

# Adult Day Services Caregiver Survey 2018

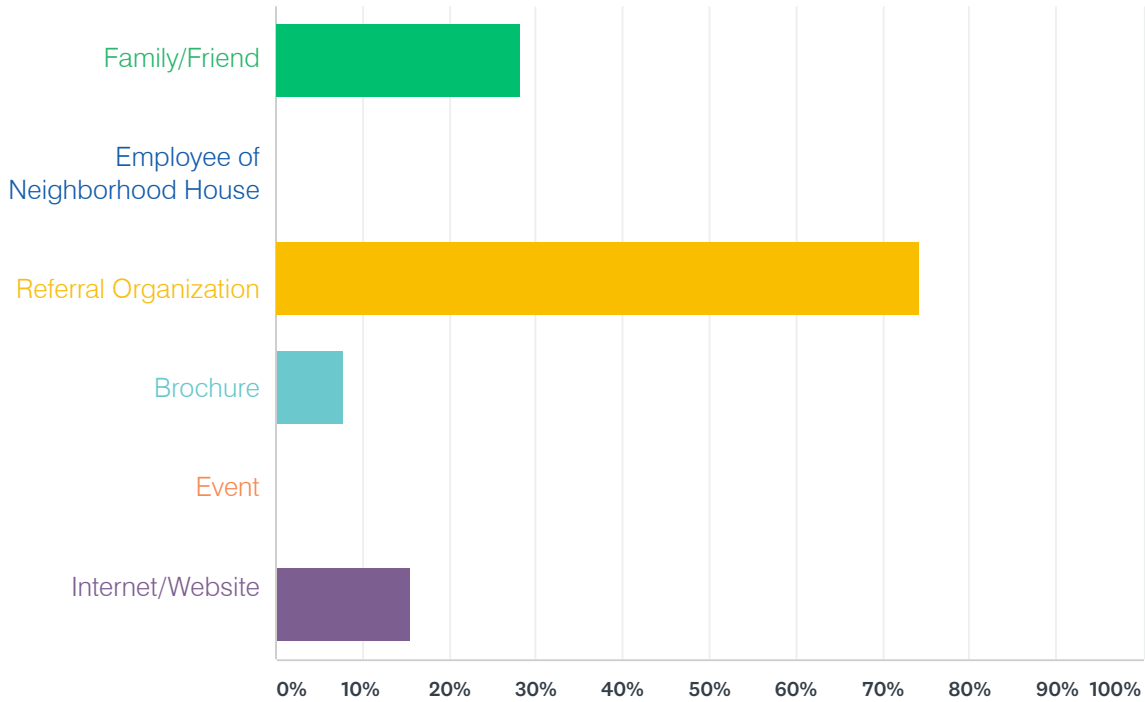




# 1

How did you hear about Neighborhood House? Check all that apply.

Answered: 39 Skipped: 0



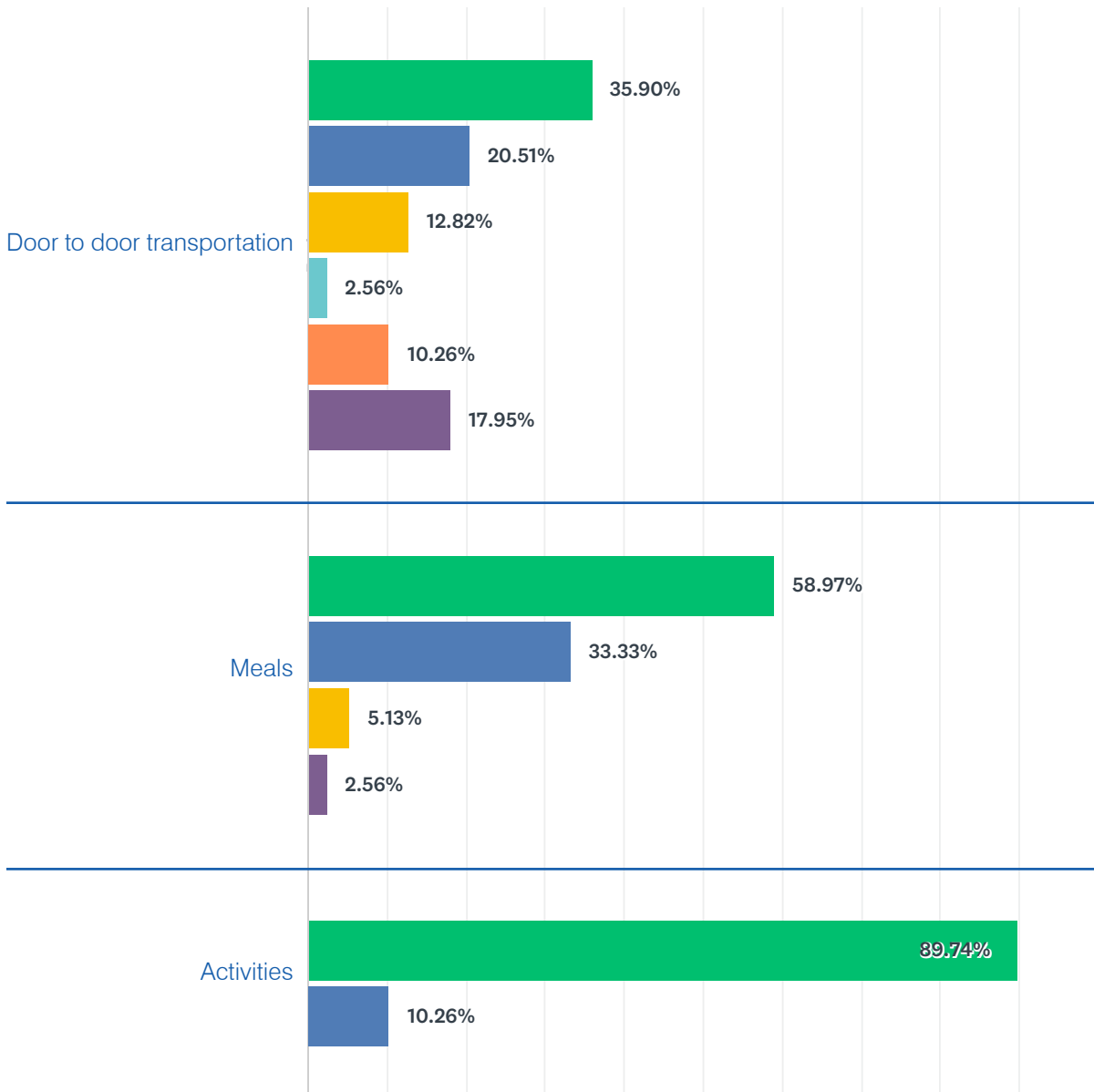
ANSWER CHOICES	RESPONSES	
Family/Friend	28.21%	11
Employee of Neighborhood House	0.00%	0
Referral Organization (i.e. Salt Lake County Aging Services, Veterans Administration, Senior blue book, etc)	74.36%	29
Brochure	7.69%	3
Event	0.00%	0
Internet/Website	15.38%	6
Total Respondents: 39		

