



SURVEY RESULTS

Heritage Manor



In summary, patient experiences at the skilled nursing facility varied widely, ranging from highly positive to unsatisfactory. Many praised the excellent care provided by nurses and aides, with specific commendations for staff members such as Anthony, Agatha, Marjorie, Claudia, Dawn, and Nicole. Positive feedback highlighted kindness, effective communication, and beneficial therapy, while concerns included inadequate therapy, rushed discharges, inconsistent staff behavior, and communication challenges. Several family members expressed frustration over lack of responsiveness and assistance, though some acknowledged the presence of very good staff. Overall, the facility was noted for cleanliness and pleasant surroundings, but some patients felt their individual needs were not fully met.

Overall Average: 4.0

Patient:

Date: 12/4/2025

Overall: ★ ★ ★ ★ ★

The patient was contacted by phone following their recent stay at a skilled nursing facility to discuss their experience. Patient refused survey.

Therapy:

Nursing:

MD:

SS:

Patient: VER, ADAM

Date:

Overall: 

The patient's experience was mediocre, as they were not impressed with the staff's attitude and found the food unsatisfactory.

Therapy: 2

Nursing: 3

MD: 3

SS: 3

Patient: MCI, KATHLEEN

Date: 12/31/2025

Overall: 

The experience was wonderful; however, the only challenge was the absence of a patient portal, which would be beneficial for families to monitor daily progress.

Therapy: 5

Nursing: 5

MD: 5

SS: 5

Patient: FIO, MARIA

Date: 12/30/2025

Overall: 

The patient's daughter reported that the care provided at the rehabilitation facility is consistently excellent, expressing only positive feedback and confidence that the patient is well cared for.

Therapy: 5

Nursing: 5

MD: 5

SS: 5

Patient: LEN, STANLEY

Date: 12/29/2025

Overall: 

The patient's daughter, who has visited the facility before, expressed that the unit is wonderful and praised the care provided by Anthony and Agatha. However, she was concerned that the patient was discharged too quickly, as the patient fell shortly after returning home. Joseph, the therapist, reported that the patient's session did not go well toward the end. The nurse noted that the patient's lab results were excellent, but physically the patient was not doing well. Overall, the experience was positive, but there was a belief that Michael did not consider the full situation and that the patient should have received more therapy. The daughter felt the patient could have engaged in more activities during the stay. The daytime aide was excellent, and the patient had a wonderful roommate.

Therapy: 5

Nursing: 5

MD: 5

SS: 5

Patient: EST, RANKO**Date:** 12/24/2025**Overall:** 

The patient reported having a positive experience during their recent stay.

Therapy: 4

Nursing: 4

MD: 4

SS: 4

Patient: Ash, Jacob**Date:** 12/23/2025**Overall:** 

The patient reported that their stay was unsatisfactory and they did not enjoy the experience, with the only positive aspect being the Bingo activity. They felt that the therapy provided was inadequate, resulting in them becoming completely wheelchair-bound. While most staff members were not back, some were perceived as poor in performance.

Therapy: 2

Nursing: 2

MD: 2

SS: 2

Patient: TAV, ROGER**Date:** 12/22/2025**Overall:** 

According to the patient's daughter, the overall experience at the facility was very frustrating and disappointing, as the family received no return calls or assistance despite multiple attempts to contact the staff. The patient had to visit the hospital due to chest pain but was sent back, and the family struggled to get clear information from the facility, encountering unhelpful and sometimes rude responses, including from the nursing staff. Additionally, the patient lost their hearing aids, which were never searched for, and requests for assistance with walking and shaving were not fulfilled. However, the therapy provided was beneficial, and the patient did show improvement in strength. Despite these challenges, the family acknowledged that there were some very good people at the facility.

Therapy: 3

Nursing: 3

MD: 2

SS: 2

Patient: SIL, ROSEMARIE**Date:** 12/22/2025**Overall:** 

The nurses provided excellent care, and the staff maintained clear and effective communication throughout the patient's stay.

Therapy: 4

Nursing: 4

MD: 4

SS: 4

Patient: BRI, PETER

Date: 12/19/2025

Overall: 

The nurses provided excellent care, and the staff maintained clear and effective communication throughout the patient's stay.

Therapy:

Nursing:

MD:

SS:

Patient: WES, GEORGE

Date: 12/17/2025

Overall: 

The patient reported having a positive experience at the rehabilitation facility, feeling content though not overly enthusiastic.

Therapy: 3

Nursing: 4

MD: 3

SS: 3

Patient: FIN, BENJAMIN

Date: 12/17/2025

Overall: 

The nurses provided excellent care during the patient's stay, and there were no complaints reported.

Therapy: 3

Nursing: 4

MD: 4

SS: 3

Patient: KAN, MARIANNA

Date: 12/16/2025

Overall: 

According to the patient's niece, the patient had an excellent stay at the facility; this was her second time there, and both experiences were very positive.

Therapy: 5

Nursing: 5

MD: 5

SS: 5

Patient: HEF, EILEEN**Date:** 12/16/2025**Overall:** 

The patient's family described their experience as satisfactory, noting that the patient was eager to leave the facility. They praised Marjorie, the aide, as wonderful and lovely, Claudia, the nurse, as fantastic, and the doctor and staff as excellent.

