

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1061946	Greenway Manor	Family	2008-07-29	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we do best:

Tell us what we do best:

The staff is very kind and loving to my mother. They give her many hugs and pats on the hands. They call her by name and have a wonderful sense of humor ~~with~~ interacting w/ her.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1061946	Greenway Manor	Family	2008-07-29	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we can do to improve:

Tell us what we can do to improve:

Encouraging her more to interact in activities and w/ other residents.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1061946	Greenway Manor	Family	2008-07-29	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Any other comments or suggestions:

Any other comments or suggestions:

My name is Kathy not Karen for your records.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1065937	Greenway Manor	Family	2008-07-30	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Any other comments or suggestions:

Any other comments or suggestions:

We were well satisfied with Greenway. Will highly recommend Greenway to everyone.
Thanks to all
Z

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1065938	Greenway Manor	Family	2008-07-30	False	False

Overall satisfaction: Excellent

Recommendation to others: Excellent

Tell us what we do best:

Tell us what we do best:

Excellent care for the patients. Food, care, entertainment, games, music, cleanliness provided. (Baths) showers etc.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1065938	Greenway Manor	Family	2008-07-30	False	False

Overall satisfaction: Excellent

Recommendation to others: Excellent

Tell us what we can do to improve:

Tell us what we can do to improve:

Am not sure why this happens but my mother seems to lose her tooth brushes, maybe checking that she brushes everyrite could solve that problem.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1065938	Greenway Manor	Family	2008-07-30	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Any other comments or suggestions:

Any other comments or suggestions:

Great Facility!
Kind, caring people all around!

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1065939	Greenway Manor	Family	2008-07-30	False	False

Overall satisfaction: Excellent
Recommendation to others:

Tell us what we can do to improve:

Tell us what we can do to improve:

Great facility
we are lucky to have!

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1065945	Greenway Manor	Family	2008-07-30	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we do best:

Tell us what we do best:

There is great respect for the individual resident, knowing resident's desires & best how much to participate. There is a peacefulness at GM; it feels quite home-like. Staff treats residents like the adults they are. Keep up the great work!

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1065945	Greenway Manor	Family	2008-07-30	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we can do to improve:

Tell us what we can do to improve:

Just cautions:
Hopefully the ratio of care givers to residents remains high. That is what ensures timely response to resident's hygiene / toileting needs, which in turn contributes to a sense of dignity during the very needy time of old age.
Be aware of not talking to or scolding someone as if they were children. This could happen especially around continuous toileting needs. This happened only once so overall everyone is very patient.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1065945	Greenway Manor	Family	2008-07-30	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Any other comments or suggestions:

Any other comments or suggestions:

Activities
Travel videos
Occasional lecture or special interest presentation

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1066300	Greenway Manor	Family	2008-07-30	False	False

Overall satisfaction: Good
Recommendation to others: Good

Tell us what we do best:

What you do best is to provide warm and personal care. The resident with whom I am associated expresses to me the satisfaction, contentment and joy felt with regard to interaction with the staff. Keep up the good work!!

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1066300	Greenway Manor	Family	2008-07-30	False	False

Overall satisfaction: Good

Recommendation to others: Good

Tell us what we can do to improve:

Occasionally I am not informed about medical conditions that have occurred and find out from my resident. When I phone the nurses station I am given details and told that I should have been informed. As power of attorney for health care for this resident, I'd appreciate more diligence on the part of the medical staff in providing timely information when a new medical condition presents or medications are changed or added.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1070968	Greenway Manor	Family	2008-08-04	False	False

Overall satisfaction:

Recommendation to others:

Tell us what we do best:

Tell us what we do best:

I have no complaints. You do a great job in all areas. I'm very pleased and satisfied to have my parent in your care.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1070968	Greenway Manor	Family	2008-08-04	False	False

Overall satisfaction:

Recommendation to others:

Tell us what we can do to improve:

Tell us what we can do to improve:

I know of nothing you could improve on,

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1070968	Greenway Manor	Family	2008-08-04	False	False

Overall satisfaction:

Recommendation to others:

Any other comments or suggestions:

Any other comments or suggestions:

Keep up the good work. I enjoy the party's (potluck's) you have a number of times a year and the entertainment is great.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1070980	Greenway Manor	Family	2008-08-04	False	False

Overall satisfaction:

Recommendation to others:

Tell us what we do best:

Tell us what we do best:

I like the aid aiding my husband to have him 4 days a week. I can tell the repair is very good and he gets to know them. He can carry on a conversation which is very good for him.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1070980	Greenway Manor	Family	2008-08-04	False	False

Overall satisfaction:

Recommendation to others:

Tell us what we can do to improve:

Tell us what we can do to improve:

Some aids do need a little more gentleness and show the patient that she really wants to do the right thing.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1073472	Greenway Manor	Family	2008-08-04	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Any other comments or suggestions:

Any other comments or suggestions:

The cost involved with having both parents in the nursing home (\$12,000 month) for a long period of time seems excessive.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1076671	Greenway Manor	Family	2008-08-05	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we do best:

Tell us what we do best:

You treat my father like a friend. He tells us he is really happy at Greenway Manor. The care is excellent and staff are super friendly. Thank you for taking such good care of him.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1080489	Greenway Manor	Family	2008-08-11	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we do best:

Tell us what we do best:

Nurses let us know of any changes and I really appreciate this; the staff does an excellent job in caring for our helpless loved ones which is so important. Keep up the good work it is appreciated by our family.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1080598	Greenway Manor	Family	2008-08-11	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we do best:

Tell us what we do best:

GREAT FACILITY!

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1080598	Greenway Manor	Family	2008-08-11	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Any other comments or suggestions:

Any other comments or suggestions:

The STAFF IS WONDERFUL!
o

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1080643	Greenway Manor	Family	2008-08-11	False	False

Overall satisfaction: Good
Recommendation to others: Good

Tell us what we can do to improve:

Tell us what we can do to improve:

More help!

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1082237	Greenway Manor	Family	2008-08-12	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we do best:

Tell us what we do best:

Mom's "CNA" is excellent. She can make Mom smile no matter what!! She gets her out of her room to participate in activities. She is excellent in toileting her 9-2 hours. I never worry when Ruth is working. I know Mom is in excellent hands!!

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1082237	Greenway Manor	Family	2008-08-12	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we can do to improve:

Tell us what we can do to improve:

"Young" CNA's need to give Mom more time!! They cannot rush her. Mom can only move so fast and eats very slowly.
Night CNA's need to be more gentle and caring.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1082237	Greenway Manor	Family	2008-08-12	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Any other comments or suggestions:

Any other comments or suggestions:

If and when I need to go to a nursing home "Greenway" is where I want to go!!

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1085672	Greenway Manor	Family	2008-08-14	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we do best:

Tell us what we do best:

Because Greenway Manor is located in a small rural community, the staff includes family members and neighbors of the residents which makes for a hospitable and relaxed environment.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1085672	Greenway Manor	Family	2008-08-14	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we can do to improve:

Tell us what we can do to improve:

Figure out how to make it less expensive for residents without reducing services.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1097193	Greenway Manor	Family	2008-08-18	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we do best:

Tell us what we do best:

*Nursing Care is attentive and excellent
Facility is well-managed and very clean.
The staff and aides are so caring and thoughtful*

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1097193	Greenway Manor	Family	2008-08-18	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we can do to improve:

Tell us what we can do to improve:

Nothing I can think of.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1102382	Greenway Manor	Family	2008-08-21	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we do best:

Tell us what we do best:

*All the nurses are excellent with my Dad!
They go out of their way to be friendly
and give him lots of attention. He is
always dressed well + groomed.*

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1102382	Greenway Manor	Family	2008-08-21	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Tell us what we can do to improve:

Tell us what we can do to improve:

Communication, between the CNA and the RN, and then between the family. There has been some mis-communications! There is a long wait time for a nurse to come when the call button is pushed.

Survey Details

ID	Facility	Survey Type	Date Received	Management Flag	Read Flag
1102382	Greenway Manor	Family	2008-08-21	False	False

Overall satisfaction: Excellent
Recommendation to others: Excellent

Any other comments or suggestions:

Any other comments or suggestions:

Overall I'm very happy and have a peace of mind that my Dad is being taken care of. They all do a good job.