

2018 Resident Survey (Part 1) Executive Summary

Survey Objectives

To gather information on the satisfaction of Ashbourne's residents as part of an ongoing quality assurance process. The 2018 survey was comprised of two parts: A resident survey (part 1) and a family survey (part 2).

Data Collected

The survey, modeled on the 2016 survey, included 60 questions addressing demographics, facility, staff and management, and questions about specific services. Appendix A contains the written comments. Data was compiled by Julie Robinson.

Demographics

The total number of surveys distributed to residents was 102.

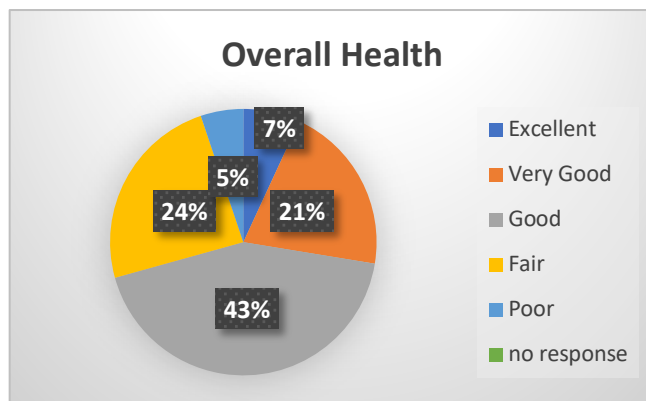
The total number of respondents was 65.

The percentage of residents responding was 64%.

The age range of respondents is 40 – 100. The average age is 81.

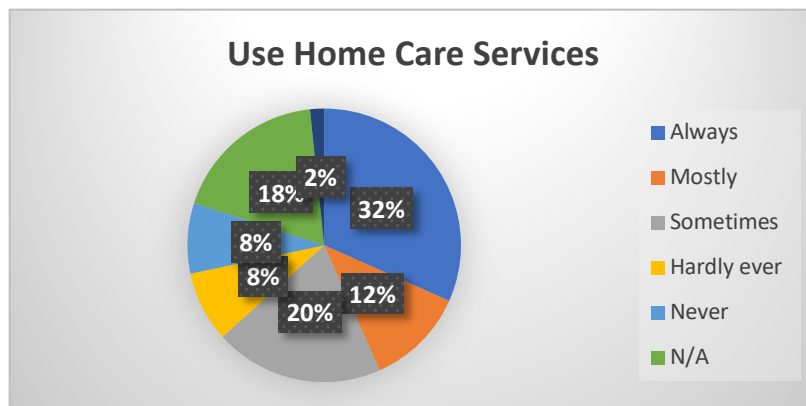
The range of years of respondents at Ashbourne is .25 – 16, with the average at 3.8.

44% of the respondents were female, 21.5% were male. (45 respondents indicated female, 14 male.)

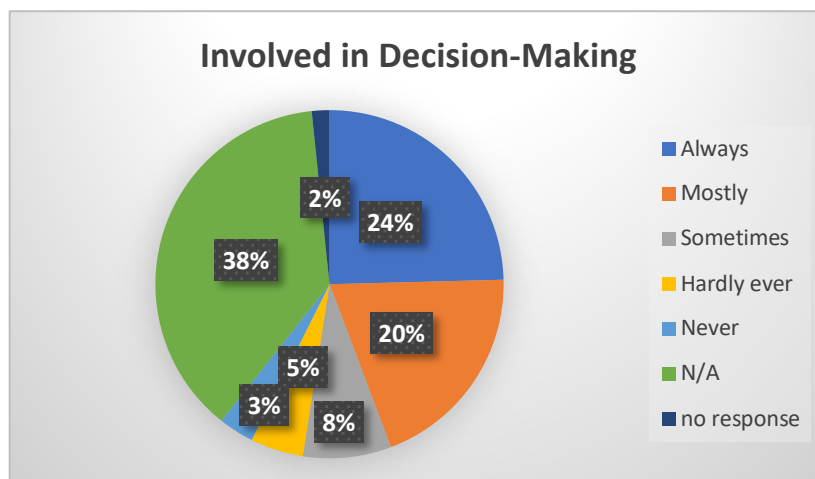


Only 20% of respondents received help completing the survey.

72% of respondents use or have used Home Care Services. Questions about Home Care Services are consistently answered as N/A by about 36 – 38% of respondents.



38% of respondents felt that the question of whether or not they were involved in decisions about their care was not applicable to them.

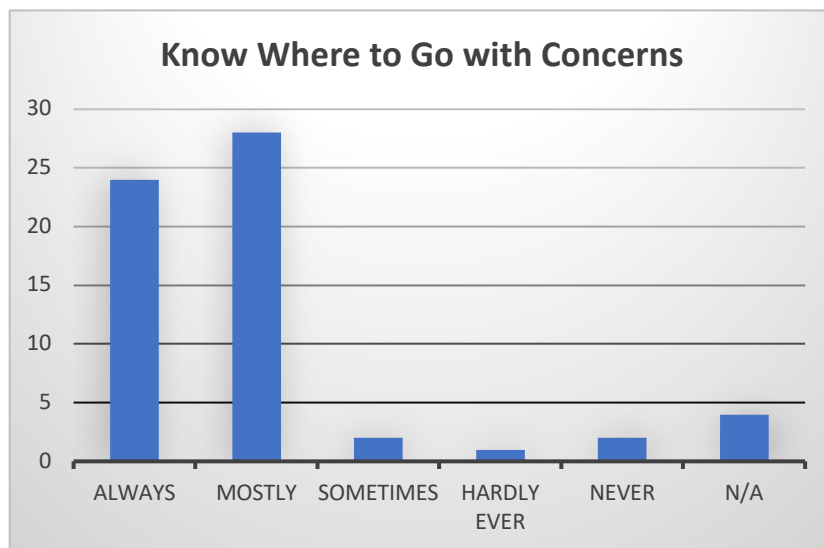


Staff and Management

Staff and management ratings are very favourable.

99% of respondents felt that employees were friendly, 93% courteous and respectful. 85% felt they were dependable, and 95% felt they were competent.

