

RESIDENT and FAMILY SUVEY RESULTS - 2024

	2023				2024				variation from prior year			
	Strongly/Agree	Sometimes agree	Disagree/Strongly Disagree	N/A	Strongly/Agree	Sometimes agree	Disagree/Strongly Disagree	N/A	Strongly/Agree	Sometimes agree	Disagree/Strongly Disagree	N/A
1. 1. Information and Communication												
a) I know who to speak to if I have a question about my health or my care	57.5%	25.0%	10.0%	7.5%	73.9%	15.4%	9.3%	1.5%	16.4%	-9.6%	-0.7%	-6.0%
b) I am aware of the process to submit a complaint or concern with the home	27.5%	15.0%	50.0%	7.5%	59.7%	11.3%	22.6%	6.5%	32.2%	-3.7%	-27.4%	-1.0%
c) I can express my opinion without fear of consequences	75.0%	12.5%	5.0%	7.5%	70.3%	14.1%	14.1%	1.6%	-4.7%	1.6%	9.1%	-5.9%
d) I am and my family is notified if there is a change in my health/medication/treatment	72.5%	12.5%	12.5%	2.5%	85.9%	4.7%	7.8%	1.6%	13.4%	-7.8%	-4.7%	-0.9%
e) Information about my condition and treatment is communicated clearly by registered (RN, RPN) staff	75.0%	20.0%	7.5%	2.5%	73.0%	17.5%	7.9%	1.6%	-2.0%	-2.5%	0.4%	-0.9%
f) Staff is friendly, conscientious and helpful. They listen to me when I speak to them	87.5%	12.5%	0.0%	0.0%	80.0%	16.9%	1.5%	1.5%	-7.5%	4.4%	1.5%	1.5%
g) I am addressed appropriately and called by my name	92.5%	7.5%	0.0%	0.0%	92.3%	6.2%	1.5%	0.0%	-0.2%	-1.3%	1.5%	0.0%
h) I believe the level of communication with staff is appropriate	67.5%	27.5%	5.0%	0.0%	60.9%	23.4%	14.1%	1.6%	-6.6%	-4.1%	9.1%	1.6%
i) I am satisfied with access to my doctor	50.0%	22.5%	12.5%	15.0%	64.5%	19.4%	13.0%	3.2%	14.5%	-3.1%	0.5%	-11.8%
j) I feel that staff responses to my medical concerns are appropriate and timely	67.5%	20.0%	5.0%	7.5%	72.1%	24.6%	3.3%	0.0%	4.6%	4.6%	-1.7%	-7.5%
k) I have been invited to participate in an annual review within the past 12 months	50.0%	15.0%	7.5%	27.5%	48.4%	5.0%	21.6%	25.0%	-1.6%	-10.0%	14.1%	-2.5%
l) I am kept informed of changes in operations, activities or events that are planned for home?	new question for 2024 survey				57.8%	25.0%	11.0%	6.3%	57.8%	25.0%	11.0%	6.3%
1. 2. Privacy, Choice and Dignity												
a) I participate in choosing my bedtime	65.0%	20.0%	7.5%	7.5%	73.0%	15.9%	0.0%	11.1%	8.0%	-4.1%	-7.5%	3.6%
b) I participate in choosing what I wear	67.5%	7.5%	17.5%	7.5%	79.4%	4.8%	3.2%	12.7%	11.9%	-2.7%	-14.3%	5.2%
c) The bathroom door is closed when in use	60.0%	15.0%	5.0%	20.0%	64.4%	13.6%	6.8%	15.3%	4.4%	-1.4%	1.8%	-4.7%
d) My bedroom door is closed when I receive personal care	70.0%	17.5%	0.0%	12.5%	84.1%	6.3%	3.2%	6.3%	14.1%	-11.2%	3.2%	-6.2%
e) Staff respects my likes and dislikes	62.5%	20.0%	0.0%	5.0%	80.0%	11.7%	3.3%	5.0%	17.5%	-8.3%	3.3%	0.0%
f) I control who enters my room	32.5%	20.0%	27.5%	20.0%	50.0%	11.7%	23.4%	15.0%	17.5%	-8.3%	-4.1%	-5.0%