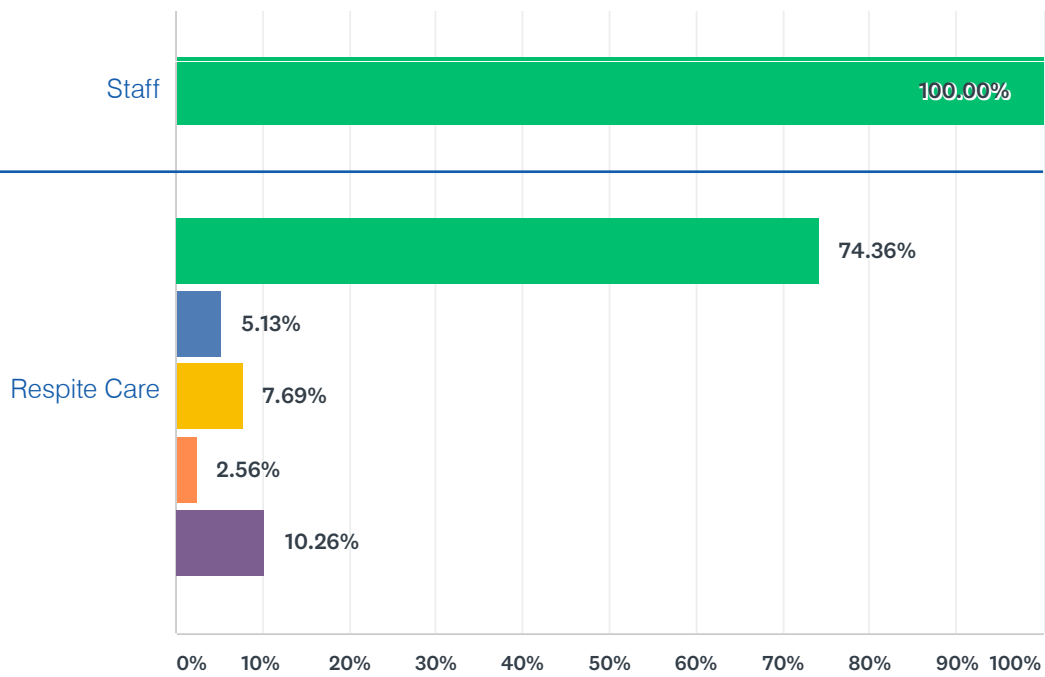
# 2

Please indicate how important the following services are to you:

Very Important   Moderately Important   Neutral   Slightly Important  
Not At All Important   N/A

Answered: 39   Skipped: 0

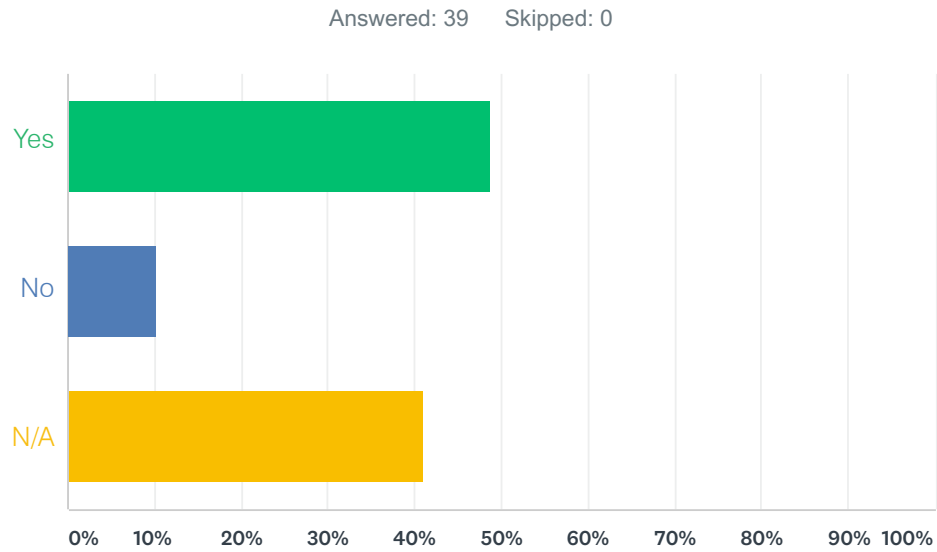




	VERY IMPORTANT	MODERATELY IMPORTANT	NEUTRAL	SLIGHTLY IMPORTANT	NOT AT ALL IMPORTANT	N/A	TOTAL	WEIGHTED AVERAGE
Door to door transportation	35.90% 14	20.51% 8	12.82% 5	2.56% 1	10.26% 4	17.95% 7	39	2.85
Meals	58.97% 23	33.33% 13	5.13% 2	0.00% 0	0.00% 0	2.56% 1	39	1.56
Activities	89.74% 35	10.26% 4	0.00% 0	0.00% 0	0.00% 0	0.00% 0	39	1.10
Staff	100.00% 39	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	39	1.00
Respite Care	74.36% 29	5.13% 2	7.69% 3	0.00% 0	2.56% 1	10.26% 4	39	1.82

# 3

Has having your loved one at Neighborhood House allowed you to maintain or seek employment or schooling/training?

