



CHSLD WALES SATISFACTION SURVEY RESULTS

2024-2025

CHSLD Resident participation

Surveys issued 2025	Surveys issued 2024	Surveys issued 2023
20/96=21%	22/96 = 23%	45/96 = 47%

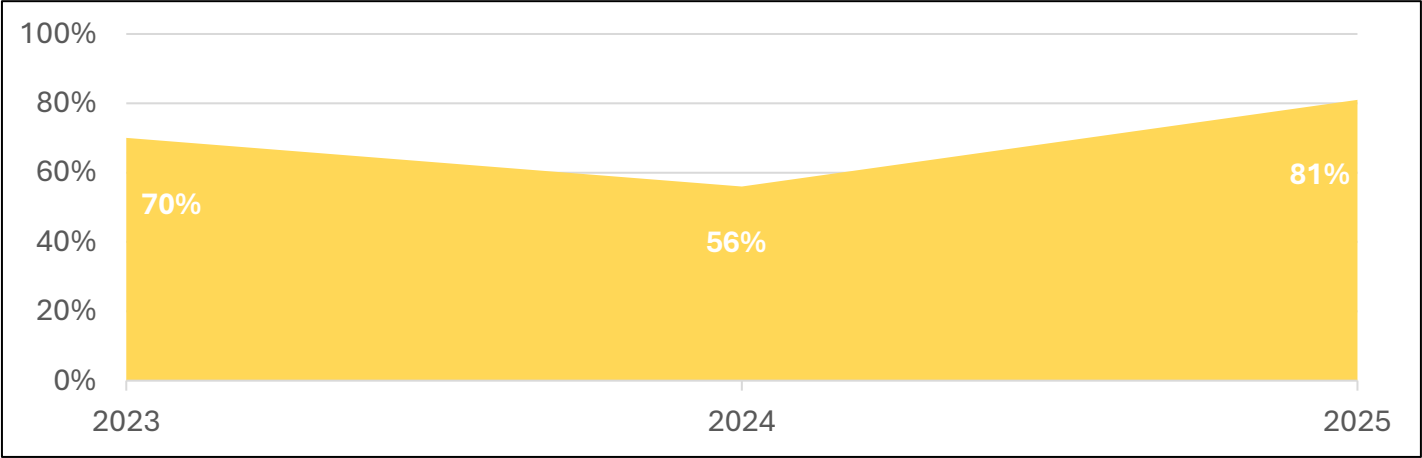
Participation 2025	Participation 2024	Participation 2023
20/20=100%	22/22 = 100%	33/45 = 73%

“It's the little things that make this place special. It's the caring heart, the little surprises to make you smile that say 'you are not alone, we care'. Thank you”

