



WALES HOME SATISFACTION SURVEY RESULTS

2024-2025

RPA Resident participation

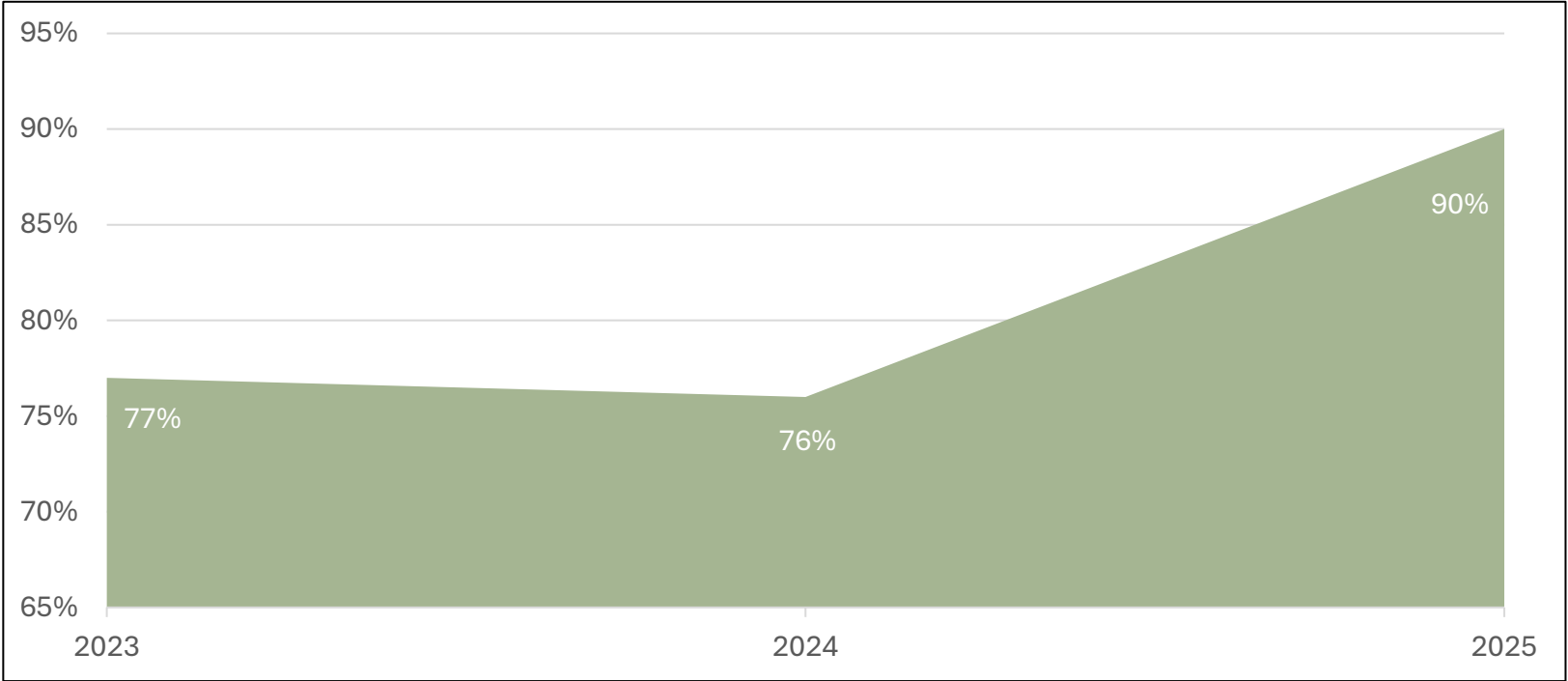
2025	2024	2023
56/90= 62%	53/91 = 58%	62/90 = 73%

“The best decision I ever made in my later life was to choose the Wales Home. Being surrounded by so many friendly people, there is never anything to worry about.”

-RPA resident



Do you like the quality/taste of the food?



14% increase ↑

RPA Resident Results – 2025 compared to 2024 and 2023

Participation 2025	Participation 2024	Participation 2023
56/90=62%	53/91 = 58%	62/90 = 73%

Data represents “meets expectations,” “exceeds expectations” and “does not meet expectations”