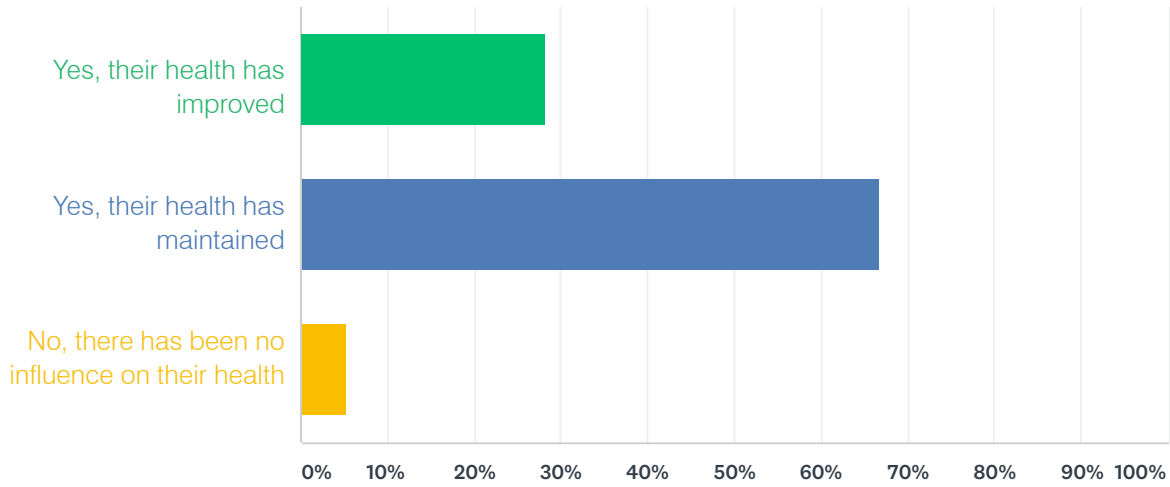


ANSWER CHOICES	RESPONSES
Yes	48.72% 19
No	10.26% 4
N/A	41.03% 16
TOTAL	39

# 4

Has having your loved one at Neighborhood House maintained or improved their health?

Answered: 39 Skipped: 0

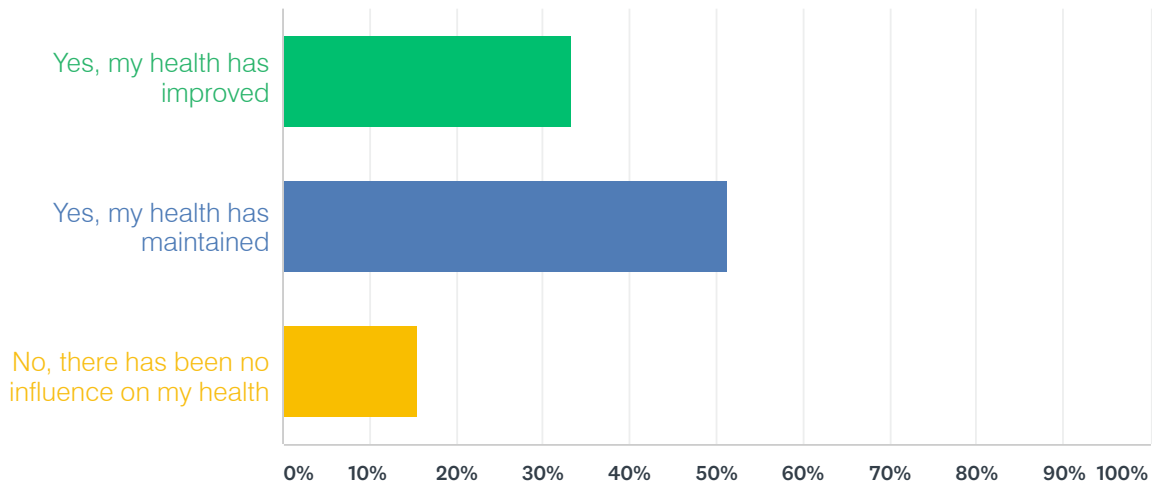


ANSWER CHOICES	RESPONSES	
Yes, their health has improved	28.21%	11
Yes, their health has maintained	66.67%	26
No, there has been no influence on their health.	5.13%	2
<b>TOTAL</b>		<b>39</b>

# 5

Do you feel having your loved one at Neighborhood House has improved or maintained your own personal health?

Answered: 39 Skipped: 0

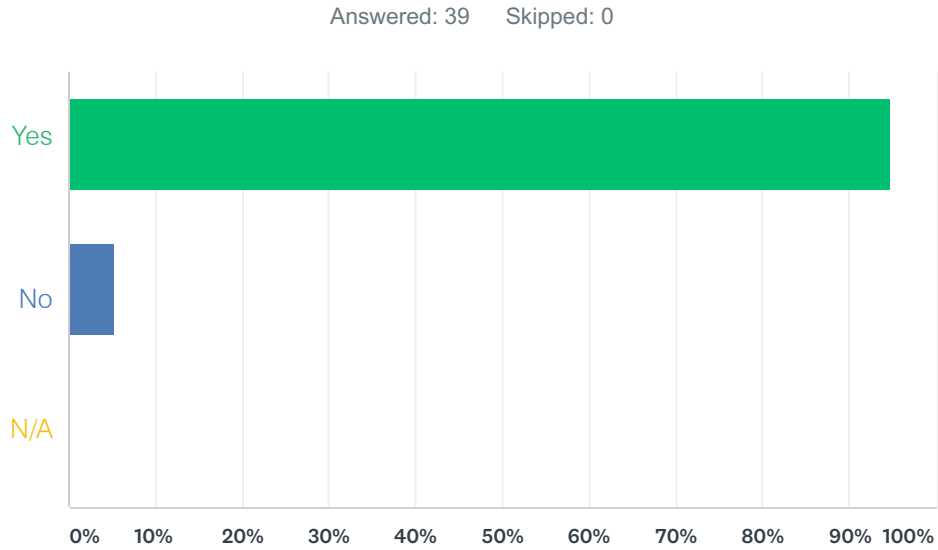


ANSWER CHOICES	RESPONSES	
Yes, my health has improved	33.33%	13
Yes, my health has maintained	51.28%	20
No, there has been no influence on my health	15.38%	6
TOTAL		39



# 6

Has having your loved one at Neighborhood House decreased the stress you experience?