-CHSLD resident

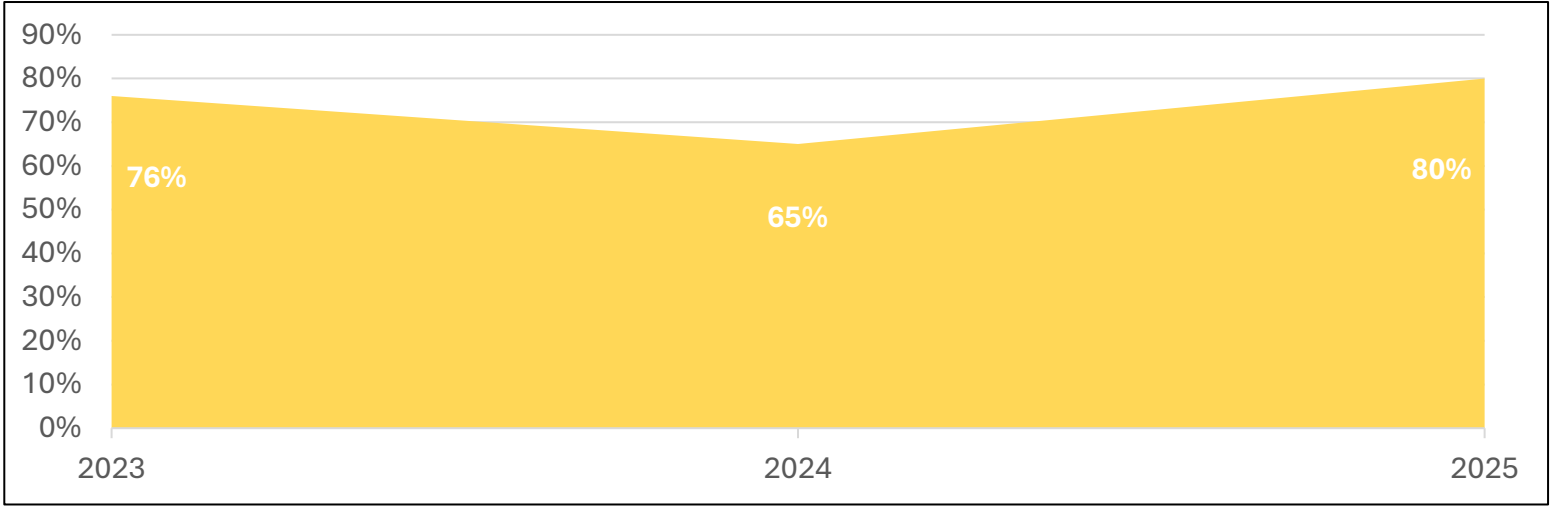


Does the nurse inform you of any changes to your health?



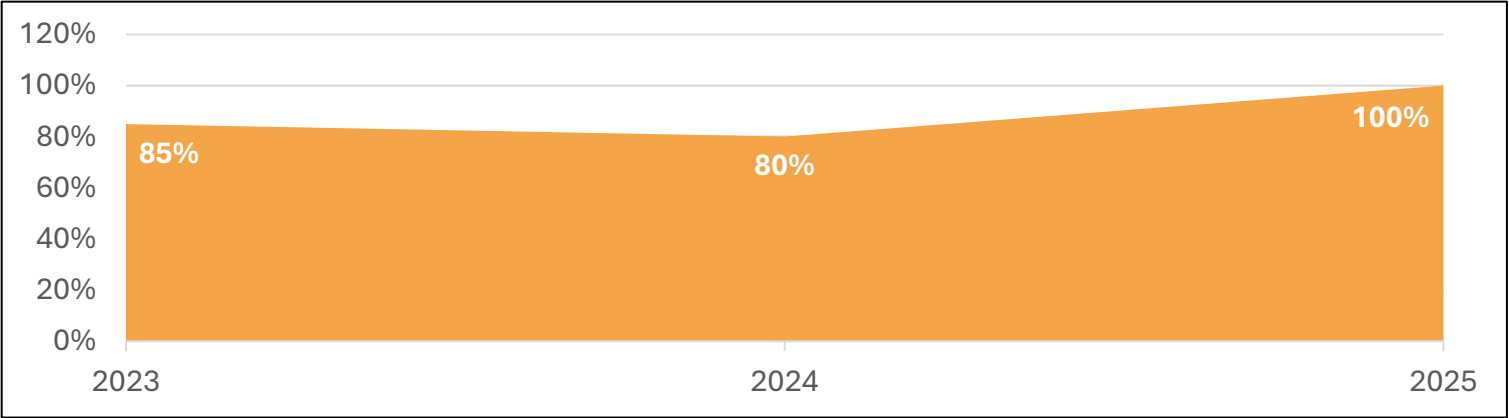
25% increase 

Do you like the quality/taste of the food?



