

2024 Resident and Family Experience Survey Results for River East LTC

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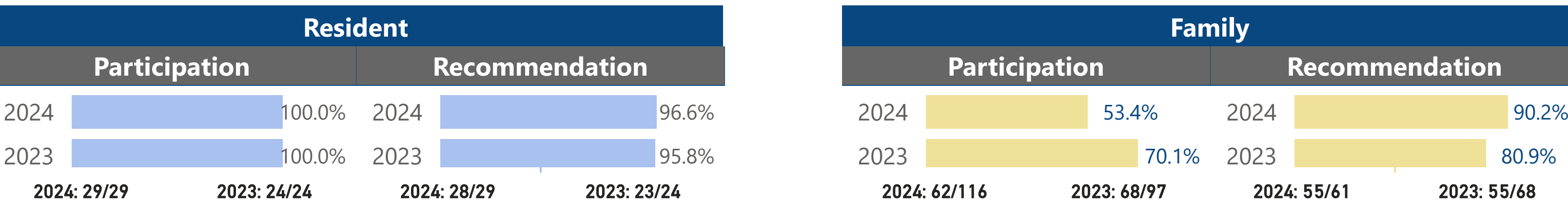
Summary Report

RESET

River East LTC

96.6% of Residents and 90.2% of Family would recommend this home to others.

The 2024 feedback survey for residents and families took place between September 2 and October 11. The participation rates are calculated by taking the number of people who completed the survey (top number) and dividing it by the number of people who were eligible to participate (bottom number)



Resident Experience Survey

Percentage(%) represents people who answered "agree" or "strongly agree" with the following statements.

Top 5 Strengths

Question	Score
I am satisfied with the quality of care from nursing staff.	100.0%
The staff are friendly.	100.0%
I am satisfied with the quality of cleaning services within my room	96.6%
If I have a concern I feel comfortable raising it with the staff and leadership	96.6%
I would recommend this home to others.	96.6%

Top 5 Opportunities

Question	Score
I am satisfied with the quality of care from doctors.	72.4%
I feel my goals and wishes are heard and considered in my care.	75.9%
I have input into the recreation programs available.	77.8%
I am satisfied with the quality of care from dietitian(s).	78.3%
If I need help right away, I can get it.	78.6%

Family Experience Survey

Percentage(%) represents people who answered "agree" or "strongly agree" with the following statements.

Top 5 Strengths

Question	Score
There is someone I can talk to about the resident's medications.	95.2%
I am aware of the recreation services offered in the home.	93.4%
I am satisfied with the quality of care from social worker(s)	93.3%
I am satisfied with the quality of cleaning within the resident's room	91.8%
If I have a concern I feel comfortable raising it with the staff and leadership.	90.2%

Top 5 Opportunities

Question	Score
The resident has input into the recreation programs available.	39.5%
I am satisfied with the timing and schedule of spiritual care services	46.0%
I am satisfied with the variety of spiritual care services	58.8%
I am satisfied with the quality of care from physiotherapist	62.0%
I am satisfied with the variety of recreation programs	67.2%