ANSWER CHOICES	RESPONSES	
Yes	94.87%	37
No	5.13%	2
N/A	0.00%	0
TOTAL		39

# 7

If you answered 'Yes' to question 6, please explain how having your loved one at Neighborhood House has reduced your stress:

Answered: 35 Skipped: 4

#	RESPONSES	DATE
1	I have tie to myself 9am-4pm M-f. Oliver is able to get out of the house and participate in fun activities. He enjoys it! He gets bored all the time at home. He loves the entertainment, kind staff, water fights, and "cherry pie and BIG glass of orange juice." He loves going on field trips. I like it that he is happy when he gets home from NH and thanks me for letting him go there. He is excited to tell me what happened at NH. He loves interacting with the children.	3/18/2019 10:52 AM
2	After Esther's auto accident and she moved to Murray [it] ended her educational socializing with others. Going to Neighborhood house has helped her with speech, working with others and finding things to occupy her time and talents.	3/18/2019 10:42 AM
3	It is extremely stressful being around a "loved one" in the final stages of Dementia/Alzheimer 24-7. I get "Dementia Headaches" because my normal brain is bombarded with crazy comments, non-logical, no sense answer repetition, made up memories, confusing, high anxiety behaviors, continually! Says comments and questions 100s of times a day. Fr example, "Do we have enough gas in the car?" over an over again!!! "Are you warm enough?" over and over again. "Are all the dead relatives and pets O.K," because she still thinks they are alive. Such disgust over her physical appearance because she still thinks she is 20 and should be beautiful. Hates her appearance and focuses on it constantly. We distract, redirect, change activities all the time. We humor kindness, patience, compassion; however, this is the hardest job I've ever had in my life. Without NH and the amazingly kind staff, we could not do this work. My mother experiences much joy, care, support and love at NH. The daily activities are fun and stimulating for her. Our stress level are reduced greatly. Without NH we could not do this work 24-7! Thank you Angels!!	3/14/2019 3:27 PM
4	Definitely, I don't have to worry. He is receiving good care and is safe. I can think my own thoughts. I don't need to work or cue, and don't have to another for the 5th time, "What day is it?" I can run an erren[d]. I can do my thing, what ever I please, I'm free for 5-5 1/2 hours, and it feels great.	3/14/2019 2:47 PM
5	I don't have to worry about him while at work. He's happier the days he's there. When he's at home he wants to sleep all day and trying to get him up and interested in activities creates anxiety and stress for both of us.	3/14/2019 2:34 PM
6	Lindsey spent all of her time siting around the house 7 days a week. We were stressing about tat and about how we could get her up, doing things, being more active. Now she has 3 days a week of something other than the couch and her phone.	3/14/2019 2:26 PM
7	Freedom from being a caregiver 27/7. I can go alone on my medical appts. and grocery shopping.	3/14/2019 2:20 PM
8	Gives me time to do other things. Like going to the Jordan River Temple etc.	3/14/2019 2:06 PM
9	Having Neighborhood house as a place to go for my uncle has been able for me to work and continue to care for him. It has made it capable for him to remain in my care.	3/14/2019 1:55 PM
10	Knowing that he is well taken care of.	3/14/2019 1:43 PM
11	Allen loves it! Knowing he can come here is a huge blessing for us.	3/14/2019 1:37 PM
12	It offers me something wonderful to do a few times each week	3/13/2019 3:25 PM
13	As long as my brother is here I do not worry about him. I am assured he is being properly taken care of.	3/13/2019 3:21 PM
14	Relieves pressure of otherwise 24/7 care.	3/13/2019 3:15 PM
15	Having my loved one at Neighborhood house has allowed me to keep my job and know he is being take care of, so peace of mind	3/13/2019 3:09 PM
16	I can put him in the bus each morning and relax knowing he is well take care of. I don't worry about him [un]til he returns home in the afternoon.	3/13/2019 12:16 PM

17	Knowing he is safe and above that is around so many loving, caring people, is so comforting.	3/13/2019 12:04 PM
18	Don't have to worry about her when at work, her safety. I know she's safe and being taken care of in good hands at Neighborhood House. She loves it, talks about it all the time. Gives her something to look forward too.	3/13/2019 12:01 PM
19	He has things to do and people to be around besides following me everywhere-even room to room.	3/12/2019 3:39 PM
20	Allowed me to shop, visit doctors and spend time doing my own activities. This has provided social action, and structured activities that i cannot always provide.	3/12/2019 3:12 PM
21	Having Neighborhood house fr two days a weeks gives me a chance to do some things for myself, like going to lunch with a friend, visiting such friends, playing an occasional game of bridge, etc.	3/12/2019 11:49 AM
22	I have a chance to pay bills and do paperwork, without having John "help" me or take all my time and energy; while providing activities for him or taking care of his needs.	3/12/2019 11:35 AM
23	I am free to go and do what I need to without a hassle from Russel. I can organize my home without trying to find something for Russel to do to keep busy. I am much more organized and calmer to do what is required and to meet emergencies.	3/12/2019 11:26 AM
24	Knowing that my loved one is being cared for and given opportunities to be mentally and physically is a huge stress relief as I know she is exercising her mind and body. Her attendance at NH allows me the freedom at my employment to not worry during the day about her.	3/12/2019 11:12 AM
25	It has given me a break each week to run errands and also relax knowing my husband is safe and enjoying his day there.	3/12/2019 11:05 AM
26	because mom need constant supervision. Having a place for her during the day lets me take care of things without having to worry abut her. Knowing she is safe and being taken care of takes some of the burden of me.	3/12/2019 10:35 AM
27	I can get the things done that I need and want to do in a timely way.	3/12/2019 10:31 AM
28	Requires Constant Companionship. She cannot be left alone. Leaving her at Neighborhood House gives me the opportunity to maintain the household, run errands, and yes, to have opportunities to find time for myself.	3/11/2019 2:04 PM
29	She is safe and doesn't have t be left at home alone at all.	3/11/2019 12:12 PM
30	Gives me time to volunteer	3/11/2019 12:06 PM
31	I can be more patient because I can do things that stress him and doesn't see me contacting attorney for trust brokers, etc.	3/11/2019 12:02 PM
32	Don't have to worry about them being home alone, or in a permanent facility.	3/11/2019 11:56 AM
33	Don't have to worry about them being home alone, or in a permanent facility.	3/11/2019 11:49 AM
34	Don't have t worry about them being home alone or in a permanent facility	3/11/2019 11:41 AM
35	Don't have to worry about them being home alone or in a permanent facility.	3/11/2019 11:40 AM

