

York Region's 2023 Long-Term Care
Resident Experience



Results

Thank you to all Maple Health Centre (MHC) residents and caregivers who participated in our 2023 Resident Experience Survey. Your feedback helps us understand how you feel about your home, what we are doing well and where we can do better. The results from the survey were used to develop action plans to further improve our care and services.



Who we heard from

38 residents and family members

What you said

What we're doing well

100%

of respondents would rate the home as very good or excellent

100%

of respondents would recommend the home to others

97%

of respondents feel their culture is respected

92%

of respondents are happy with the activities

Opportunities for improvement

16%

of respondents did not recall opportunities for input into activities

13%

of respondents did not feel their laundry is completed and returned to them in good condition

11%

of respondents did not recall information on responsive behaviours being available

When we visit, the care and the people have been great, always very helpful.

I want the Home to know that I am so happy with it. The staff handle resident behaviours very well. I don't worry about her when I leave the Home.

Some of the home areas need to be refreshed.

It's great and I love when I come and it smells of home cooked food.

The home is always clean and smells good.

Tell us how we're doing

We want to hear from you! The 2024 Resident Experience Survey will be available this fall.