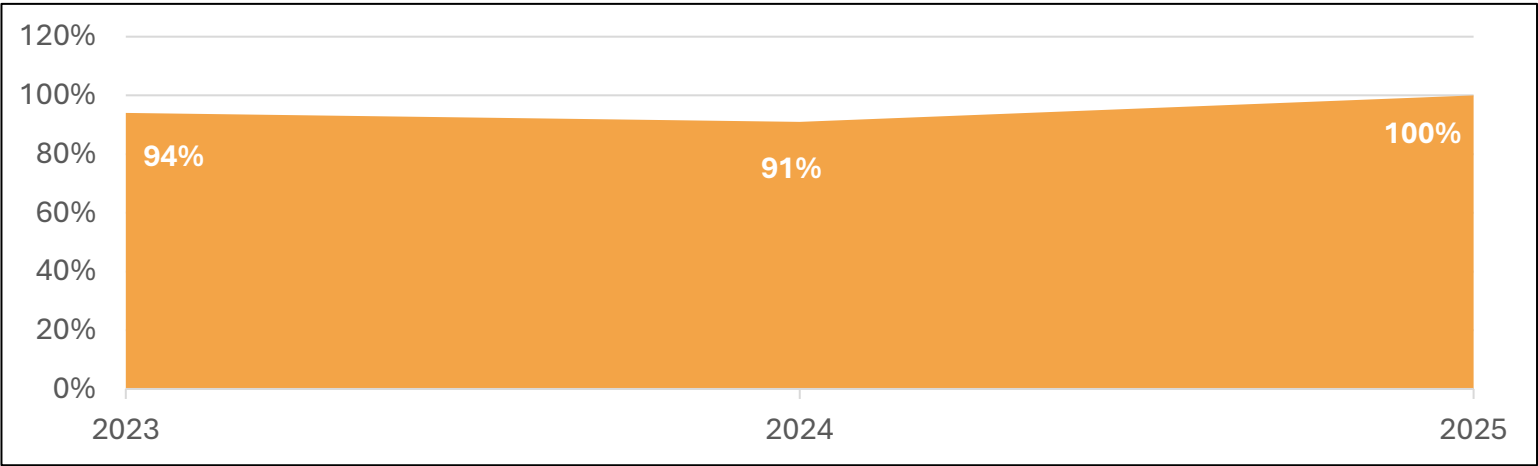
15% increase 

Does the Wales Home accommodate your surroundings by choosing colors, furniture and lighting that conform to your needs?



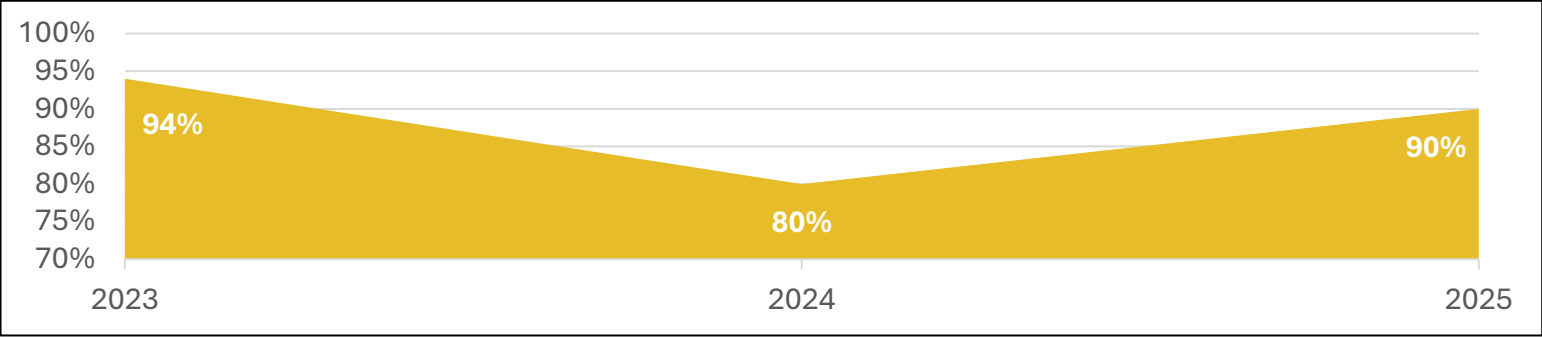
20% increase 

Does the Wales Home provide a space for you and your family members to enjoy?



