



# RESIDENT 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
My privacy is respected - doors are kept closed during care or when the bathroom is in use.					95.9%	2.0%	2.0%	0.0%	95.9%	2.0%	2.0%	0.0%
e) Staff respects my likes and dislikes	80.0%	11.7%	3.3%	5.0%	89.6%	10.4%	0.0%	0.0%	9.6%	-1.3%	-3.3%	-5.0%
f) I control who enters my room	50.0%	11.7%	23.4%	15.0%	83.4%	8.3%	6.3%	2.1%	33.4%	-3.4%	-17.1%	-12.9%
g) I decide how I spend my leisure time and receive assistance as necessary	77.8%	11.1%	4.8%	6.3%	93.8%	6.3%	0.0%	0.0%	16.0%	-4.8%	-4.8%	-6.3%
<b>4. Personal Care and Services</b>												
a) Staff consistently show genuine concern for my well-being	82.5%	11.1%	6.4%	0.0%	89.1%	6.5%	4.4%	0.0%	6.6%	-4.6%	-2.0%	0.0%
b) My personal care is provided in a kind, gentle manner	82.3%	14.5%	3.2%	0.0%	89.8%	8.2%	2.0%	0.0%	7.5%	-6.3%	-1.2%	0.0%
c) Personal grooming is satisfactory	74.2%	14.5%	9.7%	1.6%	81.6%	12.2%	2.0%	4.1%	7.4%	-2.3%	-7.7%	2.5%
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	79.3%	12.7%	4.8%	3.2%	85.7%	8.2%	4.0%	2.0%	6.4%	-4.5%	-0.8%	-1.2%
e) I am aware that I can participate in on-site services provided:	77.6%	8.6%	1.7%	12.1%	89.8%	4.1%	6.1%	0.0%	12.2%	-4.5%	4.4%	-12.1%
• Foot care is provided and monitored in a caring manner	42.4%	20.3%	17.0%	20.3%								
• Physiotherapy and exercises are provided regularly by physiotherapy assistants	59.0%	11.5%	13.2%	16.4%								
• Hairdressing services are convenient and provided in a friendly manner	63.9%	0.0%	6.5%	29.5%								
• Incontinence products provide keeps my skin dry	66.7%	11.7%	8.4%	13.3%	69.4%	16.3%	4.1%	10.2%	2.7%	4.6%	-4.3%	-3.1%
<b>5. Products</b>												
a) The incontinent product provided by the home keeps my skin dry	66.7%	11.7%	8.4%	13.3%	0.0%	0.0%	0.0%	0.0%	-66.7%	-11.7%	-8.4%	-13.3%
<b>6. Dietary Service</b>												
a) Food is consistently served at the proper temperature	57.4%	13.1%	24.6%	4.9%	71.4%	16.3%	12.2%	0.0%	14.0%	3.2%	-12.4%	-4.9%
b) Food is served in a prompt and courteous manner	83.6%	8.2%	3.3%	4.9%	95.9%	0.0%	2.0%	2.0%	12.3%	-8.2%	-1.3%	-2.9%
Food looks appealing to me					71.5%	20.4%	6.1%	2.0%	71.5%	20.4%	6.1%	2.0%
c) Menu planning provides an appropriate variety of food, seasonal features and meets my dietary needs	72.1%	9.8%	13.1%	4.9%	81.6%	10.2%	8.2%	0.0%	9.5%	0.4%	-4.9%	-4.9%



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h) There are sufficient quality linen, face cloths, towels available	82.0%	9.8%	4.9%	3.3%	83.7%	4.1%	12.2%	0.0%	1.7%	-5.7%	7.3%	-3.3%
i) There are enough comfortable spaces to sit indoors and outdoors	77.4%	8.1%	12.9%	1.6%	93.9%	6.1%	0.0%	0.0%	16.5%	-2.0%	-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%	96.0%	2.0%	4.0%	0.0%	13.5%	-5.9%	-2.4%	-3.2%

1. 10. 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