# 8

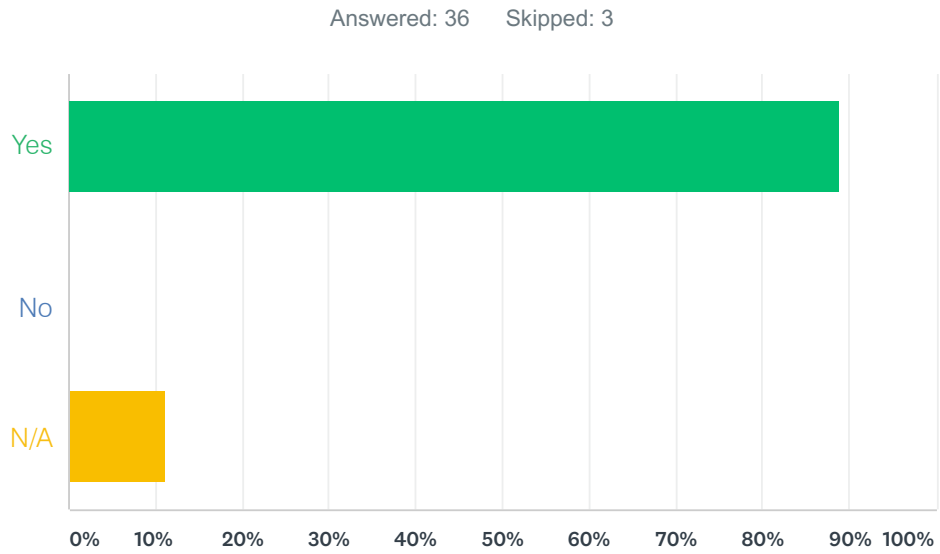
Have our low-rate fees allowed you to better budget for and meet other household expenses?



ANSWER CHOICES	RESPONSES	
Yes	63.89%	23
No	5.56%	2
N/A	30.56%	11
TOTAL		36

# 9

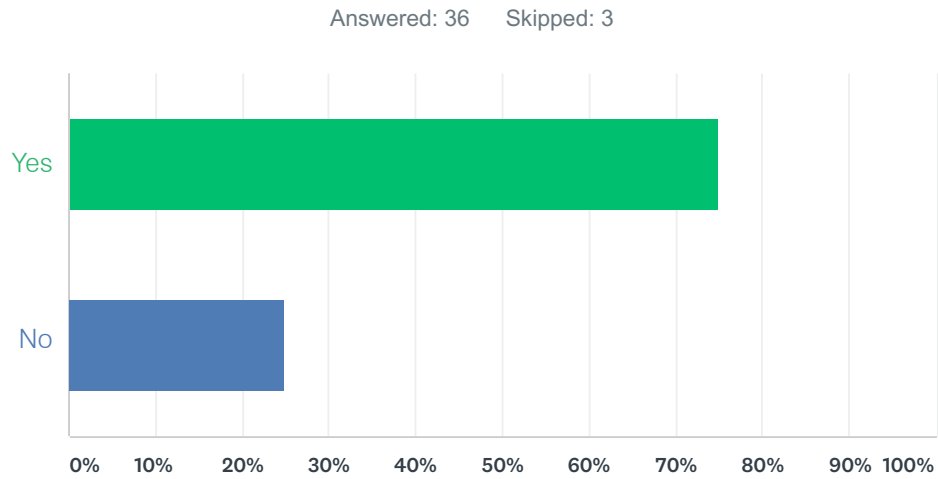
Do you feel day services for your loved one has contributed to your ability to perform better, with fewer distractions at work or at home?



ANSWER CHOICES	RESPONSES	
Yes	88.89%	32
No	0.00%	0
N/A	11.11%	4
TOTAL		36

# 10

Have you noticed any positive behavioral changes in your loved one as a result of attending Neighborhood House programs?



ANSWER CHOICES	RESPONSES	
Yes	75.00%	27
No	25.00%	9
TOTAL		36

# 11

If yes, please explain the positive changes you have witnessed in your loved one:

Answered: 28 Skipped: 11

#	RESPONSES	DATE
1	He is happy, has more energy, and is more cognitive. (See question 7)	3/18/2019 10:52 AM
2	Trusting others, doing things for others. Talking in group situations. Educating in various subjects. Walking.	3/18/2019 10:43 AM
3	Gets more physical exercise and meaningful activities. Feels appreciated and cared for. Is stronger! Loves to sing and play games. Can do this more than before she attended NH. Is a kinder, nicer, more cooperative person than before she attended NH. For all the aging problems she has at 92, she is enjoying her life at the edge of it so much more now that she gets to experience NH. Our family can't say enough good things about NH and the extremely positive effect it has had on all of us! Thank you for this priceless gift!	3/14/2019 3:46 PM
4	Rod is more agreeable [and] more compliant. He is more relaxed and feels more like he has accomplished things and contributed.	3/14/2019 2:49 PM
5	He's happier always says what a great day he had. Says everyone is so nice to him. Is more aware when he comes home. Likes having people to talk and interact with. Likes doing the crafts. He says they don't look good but they tell me I do good work. He likes the positive reinforcement he gets, it makes him feel good.	3/14/2019 2:37 PM
6	Lindsey considers NH her "work," because you enlist her help with various things during the day. She has a larger sense of responsibility as a result of this. This has spilled over into home life with regard to daily chores and such.	3/14/2019 2:28 PM
7	She does enjoy the time here.	3/14/2019 2:08 PM
8	My uncle has always come home happy from Neighborhood House. He's always ecstatic and impatient waiting to go to school.	3/14/2019 1:56 PM
9	Less[en] anxiety, able to rest [later] when he comes home.	3/14/2019 1:45 PM
10	He just smiles so big when I tell him we are coming today.	3/14/2019 1:39 PM
11	It's nice t participate in activities and field trips, and also to help as able to[o]. I had a stroke but I still live very independently. No longer able to drive.	3/13/2019 3:27 PM
12	Converses more.	3/13/2019 3:22 PM
13	Shows increased interest in contact with others, and activities.	3/13/2019 3:16 PM
14	He loved going to Neighborhood house, and looked forward to going each day. That was his happy place. he was well liked and always spoke positive about his experience and the staff.	3/13/2019 12:18 PM
15	He talks more, seems to be more sociable.	3/13/2019 12:11 PM
16	Since the beginning [of] last year, Rex has learned tolerance and acceptance. he is better able to tolerate noise, commotion, groups of people etc.	3/13/2019 12:05 PM
17	She is happier	3/13/2019 12:01 PM
18	Enjoys the socialization and activities; interest carries on at home.	3/12/2019 3:14 PM
19	Not sure, but it is good for him to have activities I alone plan	3/12/2019 11:50 AM
20	Susan likes to talk about the things she has done during the day. She likes interacting with others.	3/12/2019 11:44 AM
21	He is happy when arriving, and sometimes when I pick him up he enjoys field trips, and guest music and dance.	3/12/2019 11:37 AM
22	He loves: having a place t go, the music, exercise, being helpful, the leaders, the children, playing games, and feels sad when unable to attend.	3/12/2019 11:28 AM