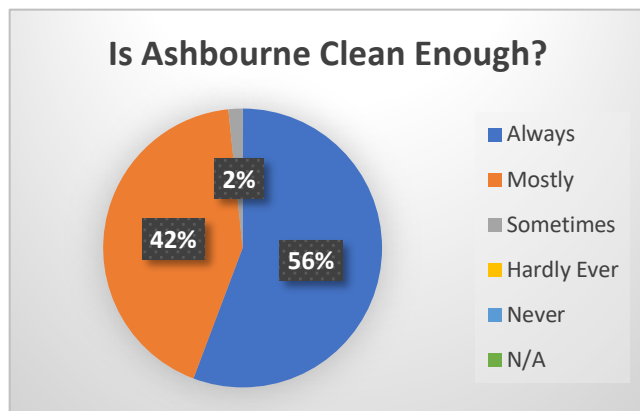
98% of respondents felt that the management team treated them with respect, 90% felt comfortable talking to management about a concern, and 83% felt their concerns were addressed. 80% felt that the management team was available.



90% felt that employees were available during the week, 75% felt that staff were available always or mostly on weekends (23% said sometimes), 88% during evenings and weekends.

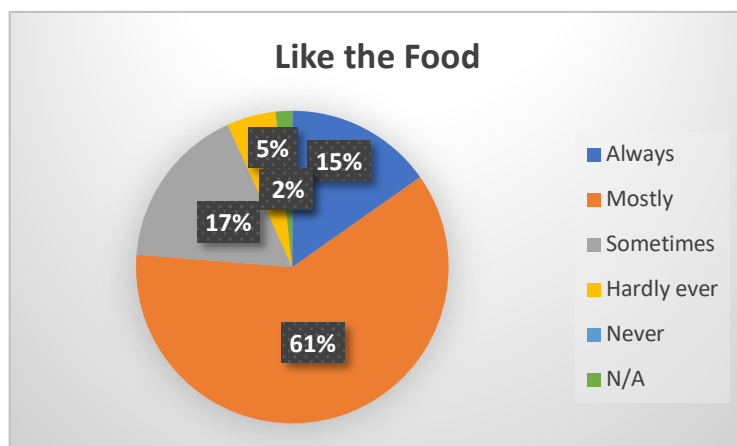
Facility

Everyone but one person likes the location of Ashbourne. The majority of respondents felt that the grounds were always or mostly well taken care of and that Ashbourne is attractive and clean.



95% of respondents feel safe and comfortable at Ashbourne. 98% of respondents are satisfied with their suites, though 21% don't know if they can choose to decorate it or not. 98% feel that the rules are reasonable.

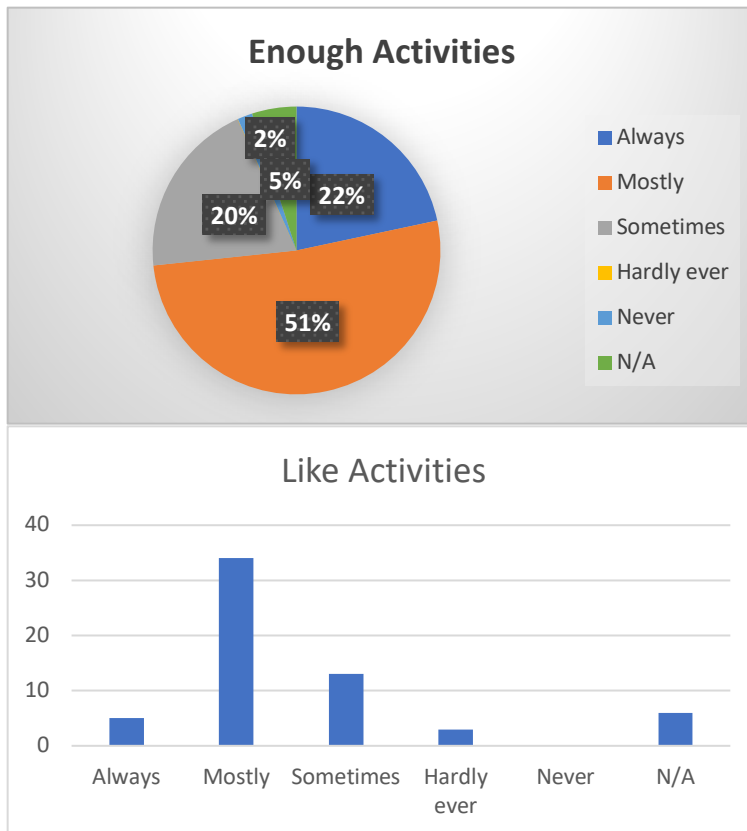
The food is highly rated. 76% of respondents always or mostly get foods that they like, with 91% saying it's tasty. 96% said they always or mostly get enough to eat, 22% said there aren't enough snacks available during the day.



Programs and Services

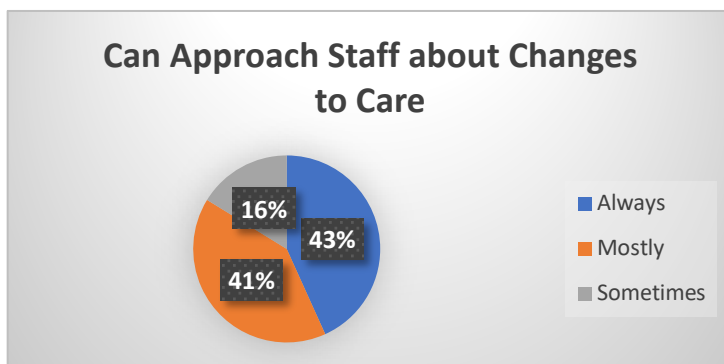
a) Activities

While satisfaction with activities is rated quite high, activities are rated lower than other aspects of Ashbourne. The majority feel they have input into the types activities offered only sometimes, with 18% responding that they hardly ever or never have the opportunity for input.



b) Home Care Services

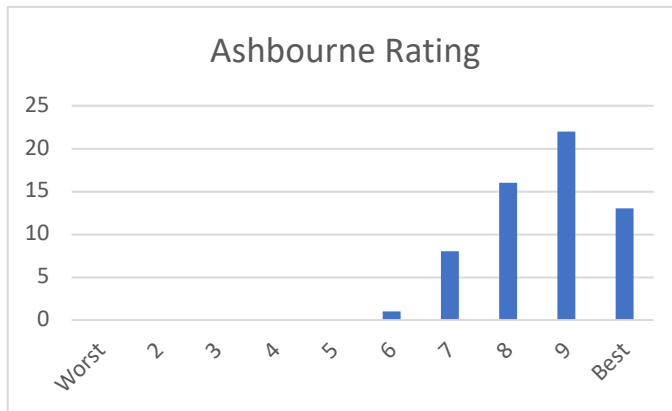
For those receiving care or medication, most respondents know whom to contact to discuss changes and feel that staff are largely approachable.



