

**House of Friends (HOF) Caregiver Satisfaction Survey Evaluation Report 2012**  
**Prepared by Linda Chambers, Assistant Director of HOF**  
**November 9, 2012**

Eleven caregivers completed surveys in September 2012. The caregivers expressed an overall positive response in the survey.

**Caregiver Survey Responses**

*Satisfaction Survey*

Caregivers responded to eight questions, using a scale of 1 (strongly disagree) to 5 (strongly agree). The average ratings for each question are provided in Table 1. The length of time the caregivers have been participating in HOF range from 3 months to 8 years, with an average of 33 months. The length of time the caregivers have been caregiving range from 1 year to 10 years, with an average of 5.5 years.

Table 1. Caregiver Satisfaction Survey

Item Rated	Average Rating
My family member appears to enjoy the HOF experience.	4.82
I feel more energized after my family member has been at HOF.	4.40
I feel more positive about my caregiving after my family member has been at HOF.	4.55
The types of activities at HOF appear appropriate for my family member.	4.82
The attitudes of the volunteers towards my family members are a positive aspect of the HOF experience.	5
The skills/training of the volunteers are a positive aspect of the HOF experience.	5
My interactions with the program volunteers are a positive aspect of the HOF experience.	4.64
The communications (weekly email, bi-monthly newsletter, and website) help me stay connected with HOF.	4.91

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*Quality improvement feedback*

Caregivers responded to six open-ended questions to provide feedback on what they liked and did not like about the HOF program, and offer suggestions for improvement.

Eight out of eleven caregivers reported observing **changes in behavior or cognition in their family member**. The changes the caregivers describe include:

- Seems more calm and in a pleasant mood
- He does not remember what he ate or games played. He does remember some of the people he enjoys talking to.
- Happy, calm
- Tired but very happy
- Seems happier and more energized
- Occasionally he will make a positive comment about something that has happened there
- Always happy
- Seems to be very happy
- Oh [name] is more upbeat and talks with me more

Six out of ten caregivers (one caregiver skipped this question) responded 'yes' to the question of noticing a **change in their stress or energy level** since their family members have been attending the HOF sessions. The changes they caregivers describe include:

- I feel less trapped knowing there is a break in the caregiving. It takes off some of the stress knowing that she is having a good experience there.
- Knowing that I have that time to myself during the week helps a great deal psychologically
- Thank God for Thursdays we are so grateful to you all
- Knowing mother is in a safe caring environment that enhances her day makes me feel like I have done something to help her quality of life
- These four hours are stress free
- I have time to do things for myself.

The caregivers stated the following in response to **what they liked about the program**:

- The warmth and friendliness of all the volunteers and staff; the variety of appropriate activities; the safe and secure environment which allows me to not worry while I am gone.
- Activities are varied & appropriate. The volunteers are so friendly & loving!
- Excellent caregivers at the HOF - good variety of games, etc. He really enjoys HOF - even though he cannot remember what he did
- Everything
- Regular social interaction for my loved one
- Personal interaction between participants and volunteers
- He's safe and has fun
- It gives him the opportunity to interact with others without my being around. He cannot depend on me to make conversation.

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- The attention it provides her
- That [name] has a chance to participate in fun activities
- Everything it offers - Thank you!

In response to the question, what do you **dislike about the program**, 4 caregivers wrote 'nothing' or a comment similar to nothing, and 3 left the question blank. Four caregivers made comments:

- Nothing! [except that it is only available one day per week, but I understand there are not enough resources (both financial and staffing) to cover a second weekly session.]
- I like the program
- Everything works extremely well
- I think it is great

**Specific suggestions to improve the program** were made by two caregivers:

- Could it include a kind of discussion group among the participants?
- I would do away with any and all homework assignments. There is already too much for caregivers to do.

Four made **neutral or positive comments** in this section:

- None - do not recognize any shortcomings of the program
- We think it is A+ as it is
- None at the moment
- None

In response to the question about **additional needs or resources** for which HOF could help, four left answer blank. Seven others wrote comments that included:

- No. Information already shared has been helpful, and I know where I can turn to pursue additional assistance.
- The caregivers meetings are great!
- Not any I know of ... if you have information I need, please tell me
- N/A
- None at the moment
- I appreciate the caregiver meetings also.
- Not at this time