23	She is definitely more coherent. She has better verbal skills. She is more cheerful and happier. She has a better Balance Strength and Coordination. She has more moments of lucidity and awareness.	3/12/2019 11:15 AM
24	It was difficult in the beginning to get him in the car to go but now he is quite happy to go and see friends and participate in the activities provided.	3/12/2019 11:07 AM
25	She is exposed to many people which she enjoys and I believe it helps lessen her stress when in unfamiliar situations. It is also helpful she doesn't cling to just immediate family.	3/12/2019 10:37 AM
26	He loves to be with groups of people and feels like he is contributing to their well-being.	3/12/2019 10:31 AM
27	She is much more outgoing, and confident, less depressed and confused	3/11/2019 2:05 PM
28	He wants to do something everyday. He wants to exercise.	3/11/2019 12:03 PM

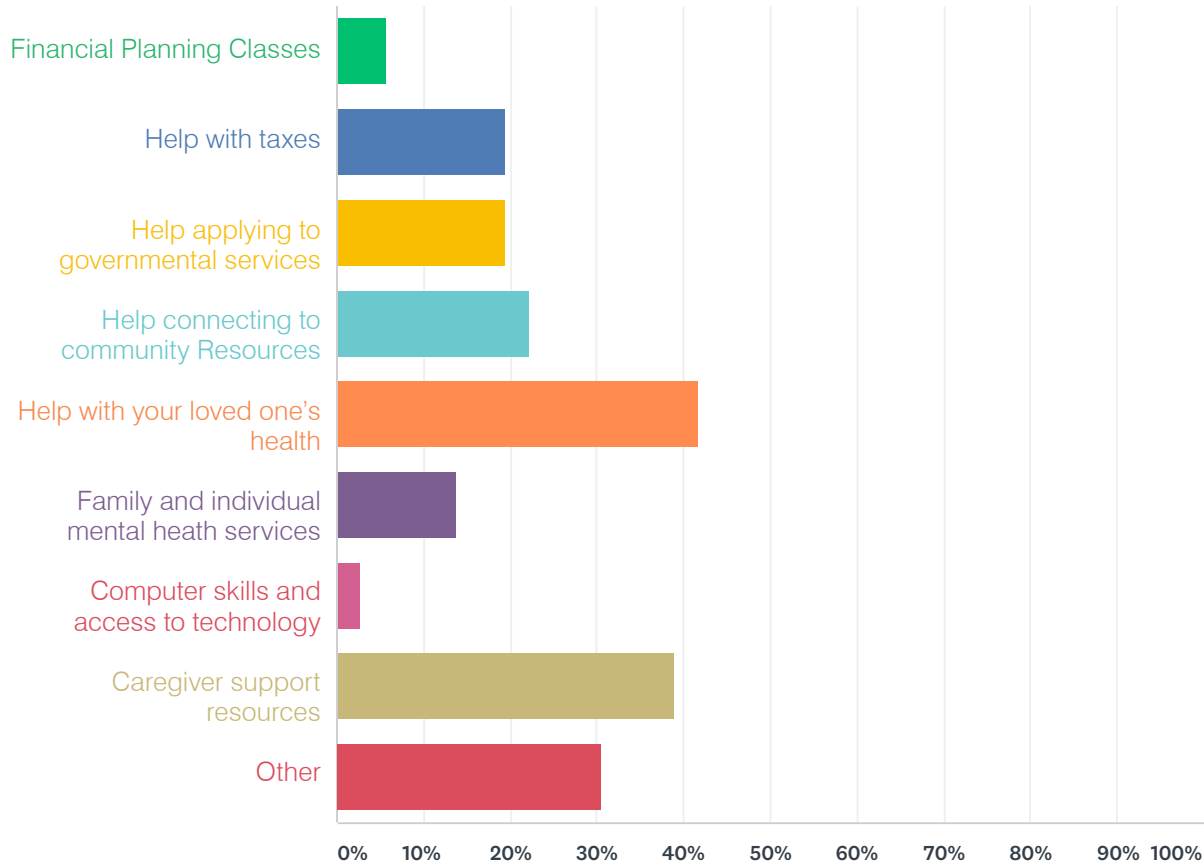


# 12

Please select all the services from the list below that you are already utilizing in the community.