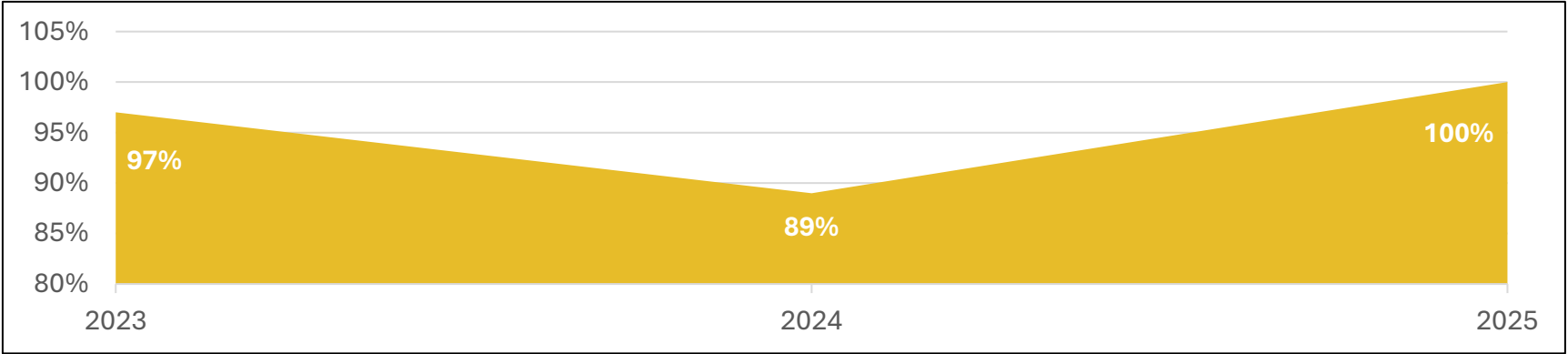
9% increase 

Do you find the dining environment enjoyable?



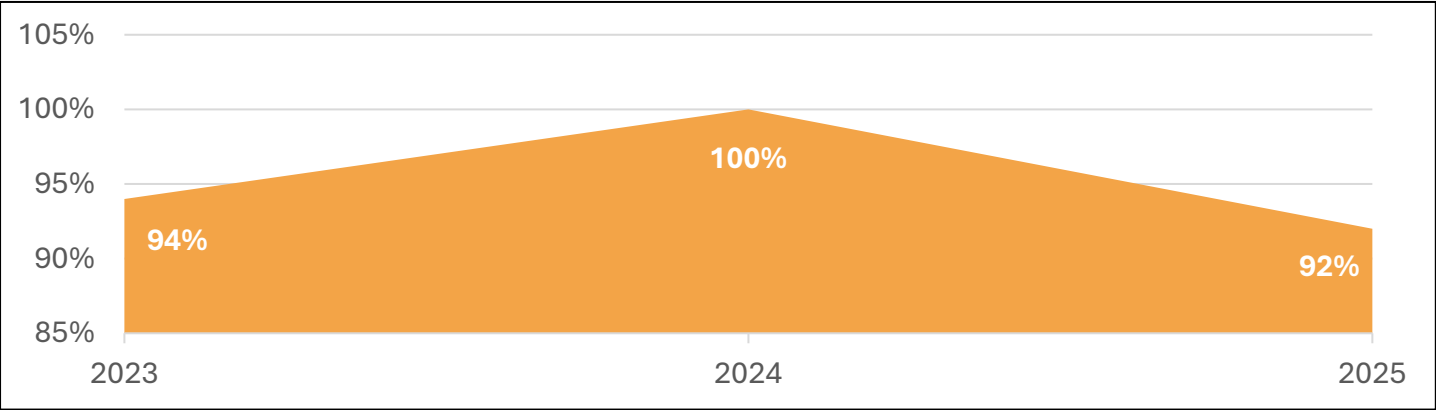
10% increase 

Are the activities enjoyable?



