



**Yee Hong Centre
For Geriatric Care**

頤康中心

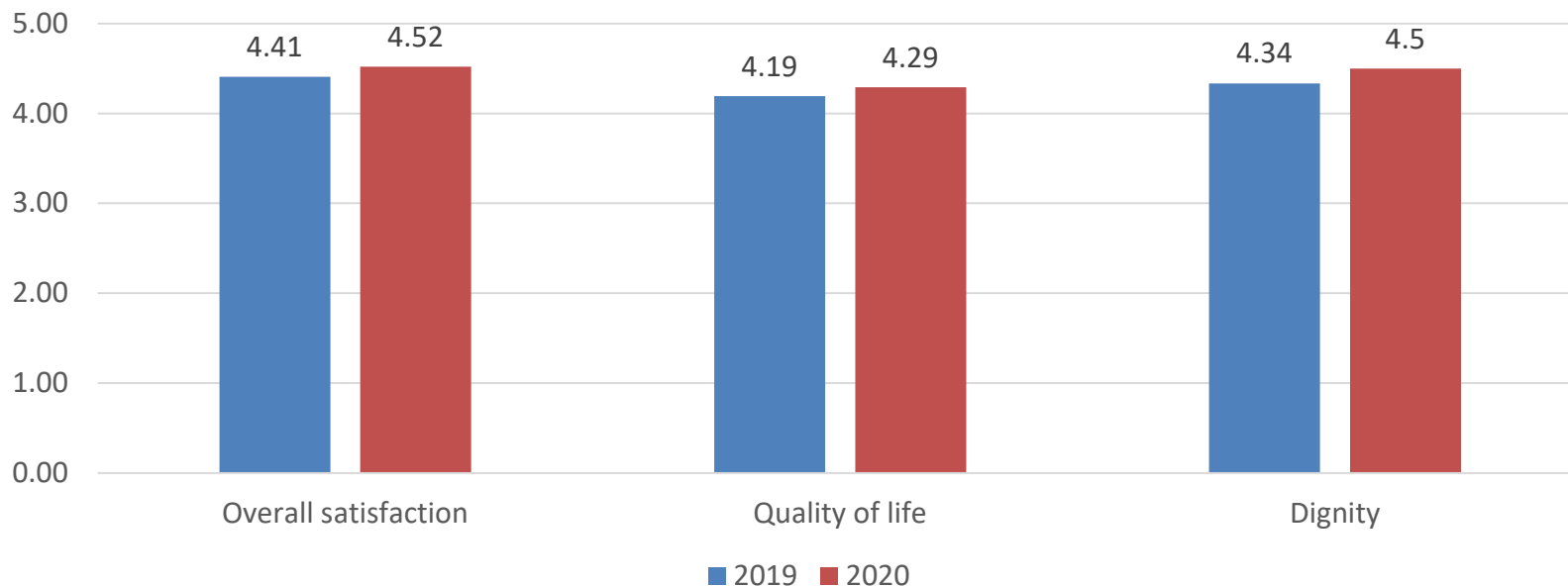
Client Satisfaction Survey (CPS): 2020

Home Support and Community Support Services



Client Satisfaction Survey Community Support Services 2020

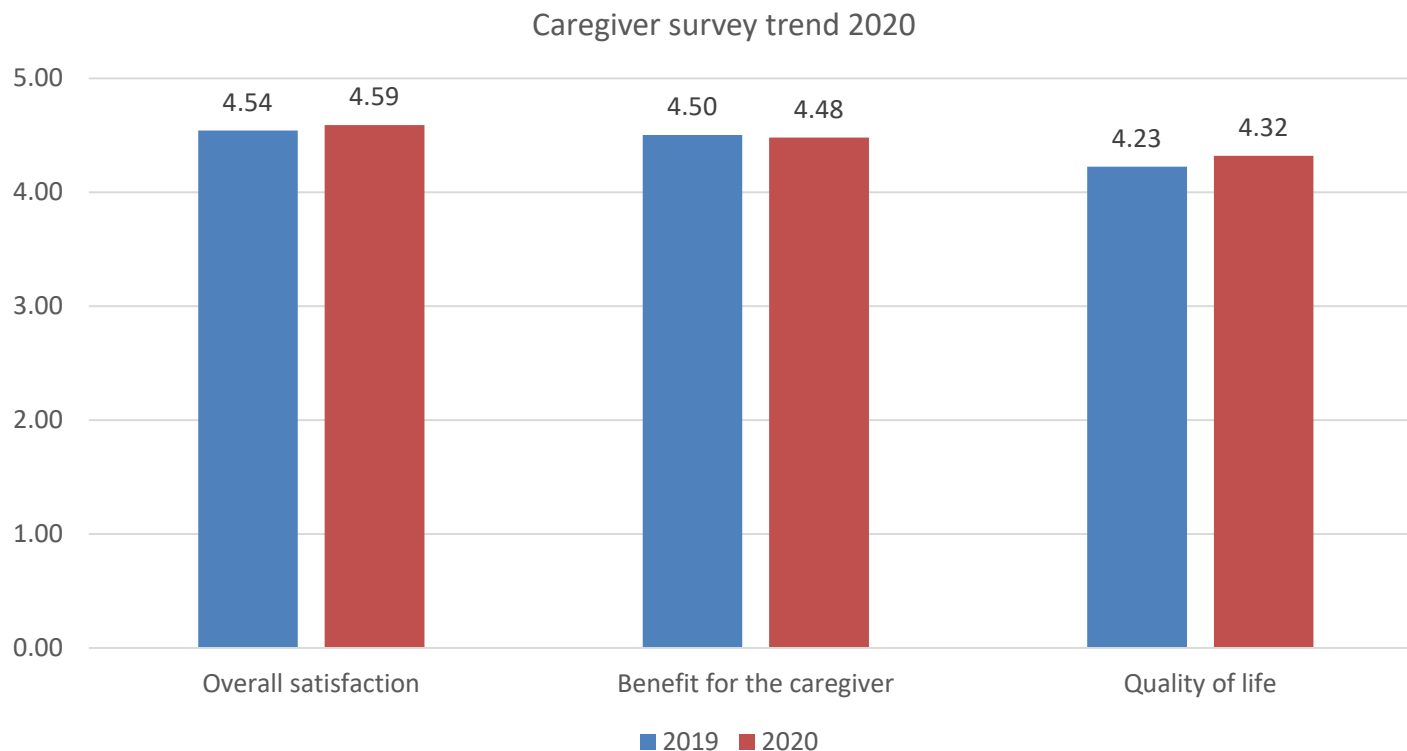
Client survey trend 2020 (Adult Day Program, Congregate Dining and Special Day Program)