\*Mark all that apply

Answered: 36 Skipped: 3



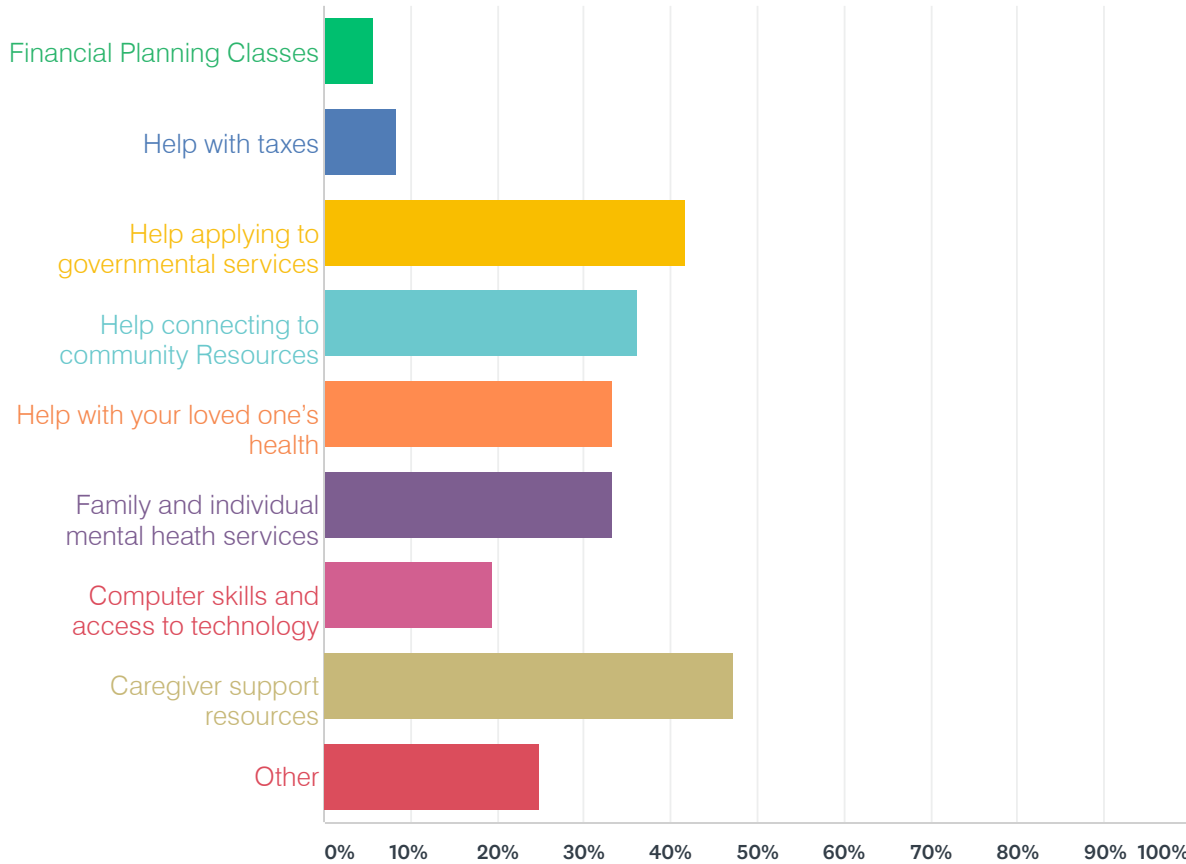
ANSWER CHOICES	RESPONSES
Financial planning classes	5.56% 2
Help with taxes	19.44% 7
Help connecting to and applying for governmental services	19.44% 7
Help connecting to community resources	22.22% 8
Help with your loved one's health	41.67% 15
Family and individual mental health services	13.89% 5
Computer skills and access to technology	2.78% 1
Caregiver support resources	38.89% 14
Other (please specify) *	30.56% 11
Total Respondents: 36	

\*Other: A very good attorney who specializes in Senior care issues

# 13

Please select all the services from the list below that you would utilize if they were available at Neighborhood House in the future. \*Mark all that apply

Answered: 36 Skipped: 3



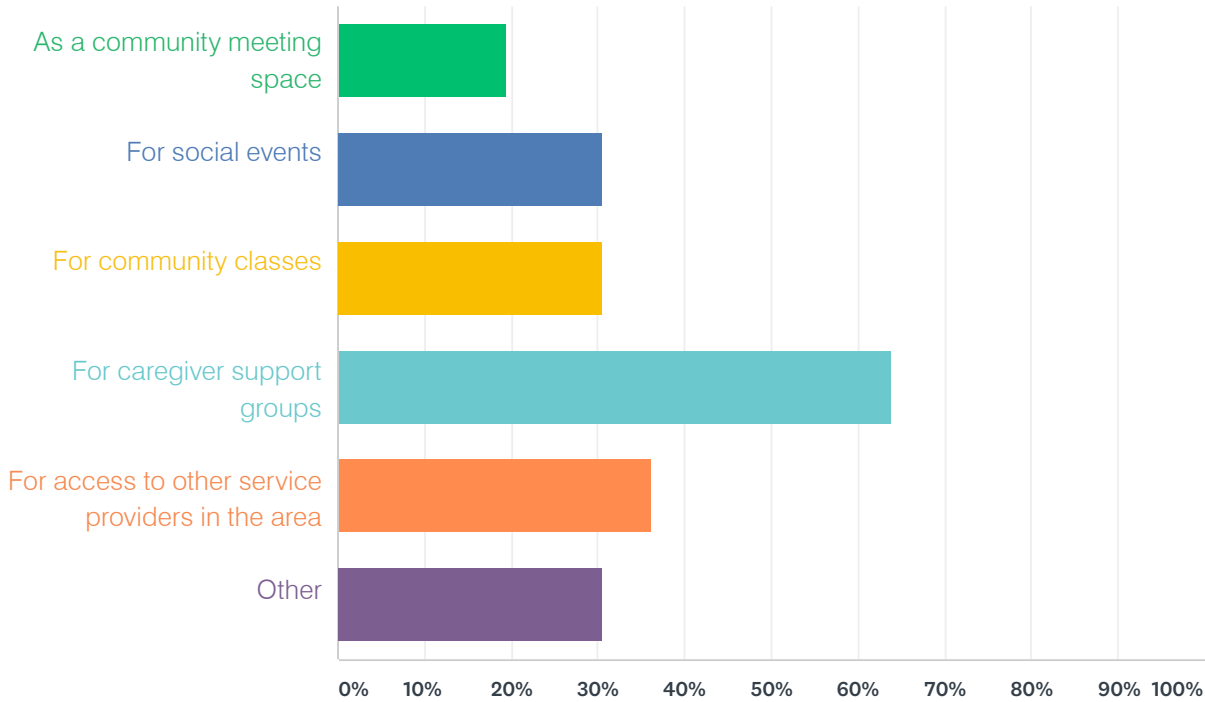
ANSWER CHOICES	RESPONSES	
Financial planning classes	5.56%	2
Help with taxes	8.33%	3
Help connecting to and applying for governmental services	41.67%	15
Help connecting to community resources	36.11%	13
Help with your loved one's health	33.33%	12
Family and individual mental health services	33.33%	12
Computer skills and access to technology	19.44%	7
Caregiver support resources	47.22%	17
Other (please specify) *	25.00%	9
Total Respondents: 36		

\*Other: Night or Weekend Respite hours  
Weekend Day care/ Later Pick-up times  
MEDICAID Planning

# 14

Which from the items below would be the most beneficial uses of Neighborhood House facilities in the future (in addition to our current programs). \*Mark all that apply

