

# 2016 Resident Satisfaction Survey Summary



## Building and Security

94% of residents are satisfied with the facility and their security within the facility.



## Gardening Service

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



## External Services Provider

96% of residents contented with the services of the EXPs.

## Privacy, Dignity, Rights

79% of residents believe that they are able to exercise their rights.

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



## Assistance

89% of residents are satisfied with the assistance they are getting.

*Same comments as in the previous Privacy, Dignity, Rights*



## Recreation

72% of residents are pleased with the activities being offered to them.

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

## Food Services

70% of residents are contented with the meals provided And 96% are happy with their meal time. We are working with our caterer to improve their service and add more variety into the meals.



## Housekeeping Service

89% of residents 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.*