Of those receiving medication, 94% always or mostly get their medications on time. The majority always or mostly get privacy when they want it. And, 98% of respondents are happy with the laundry service.

Overall

Every respondent always or mostly likes living at Ashbourne with 86% feeling that they get their money's worth. 93% would always or mostly recommend Ashbourne to a friend or family member.



Appendix A
Resident Comments
Q61
staff should be more aware of people who are disabled.
I think it is the best place for me. If I am not happy here I could always move. No problems.
Staff is friendly and accommodating, willing to help whenever needed.
worried that rate increases go up faster than my CPP
The food is wonderful but I am unable to eat tomatoes and acidic foods which is my problem.
the temperature in the living area is not dependable. I am very pleased to make my retirement home at Ashbourne. Everyone--management, staff, residents--are very friendly. One of very few places you can have your small pet with you. NB: When you consider the health risk plus legal liability of same, I question why we do not have an emergency generator capable of keeping one elevator in service during a power outage.
Great staff. It would be nice you would pester/drag my mother out of her suite to take part in activities.
There are a few staff who don't have a strong command of the English language. Staff talk about the need for more funding and if needed there are two units (the library and the ED's office) that could be rented to increase income. It seems the dog was an expense and that management enjoys it more than they enjoy the residents--to the point that the dog lives with the ED in the evenings rather than at the Ashbourne--maybe the dog was a mistake and too much of an expense.
Dogs off leash.
I chose 8 because the new staff are always learning. This is a job that never ends. People think differently.
People who have instruments should have a place to play away from other people so we don't have to listen to them

Sometimes my answers depend on seasons, weather conditions and "state of the nation", so to that extent are not "written in stone". Most staff work hard and conscientiously, so kudos and residents need to be reasonable.
always drinks, hardly ever snacks. We can't afford lunch snacks but Laurie gets a dog. The majority of activities is understandably for females. I fell there could be more for males. I love the employees and they like me. Carrie goes above and beyond. I have only had one concern that I freely spoke to Sherry regarding another resident. And to Yoland. Miss lunch pastry tray. My diet and medical problems I rarely eat what this new chef cooks. I live on my own sandwiches and cereal. Not getting money's worth with this new chef. No lunch snacks. This chef has a way of even destroying chili.
staff are friendly and polite. I am beginning to get better acquainted with residents on other floors
No one was consulted about getting Daisy. We are paying her keep, her vet, food, etc. At the same time our rent goes steadily up. If this continues, I am forced to look for a cheaper place. Is there no middle way?
Meal service is rushed and inconsistent, making mealtime unpleasant. Serving needs to be regular and slower so that eating is not rushed and constantly interrupted.
You can lower the thermostat a little now that the weather is warmer. My costs are going up and my income is going down and I worry.
I am quite satisfied so far with Ashbourne and the staff, etc. that work here. Also the meals and food served here.
Staff and management: Keep up the good work! Thank you.
I wouldn't be anywhere else. We don't have everything but we have enough to make things pleasant and comfortable.
This questionnaire does not take into account the social climate of the residence which has changed with changing demographics of residents. With some residents requiring higher levels of nursing care, the residence is less inviting for independent residents--providing few

spaces and opportunities for informal conversations. The questionnaire does address residence moral, eg. decisions made without resident input, eg. dog.
Ashbourne is a great place! I value living here
I am overall happy.
I don't think a house dog is necessary. For the ones that want a pet, there could be a visiting dog day.
quality of the meat entre is questionable, a lot of stews, meatloaf and chicken dishes.
I don't always feel comfortable attending programs or taling to management. Like when staff remind me to go to programs. Would like to have family pets come in. Tired of same menu. There are many staff that do their very best and are good at what they do.
Room cleaning is good. Floor cleaning needs more.
no one knows much about ... sometimes I will walk 5800 and no one...
I find the facilities quite satisfactory but a little short on summer places.
Overall I feel it is a very safe, comfortable place to live.
I chose Ashbourne because I know the district--its close (within walking distance) to my bank and Dr's office, Safeway and Sobies. There is also parking for my daughters when they come from out of town to visit.
My family is complaining that there is not enough parking when they come to visit. We would welcome more variety in our menu. Why not have a theme night once or twice a month, eg. Italian: pizza, lasagna or a special pasta dish. German: bratwurst and sauerkraut and streudle for desert. English: Fish and Chips, Corned beef and cabbage. Ukrainian: Pyrogies, cabbage rolls, borscht, garlic sausage. Irish: stew and special Irish bread. French: tortiere or crepes. Chinese: wanton soup, lemon chicken, fried rice, brocoli and beef. Thai or Indian: butter chicken, nan bread, rice and vegetables, samosas. Desserts: Could we have

more puddings and fewer cakes? It would be nice to have a pastry chef who can make a flakey pie crust.
I feel the supper hour is too rushed, especially for older residents.
Not all staff wear gloves serving meals. Health concern? When people enter when I'm home they don't always lock the door behind them.
Grateful for care that Ashbourne provides: also having health care by doctor, foot doctor, massage, and accupuncturist. Perhaps staff could wear masks when coming back from sick days to help prevent spread of infection. The friendly atmosphere here is noticed by all who visit--that's great! Exercise and other recreation programs--Excellent!
Don't like the laundry thrown into the dryer. The cracks by the front door where two different materials meet makes it hard for a wheelchair to get over the difference in height.
I don't feel free to complain about stuff without being misunderstood. Not enough parking.
No daytime snacks. Too much garbage left on premises too frequently. It's hard to fall asleep if staff in the next room are loud. The service can be very helpful.
Of the three staff I have most contact with, Carrie, Sherry, Danielle, I am pleased with the positive attitude. I am concerned about the "grip bars". The grip is worn down, almost like non-grip bars. I am by the garbage bin. Sometimes there is loud clunking noise. It is because the door inside the chute is heavy and needs to be pushed. I think people push and push and push and each time the door makes a noise but does not open enough for garbage to slide into chute. I push at the metal flapper with my one hand and put the garbage in with my other hand. I am impressed that Ashbourne has its own bus. The connection with the church is a great idea. I volunteer with the Food Set-ups and being a helper on food distribution days. Having Daisy is a wonderful addition to Ashbourne. I await the day when she will be allowed sleep-overs.

