

Resident Experience



Results

Thank you to all Maple Health Centre (MHC) residents and caregivers who participated in our 2024 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 will be used to help develop continuous quality improvement plans we can use to further improve our services.



Who we heard from

44 residents/substitute decision-makers for 55.7% response rate and another 23 family members and caregivers participated (32% response rate)

What you said

What we're doing well

100%

of respondents felt staff addressed them appropriately and called them by name

100%

of respondents felt their room and washroom are clean and tidy

98%

of respondents felt the home is comfortable

92%

of respondents felt they get enough to eat and drink when they want to

Opportunities for improvement

18%

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

16%

of respondents did not feel that resident activities are held at an appropriate time

14%

of respondents did not feel staff listen carefully to their concerns

Snacks are good, but there is too much poor quality juice served

It is a little gem! We feel fortunate! It is impressive how often we hear from the staff about anything – communication is fantastic!

Gardens could use weeding and summer grass could be kept cleaner

More welcoming furniture in the fireplace area would be attractive for visitors

Staff are respectful, friendly and kind

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