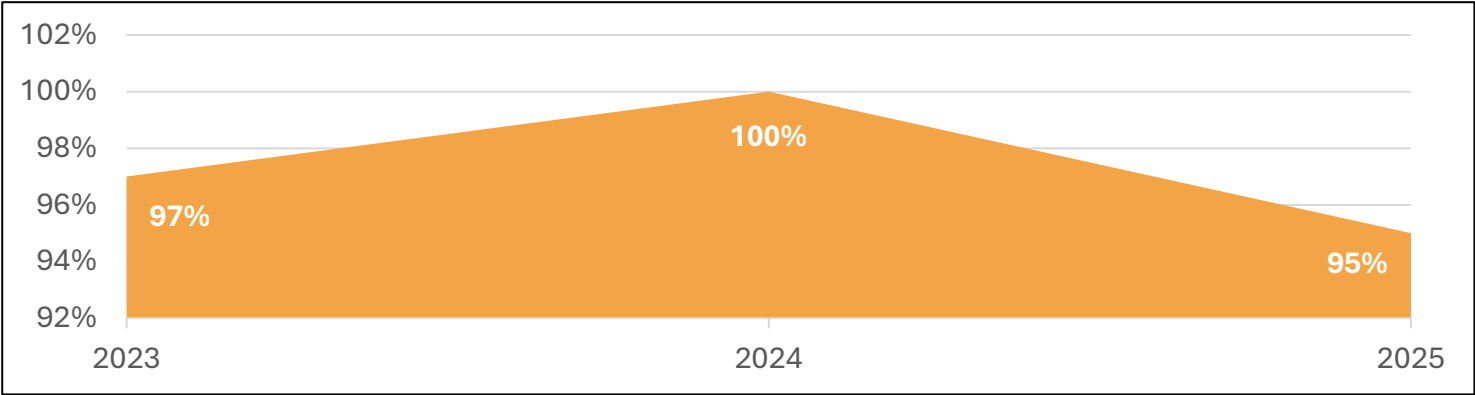
11% increase 

Do you feel the Wales Home is connected with local organizations?
(For example: Masonic lodge, ladies auxiliary, schools, CLSC, etc.)



8% decrease ↓

Do you find the staff friendly and courteous?



5% decrease ↓

CHSLD Satisfaction Survey Resident Results

RESIDENT PARTICIPATION: 2025 vs 2024 vs 2023					
Surveys issued 2025	Surveys issued 2024	Surveys issued in 2023	Participation 2025	Participation 2024	Participation 2023
20/96 = 21%	22/96 = 23%	45/96 = 47%	20/20= 100%	22/22= 100%	33 / 45 = 73%
PART 1: GENERAL QUESTIONS			DATA REPRESENTS "MEETS AND EXCEEDS EXPECTATIONS."		
Does the nurse inform you of any changes to your health?	2025 Results	2024 Results	2023 Results	Comment	
	81%	56%	70%	25% increase	
Do you feel well informed about your health and medical treatment?	2025 Results	2024 Results	2023 Results	Comment	
	85%	81%	76%	4% increase	
Do you like the quality/taste of the food?	2025 Results	2024 Results	2023 Results	Comment	
	80%	65%	76%	15% increase	
Are you satisfied with the laundry services?	2025 Results	2024 Results	2023 Results	Comment	
	83%	84%	79%		

Does the Wales Home accommodate your surroundings by choosing colors, furniture and lighting that conform to your needs?	2025 Results	2024 Results	2023 Results	Comment
	100%	80%	85%	20% increase
Do you feel the staff is understanding of your needs and compassionate towards them?	2025 Results	2024 Results	2023 Results	Comment
	90%	86%	88%	
When accidents or errors occur regarding your health, do you feel well informed about what happened?	2025 Results	2024 Results	2023 Results	Comment
	92%	87%	88%	5% increase
Are you satisfied with the services that allow you to practice your spirituality?	2025 Results	2024 Results	2023 Results	Comment
	100%	100%	93%	
Do you feel the Wales Home is welcoming towards your visitors?	2025 Results	2024 Results	2023 Results	Comment
	100%	95%	94%	5% increase
Does the Wales Home provide a space for you and your family members to enjoy?	2025 Results	2024 Results	2023 Results	Comment
	100%	91%	94%	9% increase
Do you feel the Wales Home <u>is connected with local organizations?</u> (For example: Masonic lodge, ladies auxiliary, schools, CLSC, etc.)	2025 Results	2024 Results	2023 Results	Comment
	92%	100%	94%	8% decrease
Are you satisfied with the administration?	2025 Results	2024 Results	2023 Results	Comment
	95%	93%	94%	

Do you find the dining environment enjoyable?	2025 Results	2024 Results	2023 Results	Comment
	90%	80%	94%	10% increase
Do you find staff friendly and courteous?	2025 Results	2024 Results	2023 Results	Comment
	95%	100%	97%	5% decrease
Are the activities enjoyable?	2025 Results	2024 Results	2023 Results	Comment
	100%	89%	97%	11% increase
Are you satisfied with the complementary therapies offered? (For example: Zootherapy, music therapy, message therapy, etc.)	2025 Results	2024 Results	2023 Results	Comment
	94%	93%	97%	
Are you satisfied with the maintenance department?	2025 Results	2024 Results	2023 Results	Comment
	100%	95%	100%	5% increase
Do you feel staff perform adequate hand hygiene before providing care and services?	2025 Results	2024 Results	2023 Results	Comment
	100%	95%	N/A	5% increase

