

2016 Family/Whānau Satisfaction Survey Summary



Building and Security

100% of families are satisfied with the facility and the security of their family member.



Gardening Service

100% of families are delighted with the presentation and maintenance of the grounds.



External Services Provider

100% of the relatives are contented with the services of the ESPs.

Privacy, Dignity, Rights

78% of families consider that their relative are able to exercise their rights.

Information is provided but families may also ask if unsure or complain if they feel their privacy, dignity or right are not being upheld prior to and when their relative was admitted.



Recreation

83% of families are satisfied with the activities being given to their relative.

To better address this management has restructured the recreations group by creating the Lifestyle Support Manager role and employment of a 3rd Recreation Assistant. By doing this there will be engagement of residents around their lifestyle preferences.



Food Services

70% of families are contented with the meals provided for their relative. We are working with our caterer to improve their service and add more variety into the meals.

Assistance

77% of families are pleased with the assistance their relative is receiving.

Same comments as in the previous Privacy, Dignity, Rights



Housekeeping Service

88% of families are happy with the cleaning and laundry service.

We have appointed a Support Services and Villa Coordinator to oversee, monitor and improve the housekeeping services.