2018 Family Survey (Part 2) Executive Summary

Survey Objectives

To gather information on the satisfaction of families and friends of residents with respect to Ashbourne as part of an ongoing quality assurance process. The 2018 survey was comprised of two parts: A resident survey (part 1) and a family survey (part 2).

Data Collected

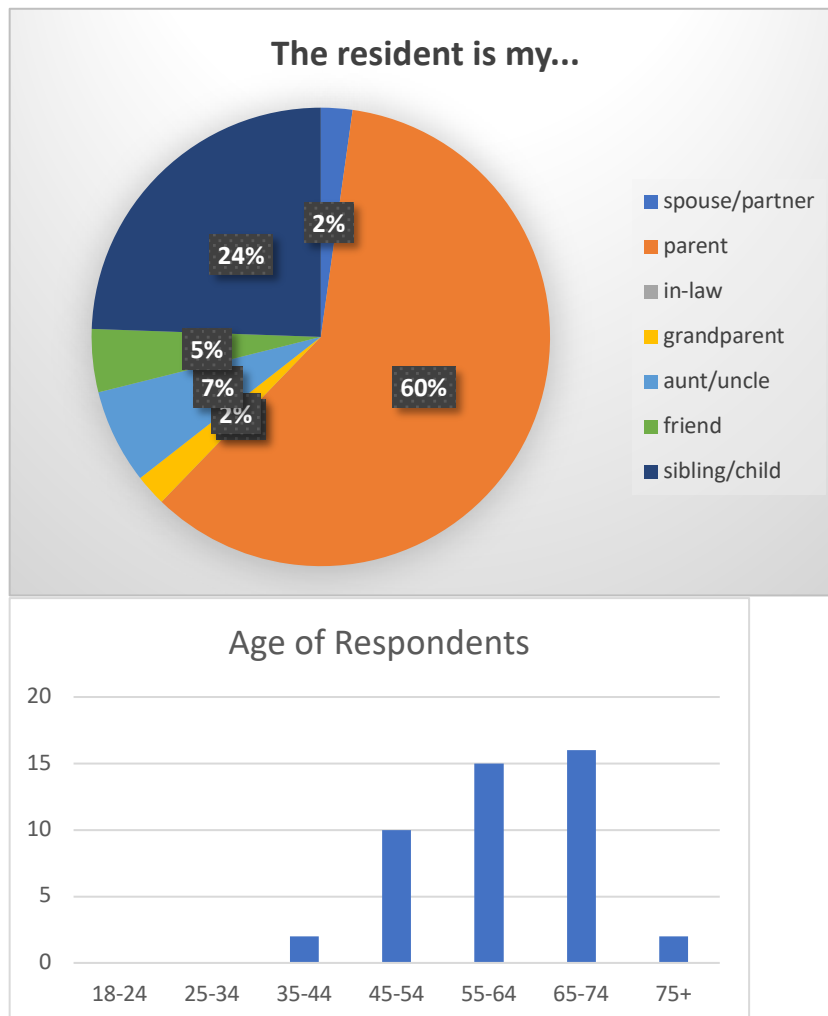
The survey, modeled on the 2016 survey, included 51 questions addressing demographics, facility, staff and management, and questions about specific services. Appendix B contains the written comments. Data was compiled by Julie Robinson.

Demographics

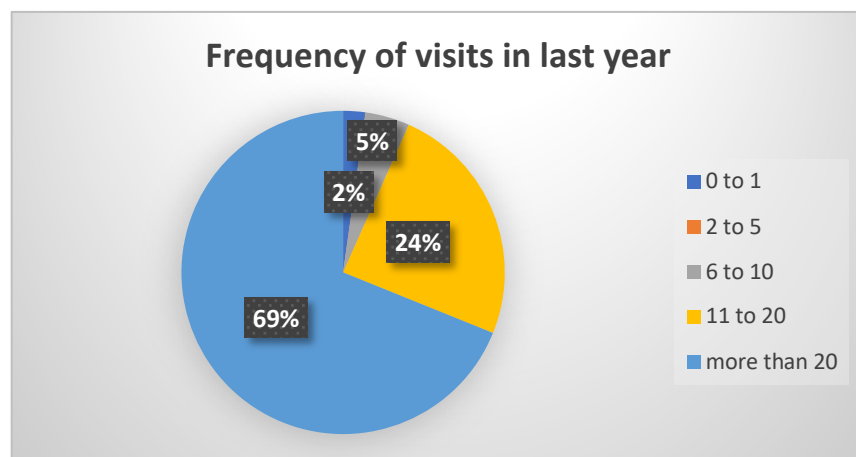
The total number of surveys distributed to family and friends was 110.

The total number of respondents was 46.

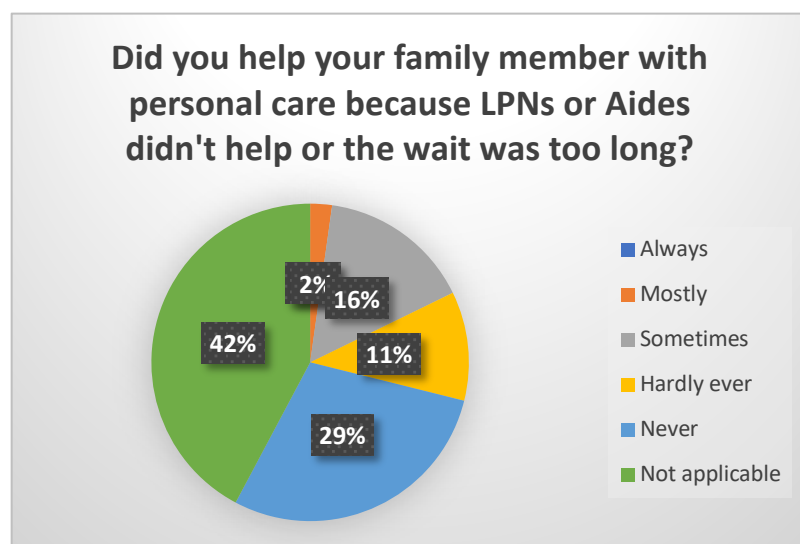
The percentage of family/friends responding was 41.8%.



For the majority of respondents (49%), family members had resided at Ashbourne for less than a month, 24% for one to three months. An overwhelming number of family members visited more than 20 times.