CHSLD Family participation

Surveys issued 2025	Surveys issued 2024	Surveys issued 2023
90/96=94%	83/96 = 86%	86/96 = 90%

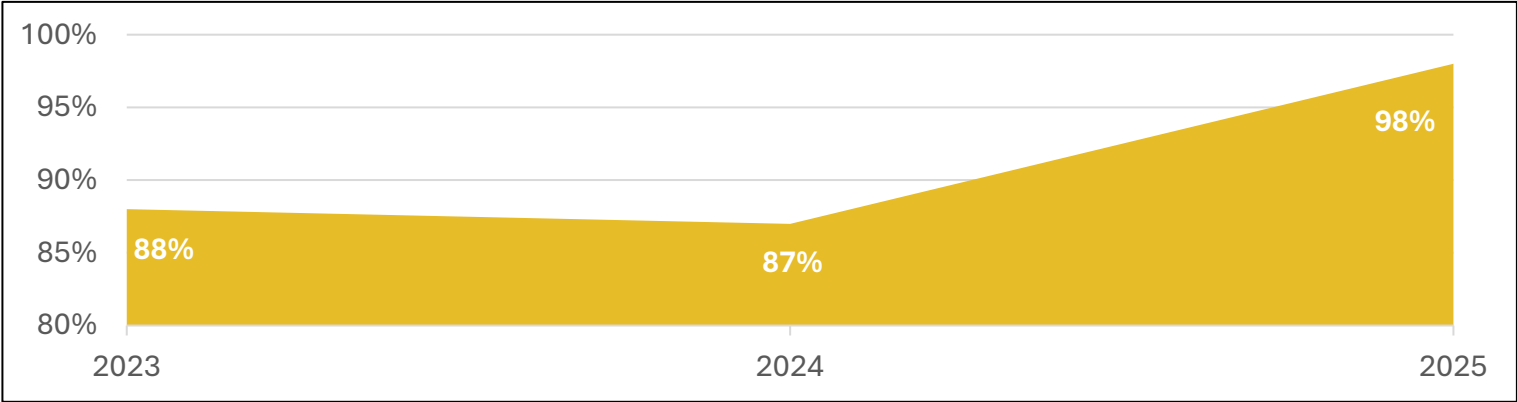
Participation 2025	Participation 2024	Participation 2023
33/90=37%	49/83 = 59%	41/86 = 48%

*“Merci à tous pour tout ce qui est fait pour le mieux -
être et qualité de vie des résidents.”*

