

FAMILY SURVEY RESULTS - 2025

	2024				2025				variation from prior year			
	Strongly/ Agree	Somewhat Agree	Disagree/ Strongly Disagree	N/A	Strongly/ Agree	Somewhat Agree	Disagree/ Strongly Disagree	N/A	Strongly/ Agree	Sometimes agree	Disagree/ Strongly Disagree	N/A
h) There are sufficient quality linen, face cloths, towels available	82.0%	9.8%	4.9%	3.3%								
i) There are enough comfortable spaces to sit indoors and outdoors	77.4%	8.1%	12.9%	1.6%	88.3%	11.6%			10.9%	3.5%	-12.9%	-1.6%
j) There are places where I can meet privately with family and visitors	82.5%	7.9%	6.4%	3.2%	93.0%	7.0%			10.5%	-0.9%	-6.4%	-3.2%
8. Overall Satisfaction												
a) I am satisfied with the overall care and services at The Grove	81.2%	12.5%	6.3%	0.0%	88.4%	9.3%	2.3%		7.2%	-3.2%	-4.0%	0.0%
b) I would recommend this home to family and friends	84.1%	6.3%	9.5%	0.0%	92.9%	4.8%	2.4%		8.8%	-1.5%	-7.1%	0.0%
c) Staff listen to me	88.5%	11.5%	0.0%	0.0%	93.0%	7.0%			4.5%	-4.5%	0.0%	0.0%
9. Duration of Stay												
	Less than 6 months	6-12 months	1-2 years	3-5 years	6 years and more							
2. a) I have lived at The Grove for.....	10	18	26	5	4							