- Almost all clients' and caregivers' feedbacks were positive and encouraging, they appreciate the provision of modified service during the pandemic.
- Some clients, due to capability, may not be able to benefit from virtual program as expected.
- Family appreciate that virtual programs avoid clients going out during bad weather and saving caregiver transportation efforts
- Very positive response to the activities kits delivered to the client's home



Family Satisfaction Survey at Community Support - 2020



- Majority of the services were provided virtually due to Covid19, caregivers consider less beneficial to them.
- In general caregivers praised the service and professionalism of the staff and volunteers



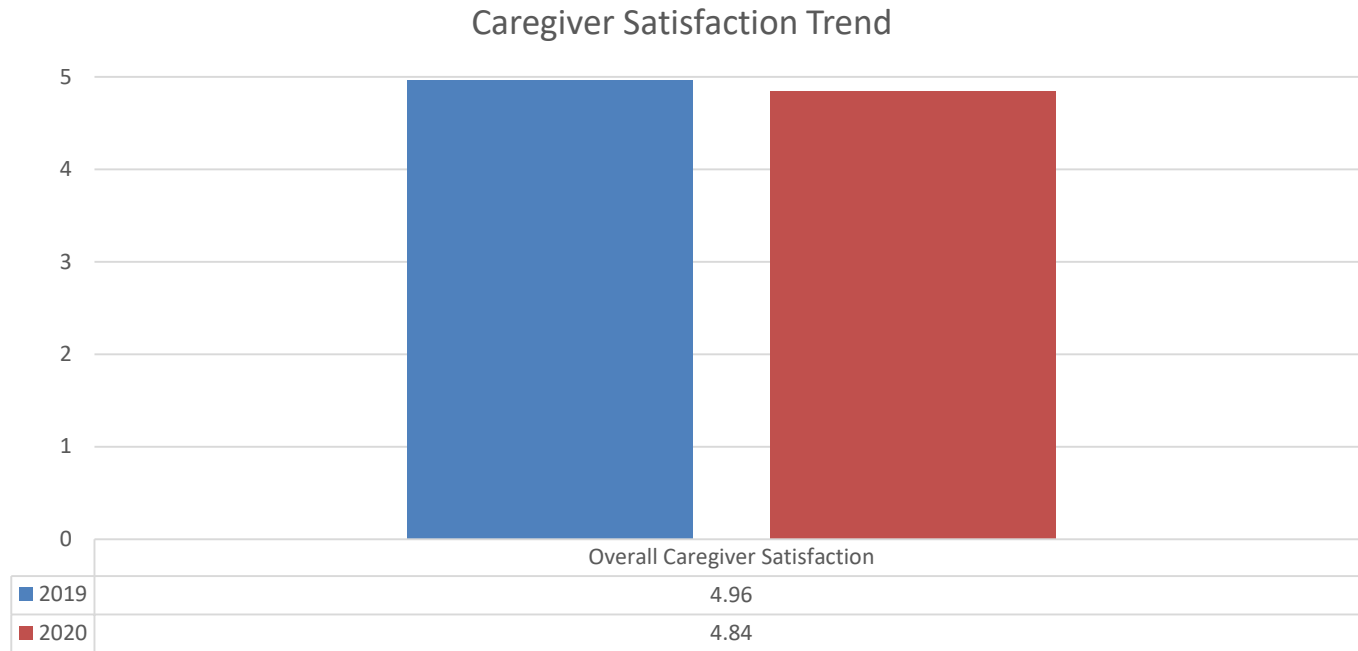
Client Satisfaction Survey Home Support Services 2020



- **46%** of HSS client respondents had their services reduced during the pandemic
 - Result of staffing/ reduction of non-essential services
- 98% of clients would recommend our services to others
- 95% believed the services helped them remain in their home
- 94% were satisfied or highly satisfied with having enough say in their care and services
- 97% were satisfied or highly satisfied with overall services and care received
- Homemaking services requests were made in comments



Caregiver Satisfaction Survey Home Support Services 2020



- 100% of the caregivers believed the care received was helpful
- However, low response rate of 63%
- 96% of caregivers felt services were timely and appropriate
- 99% felt a reduction in caregiver stress
- 97% were satisfied or highly satisfied with the overall care received by the client
- 99% would recommend the services to others
- Homemaking services requests were made in comments