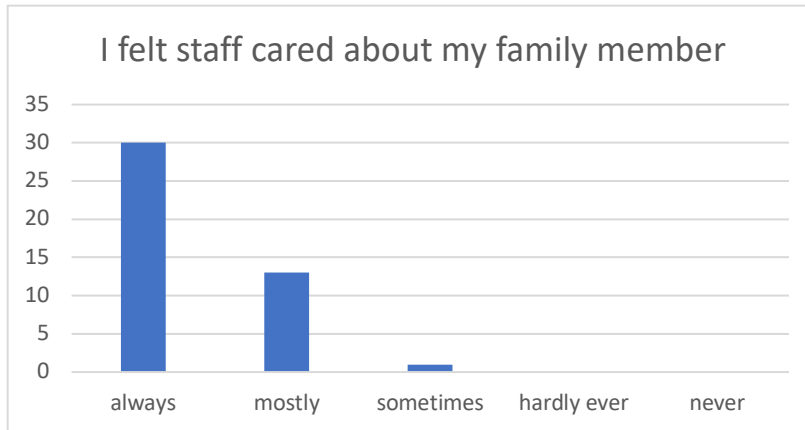


In the absence of a question about whether a family member receives Home Care Services (from LPNs and Aides) or not, the following chart can be interpreted as indicating that about 42% of respondents' family members do **not** receive Home Care Services. This is consistent with other questions about such services.



Interaction with Staff and Management

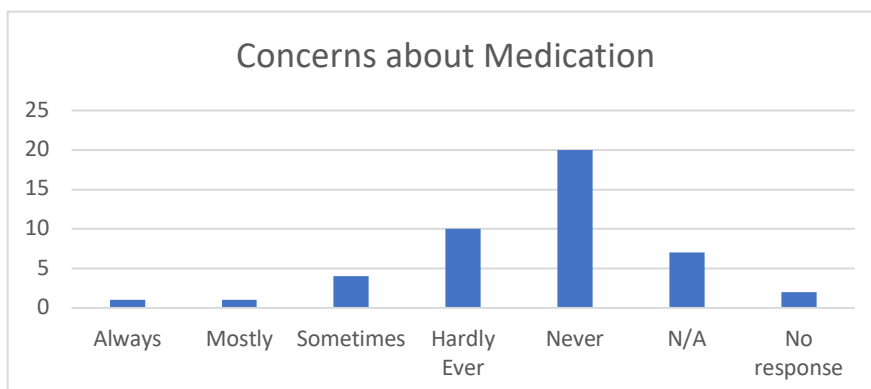
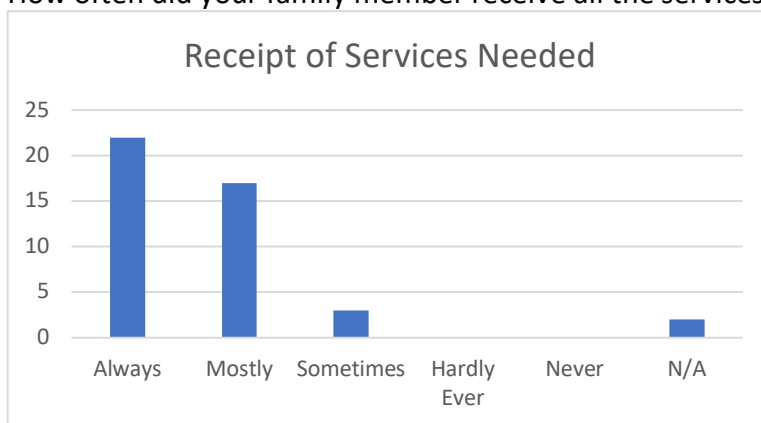
The following chart is consistent with the data reflected in other questions about the family member being treated with respect and kindness.



47% of respondents requested information about the health of their family member from an LPN or Aide and 87% of those said they always received it, 12% mostly, 4% sometimes.

While 5% did not respond to the question, 93% of respondents said they were comfortable talking to management at Ashbourne. Of those, 97% felt a concern was promptly dealt with.

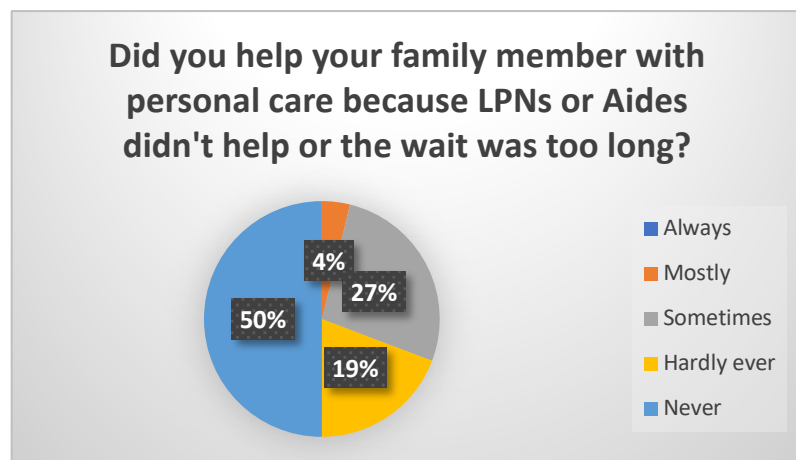
How often did your family member receive all the services they needed?



21% said the question was not applicable or did not respond. 4% were mostly or always concerned. (The latter percentage reflects one person in each category.)

Of those who had concerns about medication, 63% said the concerns were always resolved, 31% mostly resolved, and one person indicated they were never resolved.

Of the 58% of respondents' family members receiving services from LPN's or Aides, 50% said they never had to help their family member in place of the LPN or Aide.

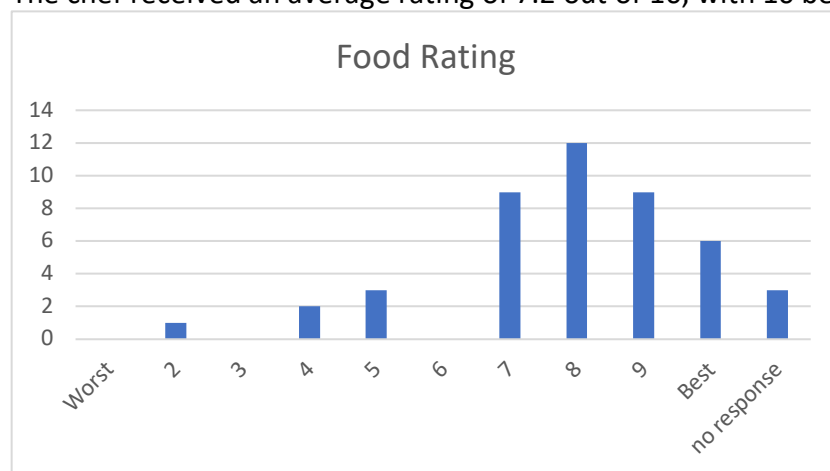


56% of respondents indicated that their family member uses the laundry service. Of those who use the service, 88% said that clothes were never or hardly ever damaged or lost. 12% responded sometimes.