-CHSLD family member

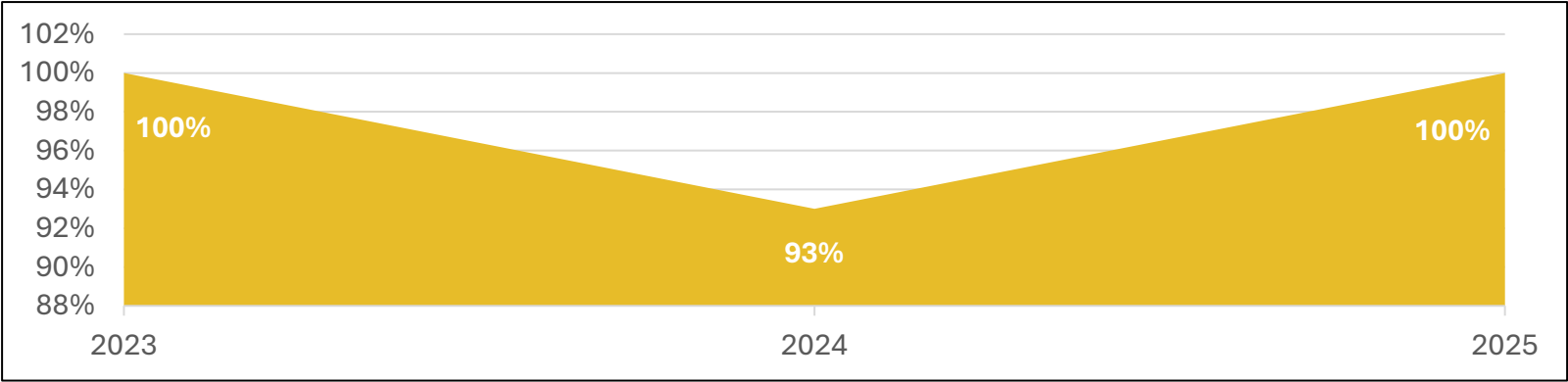


Do you like the quality/taste of the food?



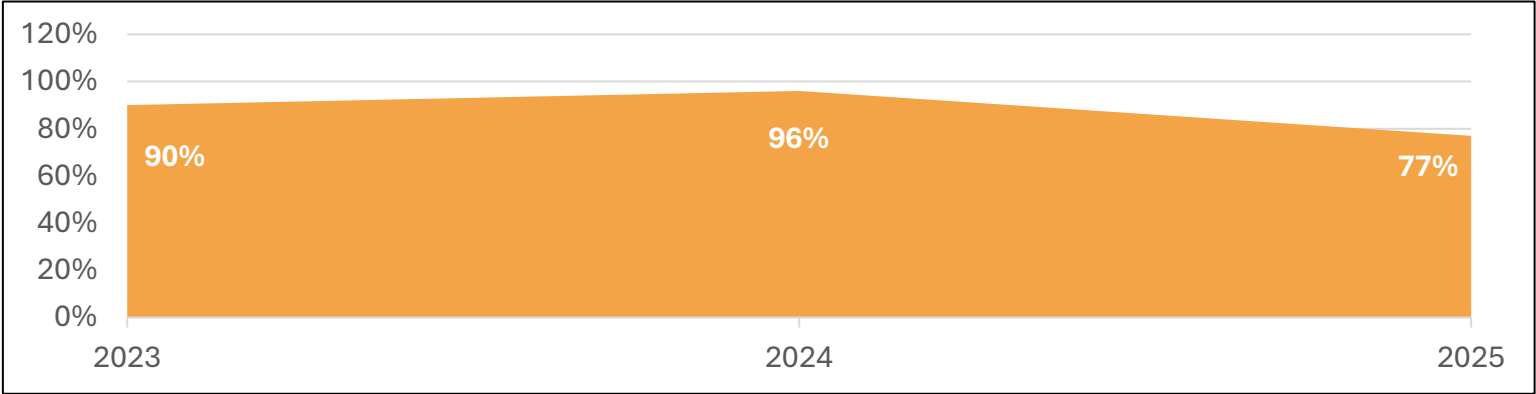
11% increase ↑

Does the Wales Home provide space for you and your family members to enjoy?