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g) I decide how I spend my leisure time and receive assistance as necessary	60.0%	27.5%	2.5%	10.0%	77.8%	11.1%	4.8%	6.3%	17.8%	-16.4%	2.3%	-3.7%
1. 3. Personal Care and Services												
a) Staff consistently show genuine concern for my well-being	82.5%	17.5%	0.0%	0.0%	82.5%	11.1%	6.4%	0.0%	0.0%	-6.4%	6.4%	0.0%
b) My personal care is provided in a kind, gentle manner	75.0%	20.0%	2.5%	2.5%	82.3%	14.5%	3.2%	0.0%	7.3%	-5.5%	0.7%	-2.5%
c) Personal grooming is satisfactory	62.5%	15.0%	12.5%	10.0%	74.2%	14.5%	9.7%	1.6%	11.7%	-0.5%	-2.8%	-8.4%
d) I am provided with the help I need for activities of daily living (eating, bathing, dressing, toileting) and for activities of interest to me	72.5%	12.5%	2.5%	12.5%	79.3%	12.7%	4.8%	3.2%	6.8%	0.2%	2.3%	-9.3%
e) I am aware that I can participate in on-site services provided:	57.5%	17.5%	7.5%	17.5%	77.6%	8.6%	1.7%	12.1%	20.1%	-8.9%	-5.8%	-5.4%
• Foot care is provided and monitored in a caring manner	32.5%	15.0%	12.5%	40.0%	42.4%	20.3%	17.0%	20.3%	9.9%	5.3%	4.5%	-19.7%
• Physiotherapy and exercises are provided regularly by physiotherapy assistants	40.0%	17.5%	15.0%	27.5%	59.0%	11.5%	13.2%	16.4%	19.0%	-6.0%	-1.8%	-11.1%
• Hairdressing services are convenient and provided in a friendly manner	47.5%	10.0%	7.5%	35.0%	63.9%	0.0%	6.5%	29.5%	16.4%	-10.0%	-1.0%	-5.5%
• Incontinence products provide keeps my skin dry					66.7%	11.7%	8.4%	13.3%	66.7%	11.7%	8.4%	13.3%
4. Products												
a) The incontinent product provided by the home keeps my skin dry	47.5%	15.0%	2.5%	35.0%	66.7%	11.7%	8.4%	13.3%	19.2%	-3.3%	5.9%	-21.7%
1. 5. Dietary Service												
a) Food is consistently served at the proper temperature	55.0%	17.5%	17.5%	10.0%	57.4%	13.1%	24.6%	4.9%	2.4%	-4.4%	7.1%	-5.1%
b) Food is served in a prompt and courteous manner	60.0%	22.5%	5.0%	12.5%	83.6%	8.2%	3.3%	4.9%	23.6%	-14.3%	-1.7%	-7.6%
c) Menu planning provides an appropriate variety of food, seasonal features and meets my dietary needs	65.0%	12.5%	12.5%	10.0%	72.1%	9.8%	13.1%	4.9%	7.1%	-2.7%	0.6%	-5.1%
d) Portion sizes are normally accommodated for me by staff	70.0%	12.5%	5.0%	12.5%	79.0%	8.1%	6.4%	6.5%	9.0%	-4.4%	1.4%	-6.0%

