

**Every Moment Matters - 2023
Resident Survey**

Prepared for:
Home Name = Orchard LTC

October 27, 2023



What is Expected of You

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It is important for you to understand your role and responsibilities in sharing survey results with your leader/team and Resident/Family Council and taking the necessary actions to improve the areas where you can do better.



READ

Spend time reviewing your survey results.



DISCUSS

Discuss your results and communication plan with your leader/team and Resident/Family Council.



SHARE

Prepare/facilitate feedback and action planning sessions with your team.



CONFIRM

Debrief your leader on your feedback sessions and action plans.



IMPLEMENT

Incorporate action plans into your business goals to monitor the team's effort and results.

How To Use This Report

What is the purpose of my report?

The purpose of this report is to help you easily review the highlights of your data.

What questions will this report help me answer?

- What are the key strengths in my area?
- What are the areas of opportunity that require monitoring or action planning?

How do I use these scores?

The guide below can be used to interpret favorability scores (i.e., percentage of responses that are deemed favorable) at the index or item level.

AGREEMENT RESPONSE OPTIONS

5 Strongly Agree The employee almost always agrees	4 Agree The employee agrees with the question, but there is room for improvement	3 Neither Agree Nor Disagree The employee agrees/ disagrees nearly as often with the question; neutral response	2 Disagree The employee's expectation of the question is not met the majority of the time	1 Strongly Disagree The employee's expectation of the question is almost never met
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Executive Summary

Response Rate



My Group

69%

(n=25)



Overall

86%

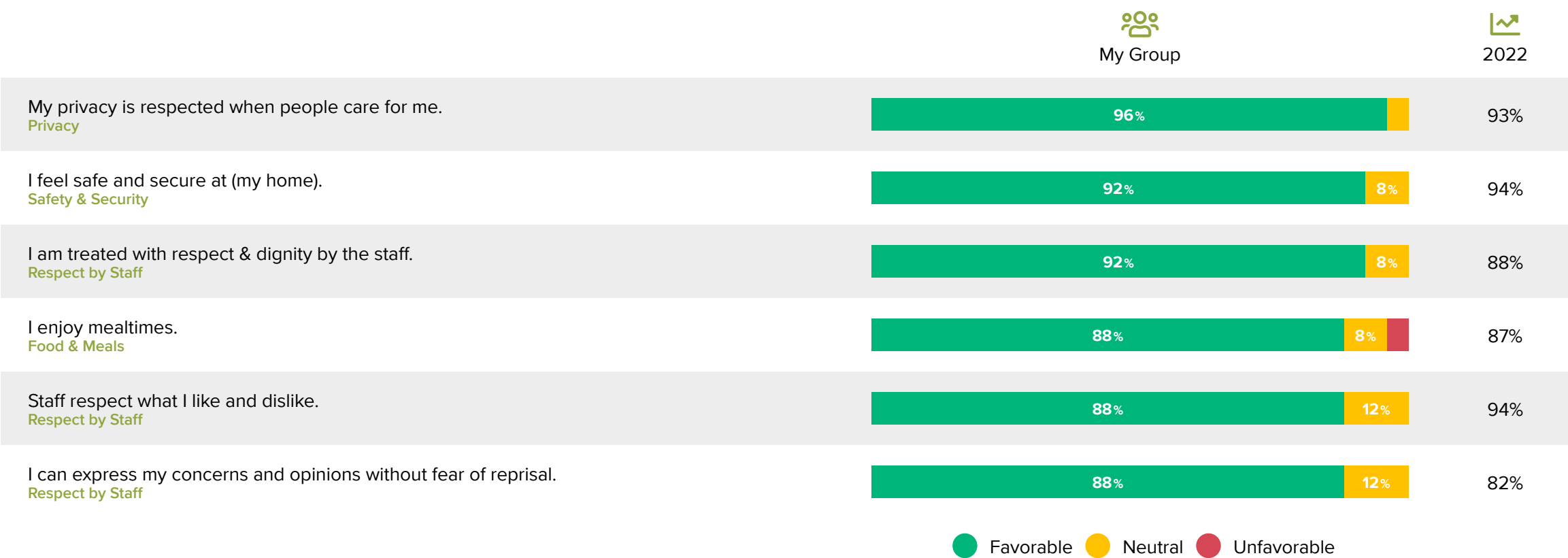
(n=2,439)

Category Result		
	My Group	Overall
Privacy	96%	92%
Safety & Security	92%	91%
Comfort	84%	79%
Food & Meals	84%	75%
Assistance	82%	81%
Staff Responsiveness	80%	78%
Activities	72%	71%
Participation in Care	72%	78%
Personal Funds	71%	66%
Personal Relationships	56%	82%

Top 3 Scoring Questions		
	My Group	Overall
1 My privacy is respected when people care for me.	96%	92%
2 I feel safe and secure at (my home).	92%	91%
3 I enjoy mealtimes.	88%	79%

Bottom 3 Scoring Questions		
	My Group	Overall
1 I have opportunities for friendship at (my home).	56%	82%
2 I have enjoyable things to do in the evenings & on weekends.	64%	68%
3 I can access my trust account whenever necessary.	71%	66%

Favorability Report Questions



Favorability Report Questions

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My Group



2022

I feel at home at (my home).
Comfort

84%

16%

80%

Staff take the time to have a friendly conversation with me.
Staff Responsiveness

84%

16%

80%

I receive the care and support I need.
Assistance

84%

8%

8%

87%

I have enough variety in my meals.
Food & Meals

83%

13%

93%

I enjoy some of my favourite foods.
Food & Meals

80%

16%

80%

When I need help, I get it right away.
Assistance

80%

20%

67%



Favorable



Neutral



Unfavorable

Favorability Report Questions

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My Group



2022

I participate in meaningful activities.

Activities

80%

16%

88%

I am able to choose the clothes I wear.

Daily Decisions

76%

20%

81%

I am able to wake up and go to sleep at the hour of my choosing.

Daily Decisions

76%

16%

8%

88%

Staff have enough time for me.

Staff Responsiveness

75%

21%

73%

I am involved in decisions surrounding my health and well-being.

Participation in Care

72%

24%

88%

I can access my trust account whenever necessary.

Personal Funds

71%

24%

5%

71%



Favorable



Neutral



Unfavorable

Favorability Report Questions