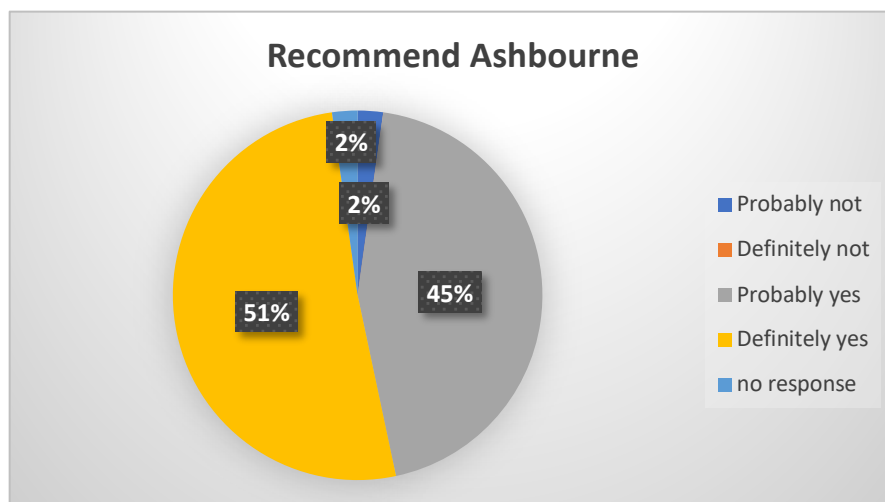
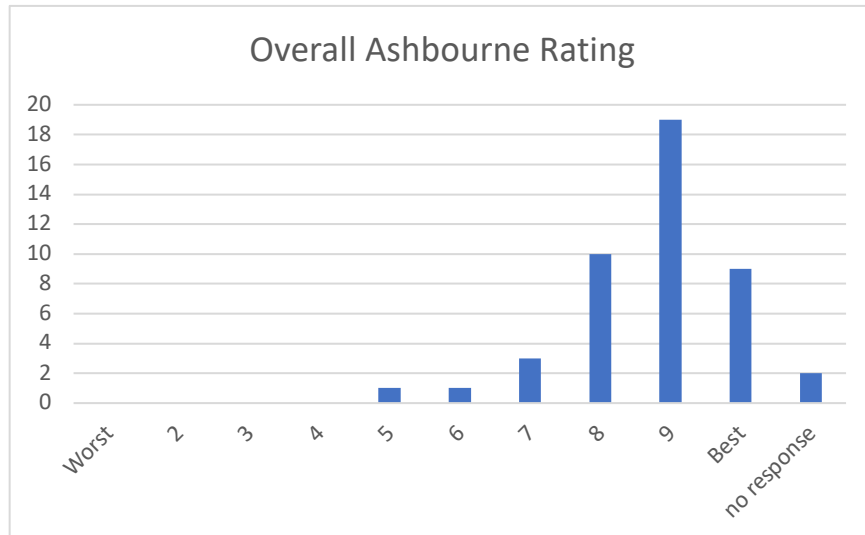
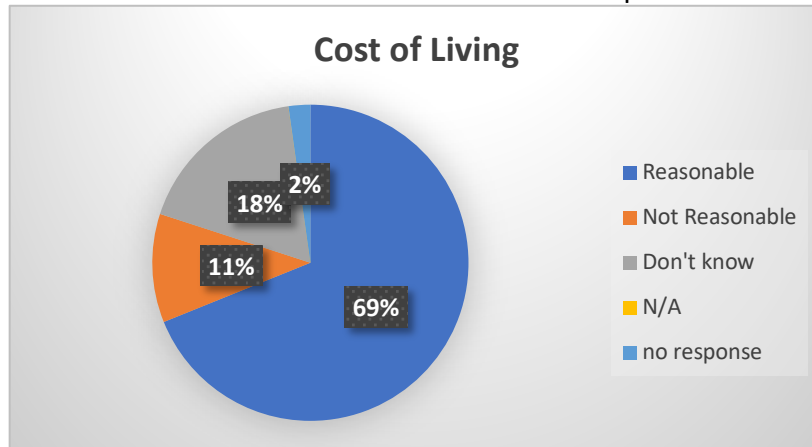
Facility

96% of respondents felt that both the family member's room and public areas were always or mostly clean, however, respondents felt that the public areas were cleaner than the rooms.

The chef received an average rating of 7.2 out of 10, with 10 being the best food possible.



Overall, family members are very happy with Ashbourne with 96% probably or definitely willing to recommend it to someone who needed independent or assisted living.



Appendix B**Family Comments****Q52**

Staff are friendly, hardworking and kind. I feel like my dad is safe and cared for with efficiency and compassion. Ashbourne has a very warm and agreeable atmosphere which seems to me to be the result of good management and caring, committed staff. Thanks for the peace of mind you give me and the quality of life you make possible for my dad.

Reception appears warm and inviting. I like the animals allowed in the building. Staff is generally friendly and helpful. I spoke to a Board member once about having more musical events. I understand the difficulties. I suggested having volunteer music students come in and play the piano on a regular afternoon or two. The exercise program is vital to my loved one's happiness and the puzzle room. Thank you for your care.

Carrie is very easy to speak with and addresses issues immediately. She is very welcoming. Laurie was instrumental in getting my parents back to a living situation where they could be together again. We can't thank her enough for her compassion and understanding. The only issue is their dietary restrictions (religious) of no pork or shellfish. Sometimes there is no other option --but only rarely.

The upgrades, though done in a workman like manner, should have been better designed. I suggest spending more on design and less on renovations. If you spend money on design, the environment in the building will be more inspirational for the residents. And the value of the facility will grow. Home made or tradman design is passe in our modern times. Care for the residents includes the design of their environment. There is nothing on your questionnaire about this. Homemade design and tradesmen design must be eliminated in 2018.

We appreciate the many things that the kind and caring staff at Ashbourne do for our family member. The care received often goes beyond what we thought possible.

I believe everyone there really cares about the residents. My parents are still adjusting--it was obviously a very big change for them. But generally, all seems to be going well. Thanks!