Therapy: 5

Nursing: 5

MD: 5

SS: 5

Patient: CRA, GLADYS**Date:** 12/15/2025**Overall:** 

The patient was left on the toilet for an extended period and experienced delays in being assisted to the bathroom; however, the nursing care provided was good.

Therapy: 4

Nursing: 3

MD: 3

SS: 3

Patient: SEV, SUSAN**Date:** 12/12/2025**Overall:** 

The patient reported feeling exceptionally well cared for, describing the treatment as being "like a queen," with outstanding assistance provided to everyone; she praised the entire experience, highlighting the kindness of the staff, including transportation, the concierge, and social workers, noting that no aspect of her care was overlooked.

Therapy: 5

Nursing: 5

MD: 5

SS: 5

Patient: EGA, BONNIE**Date:** 12/12/2025**Overall:** 

Most of the staff were good, the therapy was excellent, and I loved the facility, including the pleasant sitting and outdoor areas; overall, I am generally happy with my experience.

Therapy: 5

Nursing: 5

MD: 5

SS: 5

Patient: SUL, DENIS**Date:** 12/10/2025**Overall:** 

The patient spoke very highly of the nurse Anthony, describing him as pleasant, efficient, and very good. They also praised Nurse Agatha as wonderful and found Nicole to be very helpful in providing information about discharge. The patient expressed a wish to have received more names, as many staff members performed exceptionally well.

Therapy: 5

Nursing: 5

MD: 5

SS: 5

Patient: WAG, BARBARA**Date:** 12/10/2025**Overall:** 

The patient was contacted by phone following their recent stay at a skilled nursing facility to discuss their experience and recovery progress. If the survey was not completed, the patient refused to participate in the survey.

Therapy: 3

Nursing: 3

MD: 3

SS: 3

Patient: CAS, CAROL**Date:** 12/10/2025**Overall:** 

The patient reported that their experience was good.

Therapy: 5

Nursing: 5

MD: 5

SS: 5

Patient: MOA, JEANNETTE**Date:** 12/9/2025**Overall:** 

The patient was contacted by phone to discuss their recent stay at a skilled nursing facility, during which they provided feedback about their experience. If the survey was not completed, it is noted that the patient refused to participate in the survey.

Therapy: 4

Nursing: 3

MD: 3

SS: 3

Patient: STE, ALICE**Date:** 12/9/2025**Overall:** 

The patient reported a generally positive experience during their stay, noting that while some aides were lively and engaging, others exhibited rough and verbally abusive behavior, which was concerning. The therapy provided was satisfactory, and the patient praised the individuals in the dining room as well as the head of activities for their exceptional support.

Therapy: 4

Nursing: 3

MD: 3

SS: 3

Patient: SUL, MARGARET**Date:** 12/9/2025**Overall:** 

The discharge nurse was helpful, although the discharge was delayed and transportation was not arranged, which could have improved the overall experience. After 21 days at the facility, the patient's daughter reported that the day before discharge, three aides were concerned about assisting the patient to bed. Dawn, the aide, along with the occupational and physical therapists, provided excellent care. However, some nursing staff were difficult to locate when questions arose, and there were days with minimal physical therapy provided. The facility was clean, visually appealing, and served good food, but the patient was often placed in a wheelchair at 8 a.m. and returned to bed by 7 p.m., resulting in swollen and reddened legs by day's end. It appeared that the patient, who required maximum assistance, received less attention compared to others with less assistance needs. The patient was incontinent and placed in a diaper. On one night, staff were heard reprimanding another patient for not walking to the bathroom. Overall, communication could have been improved.

Therapy: 3

Nursing: 2

MD:

SS: 2

Patient: MAR, CHRISTINE**Date:** 12/9/2025**Overall:** 

The patient reported having a great experience and described the therapy as fantastic.

Therapy: 5

Nursing: 5

MD: 5

SS: 5

Patient: EGE, RICHARD**Date:** 12/8/2025

Overall: 

The patient expressed a preference for continuity in therapy, suggesting that the same therapist should be assigned throughout the treatment rather than changing therapists each session, as the current approach felt awkward for both the patient and the therapists; otherwise, the patient reported no issues and expressed a desire to return home.

Therapy: 4

Nursing: 4

MD: 4

SS: 4

Patient: Pal, Catherine

Date: 12/5/2025

Overall: 

According to the patient's son, the patient had a very pleasant experience at the facility; although she preferred to be at home, she reported that her time at the facility went well and that everyone was kind.

Therapy: 5

Nursing: 5

MD: 5

SS: 5

Patient: DRE, NANCY

Date: 12/5/2025

Overall: 

The patient's caregiver reported that the staff at the skilled nursing facility provided excellent care and were very attentive throughout the stay.

Therapy: 5

Nursing: 5

MD: 5

SS: 5

Patient: LAT, TERENCE

Date: 12/3/2025

Overall: 

Spoke with the patient's sister, who reported that the patient's stay at the facility was wonderful.

Therapy: 5

Nursing: 5

MD: 5

SS: 5

Patient: UHL, DOUGLAS

Date: 12/1/2025

Overall: 

According to the patient's wife, she did not have any issues during the stay; although the patient felt that the care provided was excessive, his wife believed that all the interventions were necessary.

Therapy: 4

Nursing: 4

MD: 4

SS: 4