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e) Consideration is given to my food preferences	60.0%	17.5%	10.0%	12.5%	72.6%	9.7%	11.3%	6.5%	12.6%	-7.8%	1.3%	-6.0%
1. 6. Recreational, Spiritual and Social Activities												
a) I am encouraged to participate in various activities and assistance is provided as necessary	50.0%	30.0%	12.5%	7.5%	79.0%	6.5%	8.1%	6.5%	29.0%	-23.5%	-4.4%	-1.0%
b) I am encouraged to explore activities that align with my interests	42.5%	22.5%	12.5%	10.0%	71.9%	9.4%	9.4%	9.4%	29.4%	-13.1%	-3.1%	-0.6%
c) I have opportunities to spend time with others who have the same interests	35.0%	22.5%	10.0%	12.5%	63.5%	14.3%	12.7%	9.5%	28.5%	-8.2%	2.7%	-3.0%
d) Some of the regularly offered activities are of interest to me	50.0%	22.5%	7.5%	7.5%	66.2%	22.6%	4.8%	6.5%	16.2%	0.1%	-2.7%	-1.0%
e) My spiritual needs are met through regular programs offered	32.5%	17.5%	10.0%	27.5%	53.1%	15.6%	11.0%	20.3%	20.6%	-1.9%	1.0%	-7.2%
f) I am sufficiently informed of activities through the Activities Calendar and personal invitations from staff	55.0%	27.5%	10.0%	7.5%	79.3%	9.5%	4.8%	6.3%	24.3%	-18.0%	-5.2%	-1.2%
g) Volunteers are respectful and add to my social well being	new question				88.9%	7.9%	0.0%	3.2%				
1. 7. Housekeeping, Laundry, Maintenance												
a) I am satisfied with the cleanliness of the home	87.5%	7.5%	0.0%	5.0%	89.1%	6.3%	4.7%	0.0%	1.6%	-1.2%	4.7%	-5.0%
b) Unpleasant odors are adequately controlled	72.5%	12.5%	0.0%	12.5%	75.0%	9.4%	14.0%	1.6%	2.5%	-3.1%	14.0%	-10.9%
c) Needed repairs are quickly acknowledged and addressed promptly	52.5%	5.0%	5.0%	37.5%	81.9%	3.3%	4.9%	9.8%	29.4%	-1.7%	-0.1%	-27.7%
d) Personal clothing is handled properly	62.5%	20.0%	5.0%	12.5%	76.2%	7.9%	14.2%	1.6%	13.7%	-12.1%	9.2%	-10.9%
e) My clothing has gone missing or has been damaged in the laundry	52.5%	22.5%	12.5%	12.5%	45.1%	16.1%	22.6%	16.1%	-7.4%	-6.4%	10.1%	3.6%
f) Staff has been helpful in locating lost item(s)	52.5%	25.0%	17.5%	5.0%	52.4%	11.5%	4.9%	31.1%	-0.1%	-13.5%	-12.6%	26.1%
g) Once reported, missing property has been discussed with staff and has been returned within a reasonable time	25.0%	25.0%	22.5%	32.5%	43.6%	8.1%	17.7%	30.6%	18.6%	-16.9%	-4.8%	-1.9%
h) There are sufficient quality linen, face cloths, towels available	70.0%	15.0%	2.5%	12.5%	82.0%	9.8%	4.9%	3.3%	12.0%	-5.2%	2.4%	-9.2%

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i) There are enough comfortable spaces to sit indoors and outdoors	72.5%	10.0%	5.0%	12.5%	77.4%	8.1%	12.9%	1.6%	4.9%	-1.9%	7.9%	-10.9%
j) There are places where I can meet privately with family and visitors	72.5%	15.0%	7.5%	5.0%	82.5%	7.9%	6.4%	3.2%	10.0%	-7.1%	-1.1%	-1.8%
1. 8. Overall Satisfaction												
a) I am satisfied with the overall care and services at The Grove	75.0%	17.5%	5.0%	2.5%	81.2%	12.5%	6.3%	0.0%	6.2%	-5.0%	1.3%	-2.5%
b) I would recommend this home to family and friends	77.5%	7.5%	7.5%	5.0%	84.1%	6.3%	9.5%	0.0%	6.6%	-1.2%	2.0%	-5.0%
c) Staff listen to me	new question				88.5%	11.5%	0.0%	0.0%	#VALUE!	11.5%	0.0%	0.0%

1. 10. Duration of Stay
2. a) I have lived at The Grove for.....

Less than 6 months	6-12 months	1-2 years	3-5 years	6 years and more
10	18	26	5	4