Answered: 36 Skipped: 3



ANSWER CHOICES	RESPONSES	
As a community meeting space (community council meetings, poplar grove community meetings etc.)	19.44%	7
For social events (after-hours activities for families, holiday events)	30.56%	11
For community classes (adult education, financial classes, technology classes and internet access, etc.)	30.56%	11
For caregiver support groups (help with loved one's health or behavior management).	63.89%	23
For access to other service providers in the area (healthcare providers, emergency food/utility/clothing assistance, etc.)	36.11%	13
Other (please specify) *	30.56%	11
Total Respondents: 36		

\*Other: Weekend and Holiday Services

# 15

## What would make you want to attend events or classes at Neighborhood House?

Answered: 36 Skipped: 3

#	RESPONSES	DATE
1	If they were relevant to my needs, convenient for my schedule, and had notice to plan for it.	3/18/2019 10:56 AM
2	None because of situations at home.	3/18/2019 10:44 AM
3	Not Specified	3/18/2019 10:35 AM
4	Anything during the day that would be a caregiver support group to help with information and advice on common problems, so much to know, learn and apply. Invite [knowledgeable speakers]	3/14/2019 3:58 PM
5	Learn	3/14/2019 2:51 PM
6	My [Loved one] would have to be able to go because he can't be left alone.	3/14/2019 2:40 PM
7	Not Specified	3/14/2019 2:28 PM
8	Not Specified	3/14/2019 2:21 PM
9	Open House	3/14/2019 2:10 PM
10	Morning hours, weekend events	3/14/2019 1:58 PM
11	Not Specified	3/14/2019 1:52 PM
12	Would depend on what day and time.	3/14/2019 1:47 PM
13	Not Specified	3/14/2019 1:40 PM
14	Transportation previously planned	3/13/2019 3:28 PM
15	Gain more knowledge	3/13/2019 3:23 PM
16	Not Specified	3/13/2019 3:16 PM
17	I probably would not have time to attend.	3/13/2019 3:13 PM
18	I would like to learn more about caring for someone with dementia.	3/13/2019 12:22 PM
19	Not Specified	3/13/2019 12:13 PM
20	I guess my need for support. If there were caregiver support groups.	3/13/2019 12:10 PM
21	Not Specified	3/13/2019 12:03 PM
22	Nothing right now, I already have too much on my plate.	3/12/2019 3:42 PM
23	Having it located close to us.	3/12/2019 3:35 PM
24	A support group who would share ideas about possible daytime activities my husband could do, that would be of interest to him.	3/12/2019 11:55 AM
25	Not specified	3/12/2019 11:46 AM
26	Interesting and vital topics for learning, sharing, and relating to Alzheimer care-giving.	3/12/2019 11:40 AM
27	I have forgotten all my computer skills and would like some help. Would like to know external resources as well.	3/12/2019 11:31 AM
28	Hours held in evening. Length of events/classes.	3/12/2019 11:22 AM
29	Location convenience and caregiver support group meetings held during the hours that my husband is at the Neighborhood house.	3/12/2019 11:09 AM
30	Supervised care for my mom if vents or classes are not at the time she is attending Neighborhood House.	3/12/2019 10:40 AM
31	Good teachers	3/12/2019 10:32 AM

32	An opportunity to meet and share with caregivers	3/11/2019 2:07 PM
33	Being of interest and convenient times.	3/11/2019 12:25 PM
34	Caregiver support classes on how to care for loved one.	3/11/2019 12:09 PM
35	Know about them.	3/11/2019 12:04 PM
36	Be Relative	3/11/2019 12:00 PM

# 16

Please share any other comments, questions, or concerns below:

Answered: 15 Skipped: 24

#	RESPONSES	DATE
1	Staff is great! Lisa is great and goes above and beyond to ensure my dad gets great care. Interactions with children is great. Field trips, entertainment, variety of activities is great. Exercise-getting my dad to mover however possible, games, water fights, etc. is critical to his health. Super helpful and beneficial if he can have physical activity while at NH.	3/18/2019 10:56 AM
2	Overall NH is doing an outstanding job and we couldn't be more pleased with the New Director and Site Manager. I hope with the new building that the wonderful focus on the "adult clients" will not be lost with too many other new community activities. One very small concern: bus pick-ups and drop-off times are very sporatic varies 30-40 minutes daily. I know the wintery wearer is a factor, but could this be improved?	3/14/2019 3:58 PM
3	I don't drive at night.	3/14/2019 2:51 PM
4	I'm so thankful for your services! Everyone is so pleasant and nice. I think it's great that you bring the young kids to interact with your clients. I know my [loved one] really enjoys the kids.	3/14/2019 2:40 PM
5	If transportation were to be made available later, in our case, it would help us out much more. For instance, have the bus leave from 4:30-5:00 PM. There may be more sign-up for the service.	3/13/2019 12:13 PM
6	I am 100% grateful for the staff at NH. The whole concept is amazing. There is such a great need for this service. I feel like my husband is treated like the most special guy everyday. Bit if you spend any time at all around the clients and staff, you see that every single person is treated with respect and dignity. Thank you.	3/13/2019 12:10 PM
7	Today was the first time he balked a bit at coming here.	3/12/2019 3:42 PM
8	The new location of the Neighborhood house will not be convenient to our location and would involve traveling too far to benefit from the services.	3/12/2019 3:35 PM
9	The staff at Neighborhood house is pretty exceptional in our opinion.	3/12/2019 11:46 AM
10	Music therapy ideas, and ways to incorporate them into stress times at home.	3/12/2019 11:40 AM
11	Russel and I are so pleased with what you do. You are kind and loving to everyone. We feel welcome; we see your preparation and are very appreciative of all you do.	3/12/2019 11:31 AM
12	No words can express the gratitude I have for the caregivers and the NH. I am daily impressed by the love and care given to my loved one. I wish I could do more to show my gratitude for the caregivers, the staff, and the facility itself.	3/12/2019 11:22 AM
13	The Cottonwood Staff is amazing! I feel they know mom and her individual needs and quirks. They are so good with all the clients. I am happy to leave mom in their care knowing she will be taken care of.	3/12/2019 10:40 AM
14	Thank you for providing this service.	3/11/2019 12:25 PM
15	Although he ma not do some of the activities, it gives me time to do other things.	3/11/2019 12:09 PM