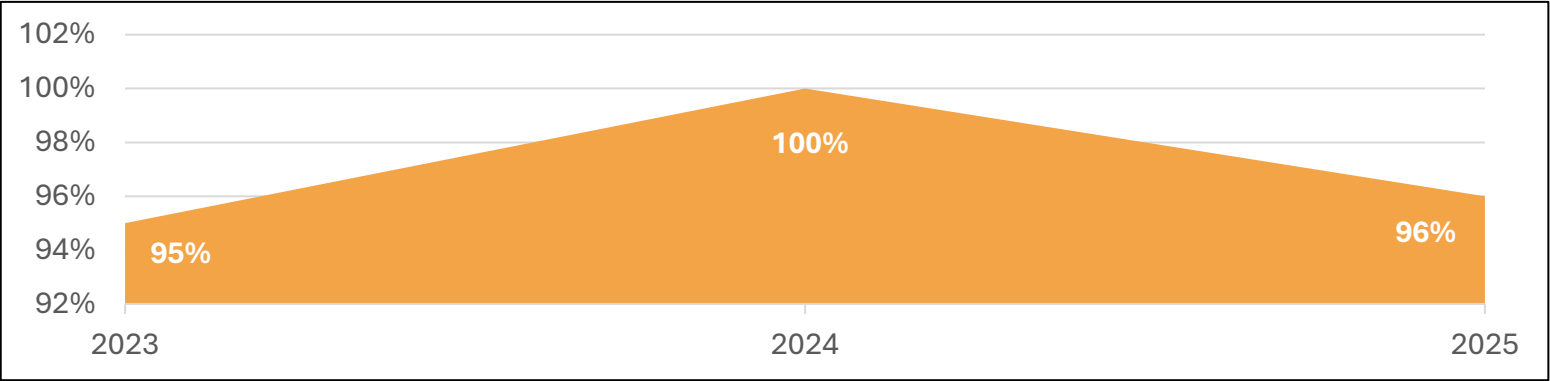
7% increase ↑

Are you satisfied with the services that allow your loved one to practice their spirituality?



19% decrease ↓

Do you find the staff friendly and courteous?



4% decrease ↓

CHSLD Satisfaction Survey Family Results

FAMILY PARTICIPATION: 2025 vs 2024 vs 2023						
Surveys issued in 2025	Surveys issued in 2024	Surveys issued in 2023		Participation 2025	Participation 2024	Participation 2023
90/96= 94%	83/96= 86%	86/96 = 90%		33/90 = 37%	49/83 = 59%	41/86 = 48%
PART 1: GENERAL QUESTIONS			DATA REPRESENTS "MEETS AND EXCEEDS EXPECTATIONS."			
Are the activities enjoyable?			2025 Results	2024 Results	2023 Results	Comment
			100%	97%	85%	
Do you feel the Wales Home is connected with local organizations? (For example: Masonic lodge, ladies auxiliary, schools, CLSC, etc....)			2025 Results	2024 Results	2023 Results	Comment
			100%	96%	85%	
Do you feel well informed about your loved one's health and medical treatment?			2025 Results	2024 Results	2023 Results	Comment
			91%	87%	88%	
Do you like the quality/taste of the food?			2025 Results	2024 Results	2023 Results	Comment
			98%	87%	88%	11% increase
Are you satisfied with the laundry services?			2025 Results	2024 Results	2023 Results	Comment
			89%	86%	88%	

Are you satisfied with the services that allow your loved one to practice their spirituality?	2025 Results	2024 Results	2023 Results	Comment
	77%	96%	90%	19% decrease
Do you feel the staff is understanding of your loved one's needs and compassionate towards them?	2025 Results	2024 Results	2023 Results	Comment
	93%	92%	93%	
Does the nurse inform you of any changes to your loved one's health?	2025 Results	2024 Results	2023 Results	Comment
	91%	87%	93%	
Does the Wales Home accommodate your loved one's surroundings by choosing colors, furniture and lighting that conform to their needs?	2025 Results	2024 Results	2023 Results	Comment
	92%	91%	95%	
Is the dining environment enjoyable?	2025 Results	2024 Results	2023 Results	Comment
	96%	100%	95%	4% decrease
When incidents/accidents or errors occur involving your family member (i.e., falls, injuries, medication errors), are you informed in a timely and satisfactory manner?	2025 Results	2024 Results	2023 Results	Comment
	97%	94%	98%	
Do you feel the Wales Home is welcoming towards you?	2025 Results	2024 Results	2023 Results	Comment
	100%	98%	98%	

Are you satisfied with the complementary therapies offered? (for example: zootherapy, music therapy, massage therapy, etc.)	2025 Results	2024 Results	2023 Results	Comment
	100%	100%	98%	
Are you satisfied with administration?	2025 Results	2024 Results	2023 Results	Comment
	97%	96%	98%	
Do you find staff friendly and courteous?	2025 Results	2024 Results	2023 Results	Comment
	100%	98%	100%	
Does the Wales Home provide a space for you and your family members to enjoy?	2025 Results	2024 Results	2023 Results	Comment
	100%	93%	100%	7% increase
Are you satisfied with the maintenance department?	2025 Results	2024 Results	2023 Results	Comment
	100%	100%	100%	
Do you feel staff perform adequate hand hygiene before providing care and services to your loved one?	2025 Results	2024 Results	2023 Results	Comment
	96%	97%	N/A	



CENTRE D'HÉBERGEMENT ET DE SOINS
DE LONGUE DURÉE WALES INC.