my mom which allows me to work and keep my mom at home. Mom's quality of life is lifted measurably – mine too! Thank you."