Ashbourne is expensive for someone on a fixed income. Lower lobby looks great. Coloured doors are nice in hallways.

There are a few lunches my son isn't keen on and he hesitates to ask. When my son has had a concern I've talked to Yoland and others. I am very very grateful for Ashbourne and for its dedicated staff. My son finally feels he belongs and he wants to be his best and contribute positively to the Ashbourne community. Thanks to everyone--from the kitchen staff to the caretakers, to the nursing staff, to those who manage the building and its offices--a bouquet to you all.

Overall my older sister and her husband seem quite satisfied.

The one thing that would make me consider moving my relative is that they do not like the food. The staff seems excellent, always greeting people with a smile, saying hello to the residents and addressing them by name. Once Home Care services were stopped without my knowledge. I'm not sure if this is their issue or Ashbourne's but I think I need to be informed of that.

Never hear any negative things. Everyone who lives there seems happy and everyone who works there seems happy. I seem to use Ashbourne as an example of good care to others we visit elsewhere. Example: to get hair done, it is \$20 at Ashbourne compared to \$40 at Lifestyles. Extras are more affordable at Ashbourne from what I see.

When it comes time to change the chairs in front of the elevators, I would suggest getting chairs with arm rests--easier for elderly to get out of. Same for front entrance. I'm wondering if there is a way to change the exercise class in some way. My mother says it is the same thing daily (I've never watched)--anyway, to get a professional on occasion to develop different programs? Or give suggestions. Parking in back is somewhat limited. I get the impression from my relative that the food is pretty mediocre, which is pretty disappointing a major reason for living there. Soups are good according to her. I worry a little about security esp. at night when there is never staff in lobby and weekends.

Sherry and the lady at the front desk are great ladies, always so helpful and friendly. My only comment would be if someone could edge or drag out the stubborn residents like my mother to the events in the building. I think after the first few times they would be more willing to attend on their own!

I feel the management and staff are wonderful patient and understanding people. Very happy with the care provided to our family member. Thank you for all you do!

My family and I are generally pleased with most aspects of Ashbourne. My only problem is that my family member has to be accompanied to appointments and that's an issue. We all work--it would be nice if there was a "rent-a-person" companion who could help with that. When he moved in there, we were under the impression that there was someone who could go with him if needed. I understand that it would be difficult to provide for everyone, but at least have alternatives that are trustworthy. Otherwise Ashbourne seems like a great place! Thank you!

From what I see and observations from other family member, Ashbourne is very well run. The diversity of residents is a big plus as it creates more of a true community feel. My only concern is that my mom does not feel comfortable letting Larry know that his method of dealing with heat concerns in her suite is not

acceptable. She feels she has to have a basic knowledge of what needs to be done so she can tell Larry how to fix the issue. My expectation is that she is not fobbed off and that her apartment is comfortable.

I am not sure how many activities she takes part in because of her dementia, she doesn't remember dates and time of activities. When we go to visit her she is always alone in her room. I am also not happy with bath times, I think it should be at least twice a week. Anytime we go to visit her, except for a couple of times, her hair is dirty and greasy. Not impressed with that. Sometimes the floor in her room is dirty. Just feel that all should be better with the amount she pays for this. Everything else seems fine, with the exception of the place seeming so dark in the entrance and hallways. It could use a pop of color. Everything is brown. Overall, she seems okay, but very lonely.

Carrie and Marie are the two staff that I primarily work with. They are always friendly, strive to be helpful and informative. Home Care staff is always friendly and helpful. I'm not always clear on Danielle's role in providing rec therapy/activities and how she works to include as many residents as possible. Overall we are very satisfied with Ashbourne and its staff.

Care-giver walked in on my mom very early in the morning. He did knock but walked in simultaneously and scared her. I found that the staff at Ashbourne, while friendly, do not go out of their way to encourage participation. My mom, for some reason, won't ask questions, so kind of gets left out (It was a few weeks before my brother finally showed her how to work the laundry machines). There was an incident where the fire alarm went off during the night and residents remained in the hallway for an extended period of time before finally going back to their rooms without any contact/instruction from staff. Discussed with Ashbourne staff who told her that if nobody gives the "all clear" she should go into her room and pull the emergency cord. Having said this, my mom does seem fairly content at Ashbourne so we are pleased about that. We are hoping she will participate more going forward. Thank you.

Parking is a concern and makes it difficult to visit. Although the services are good, it is expensive. Dining rooms are crowded.

Overall we are very happy. The only issues are : cost of laundry services are too high. A large order of incontinence supplies was lost and after I called, it was found right away. Thank you all of the staff for their patience and understanding with my mom! Special thanks to Yolande, Jasneet and Carrie. Keep up the great work everyone!

Just two things that could use some more attention: The cleaning of in suite floors could use a little more effort. 2) Showers of residents. It would be nice to see an insuite check list as far as if the residents had received a shower or bath. As well a daily insuite checklist for meds would be nice. So far at Ashbourne, it has been great. I love that you have Carrie at the front desk. She does a fantastic job.

Strengths: excellent range of recreational programs. Staff are all very friendly, Ashbourne feels like a community. Building seems clean and well maintained. Areas for growth: Supper seems rushed, not a relaxed atmosphere. Older people need more time to eat chew. At times the staff are hovering, taking away plates too soon. Suggest dinner time be 45 minutes rather than 30. Dinner should be enjoyable, social, and relaxed for the residents. A highlight of the day! Special occasion meals: could there be a little celebration on holidays such as Christmas and New Years? Maybe an evening gathering in main hall, maybe with family volunteers to assist? Buddy System: Nice to have welcome visit when mom moved in but perhaps assigning one or two buddies to new residents to help them get to meals, activities, tour the building, get the lay of the land. This is used a lot in schools, other organizations. Helps residents get adjusted to new living arrangement.

Q52

Once a figurine was damaged during cleaning. I like the feel of Ashbourne, most of the residents look content. I like the fact that there are more services that my mother may need down the road, but doesn't now. One thing I should mention is when the power is out for a long time it might be good to check on people. Mom was using a borrowed candle. I have given her two head flashlights in case of an outage. But you may not want everyone burning candles. The other thing is, at first my mother was very shy to get involved. Sometimes people need to ask several times, as they need to think about it a while.

Marie is awesome!

