

2023 Resident and Family Experience Survey Results for River East Personal Care Home

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Summary Report

RESET

River East Personal ...

95.8% of Residents and 80.9% of Family would recommend this home to others.

The 2023 feedback survey for residents and families occurred between September 11 and October 31, 2023. Regarding participation, the numerator (top number) signifies the number of residents and family members who completed the survey. The denominator (bottom number) is the number of individuals eligible to participate.

Resident			
Participation		Recommendation	
2023	100.0%	2023	95.8%
2022	86.2%	2022	83.3%
2023 N/D: 24/24	2022 N/D: 25/29	2023 N/D: 23/24	2022 N/D: 20/24

Family			
Participation		Recommendation	
2023	70.1%	2023	80.9%
2022	53.0%	2022	77.0%
2023 N/D: 68/97	2022 N/D: 61/115	2023 N/D: 55/68	2022 N/D: 47/61

Resident Experience Survey

Percentage(%) represents respondents agreed or strongly agreed with the following statements.

Top 5 Strengths

Question	Score
I am satisfied with the quality of care from nursing staff	100.0%
I am satisfied with the quality of care from social worker(s)	100.0%
I am aware of the recreation services offered in the home.	100.0%
I am satisfied with the quality of laundry services for linens	100.0%
I feel that the staff are friendly.	100.0%

Top 5 Opportunities

Question	Score
I have friends in the home.	54.2%
I am satisfied with the timing and schedule of spiritual care services	70.0%
If I need help right away, I can get it (e.g. when I ring the call bell or ask for help, I don't have to wait long).	70.8%
Residents are friendly with each other.	78.3%
I have good choice of continence care products.	80.0%

Family Experience Survey

Percentage(%) represents respondents agreed or strongly agreed with the following statements.

Top 5 Strengths

Question	Score
I am aware of the recreation services offered in the home.	89.6%
I am satisfied with the quality of cleaning within the resident's room	88.2%
I am satisfied with the quality of cleaning services throughout the home	88.2%
There is someone I can talk to about the resident's medications.	86.8%
I am satisfied with the quality of care from social worker(s)	82.0%

Top 5 Opportunities

Question	Score
There is good choice of continence care products.	26.3%
The resident has input into the recreation programs available.	30.0%
I have an opportunity to provide input on food and beverage options.	31.6%
I am satisfied with the timing and schedule of spiritual care services	37.8%
I am satisfied with the variety of spiritual care services	44.4%