Sometimes staff are very rushed as they have a lot of residents to care for. Found out that the resident had an infection requiring medication at a random doctor's visit. Should have been informed by staff. Great variety, lots to eat. It might be easy for me to understand what the LPN's and aides say but not for the resident. Need to improve transition for new residents. Have not met all the management team, nor did staff meet my mom until after she moved in. Would have been better to meet before moving in. Would love to see some recreational programming on weekends/holidays which is staff supervised. Maybe a part-time student would be a great addition to staff.

I see Ashbourne as a good fit for individuals that are still fairly independent. However at times I've witnessed residents that require a higher level of care than Ashbourne can provide. I believe these residents require assistance in transitioning out. Or if new, should never have been accepted in the first place. The level of anxiety increases for all residents when they witness individuals that require greater care than Ashbourne can provide.

Parent won't allow staff to do laundry anymore due to lost items. Excellent staff overall! Sometimes not enough of them to respond in a timely manner. Meals very tasty!

Generally, I love Ashbourne. It is a warm, welcoming place--not too big! Carrie at desk downstairs has been phenomenal--always ready to help or run upstairs to put a phone back on the hook or turn the TV on for my friend. The caregivers have been excellent except for 2 incidents. Marie handled things well. All but 2 caregivers have been very patient and kind--lovely! My friend complains about the food--that the meat looks "grey" but she does tend to be picky. I have been impressed with the food--the quantities, etc. and encouraging residents to take sandwiches, fruit etc. back to their rooms. I only see that day's menu posted in the foyer. It would be nice to have it online--weekly or monthly. I check the monthly calendar of activities as my friend needs reminding when there are trips etc. Daisy is a wonderful addition! A great idea! I have already recommended Ashbourne to several people. My friend really likes it there!

It is my impression that the Health Care Aides have a heavy load of care with some residents' needs. Some have dementia and are wanderers, which must be very stressful for all concerned. Others seem to require a lot of physical assistance and monitoring. I am impressed with what I see the staff are able to accomplish despite these challenges. I am still concerned about the potential stress on them and on these residents. My suggestion is to have those who "do the doing" actively involved in planning resident care--hopefully they already are! The other staff (housekeeping, food services) do a great job, too! Overall Ashbourne is a good facility. I would like to see the exterior lighting improved (front circle driveway) and the seating in public areas be at a higher height so that folks can get themselves back up independently when they sit down. Right now, the front entry and hallways in front of elevators are cluttered with different sizes and heights of chairs. Sometimes it's hard to get walkers or wheelchairs past the furniture.

The dining room is nice and bright and sunny. Unfortunately it is locked to residents between meals, which leaves the residents going to one of two places (if they can't make it outside): the first floor where there is not very much light as it is in the middle of the building or the basement which also has very little light. Telling the residents what medications they are giving them and for what would be nice. Who gives out the medication? LPN or HCA?

How care might be improved: 1. The staff requires thorough inservicing in dysphagia. It is a common phenomenon in older people and yet doesn't seem to be on a doctor's radar. It took years. My mother was constantly coughing. When she eats correctly, her coughing greatly decreases. But when my mother returned from hospital (Sept/17) the nurses didn't understand the condition, its care, its diet, how to connect consistently with who does understand (speech pathologist, dietician, Ashbourne nurses were left

in the lurch once my mother was dismissed from the hospital.) Aides do not seem to understand the importance of small spoonfuls, not mixing drinking and eating at the same time, not using ordinary water at meals (but thickened) not washing medications and food down with liquids, not eating the wrong foods! There needs to be much closer communication between staff and family regarding dysphagia so that we are all on the same page. I shouldn't have to correct what I see an Aide doing that is incorrect. I notice that my mother's coughing is returning and I'm wondering why. I would have appreciated a meeting after my mother's discharge (when things had settled down) with my mother and myself so that all the issues were explained to her by a professional. I am her daughter and she dismisses my opinion. She could get pneumonia, lung infection and choke (which she does) when food goes down the way way. She should have a chance to ask questions. Instead everything was imposed on her. 2. I asked numerous times by word and notes for all lights to be left on as my mother's eyesight is deteriorating. Need a better way to communicate and make things happen. There are other situations like this that I could name 3. On March 18, my mother hardly ate dinner but I would like to know how common this is. Because maybe I could bring in pudding snacks, etc. The hospital always gave an afternoon snack. My compliments: 1(a) I am grateful the Ashbourne staff felt they could handle my mother's requirements when she came out of the hospital on Nov 5/17. (b) They handled the situation supremely well when my mother begged no one to leave her alone in the apartment. She knew she was dependent and was petrified (dissolving into tears) that she would be alone when she needed help. (c) I am grateful that Laurie and Yolande showed up at the hospital for a meeting determining what my mother's residence would be. This was handled very well. 2. I am grateful for the increased monitoring of my mother as staff understands that she is now dependent on others for ensuring that all aspects of life go smoothly. She does not seem to be fearful anymore, as a whole. 3. I am grateful for the increase of help my mother received on Tuesday, Mar 16, 2018 because everyone wanted to keep her out of the hospital. Her birthday was on Sunday. My perception is that assistance was extraordinary and couldn't possibly have been any better. 4 (a) I perceive that the Health Care staff is caring and doesn't just think of their job as giving medications although this is probably what they are best at so far. (b) One staff nurse recently said to please let them know of any concerns. I think this particular nurse has grown as a more caring person since her time at Ashbourne, which has a lot to say for the administration's competence and compassion. Parking is difficult more and more. I have seen staff park in the visitor parking and wish they wouldn't.

I would suggest changing cleaning of the floors from the Swiffer idea to something more effective. When I have visited my parent I have noticed that the floors in the unit are sticky to the feet, or shoes. A more thorough cleaning needs to be done to avoid falling due to sticking to floor. Also the floors when wiped after they have been cleaned are showing dirt. Cutting corners on cleaning is not healthy for any care facility.

Sometimes subscription magazines go missing. Otherwise all is very good. Sometimes there is no available parking, Therefore unable to visit as planned, or park illegally.

The care at Ashbourne is always good but at times of emergency it is exceptional. Thank you for taking such good care of my mom.

In the two and a half years my mom was there, I appreciated the staff and their efforts and friendliness. As I know my mom can be challenging. As my mom is restless and active we should have worked together more to get her more engaged. Perhaps using outside resources or home care assistance. I think she would still be there.

I live far away from my sister, so have to rely completely on the staff for her care and for all information. I have been in continual close contact with Donna and have always been alerted if my sister had any kind of issue. I really appreciate all that is being done for my sister. Thank you.