GENERAL QUESTIONS				
	2025 Results	2024 Results	2023 Results	Comment
Do you like the quality/taste of the food?	90%	76%	77%	Increase 14%
	2025 Results	2024 Results	2023 Results	Comment
Does the Wales Home accommodate your surroundings by choosing colors, furniture and lighting that conform to your needs?	100%	100%	84%	
	2025 Results	2024 Results	2023 Results	Comment
Are you satisfied with the complementary therapies offered? (For example: Zootherapy, music therapy, message therapy, ect)	99%	100%	85%	
	2025 Results	2024 Results	2023 Results	Comment
Are you satisfied with the laundry services?	95%	95%	90%	
	2025 Results	2024 Results	2023 Results	Comment
Do you feel well informed about your health and medical treatment?	98%	94%	92%	Increase 4%
	2025 Results	2024 Results	2023 Results	Comment
Is the dining environment enjoyable?	100%	98%	92%	

Does the Wales Home provide a space for you and your family members to enjoy?	2025 Results	2024 Results	2023 Results	Comment
	100%	100%	95%	
Does the nurse inform you of any changes to your health?	2025 Results	2024 Results	2023 Results	Comment
	98%	97%	97%	
Do you feel the Wales Home is welcoming towards your visitors?	2025 Results	2024 Results	2023 Results	Comment
	100%	100%	97%	
Are the activities enjoyable?	2025 Results	2024 Results	2023 Results	Comment
	99%	96%	97%	
Do you feel the Wales Home is <u>connected with</u> local organizations? (for example: Masonic lodge, ladies auxiliary, schools, CLSC, etc.)	2025 Results	2024 Results	2023 Results	Comment
	100%	100%	97%	
When accidents or errors occur regarding your health, do you feel well informed about what happened?	2025 Results	2024 Results	2023 Results	Comment
	98%	97%	98%	
Do you feel the staff is understanding of your needs and compassionate towards them?	2025 Results	2024 Results	2023 Results	Comment
	96%	98%	98%	Decrease 2%
Are you satisfied with the services that allow you to practice your spirituality?	2025 Results	2024 Results	2023 Results	Comment
	97%	97%	98%	

Are you satisfied with the administration?	2025 Results	2024 Results	2023 Results	Comment
	100%	98%	98%	
Are you satisfied with the maintenance department?	2025 Results	2024 Results	2023 Results	Comment
	100%	98%	100%	
Do you find staff friendly and courteous?	2025 Results	2024 Results	2023 Results	Comment
	100%	100%	100%	
Do you feel staff perform adequate hand hygiene before providing care and services?	2025 Results	2024 Results	2023 Results	Comment
	100%	100%	N/A	

RPA family participation

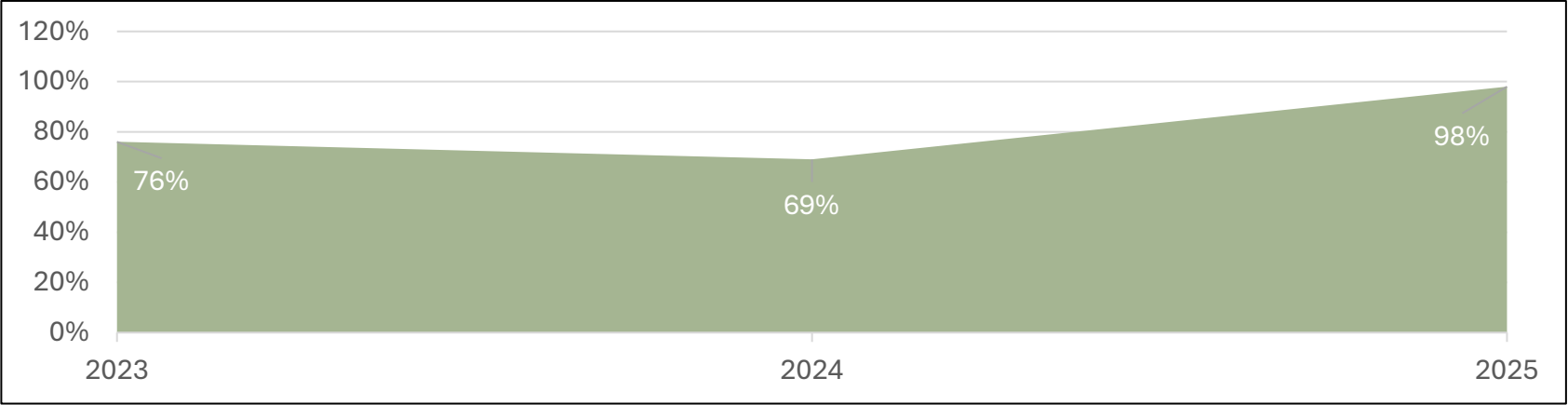
2025	2024
18/71= 25%	21/50 = 42%

“The Wales is more than a long-term care facility, it is a caring home for seniors run by family as well. Thank you to Team Wales! ”

-RPA family member

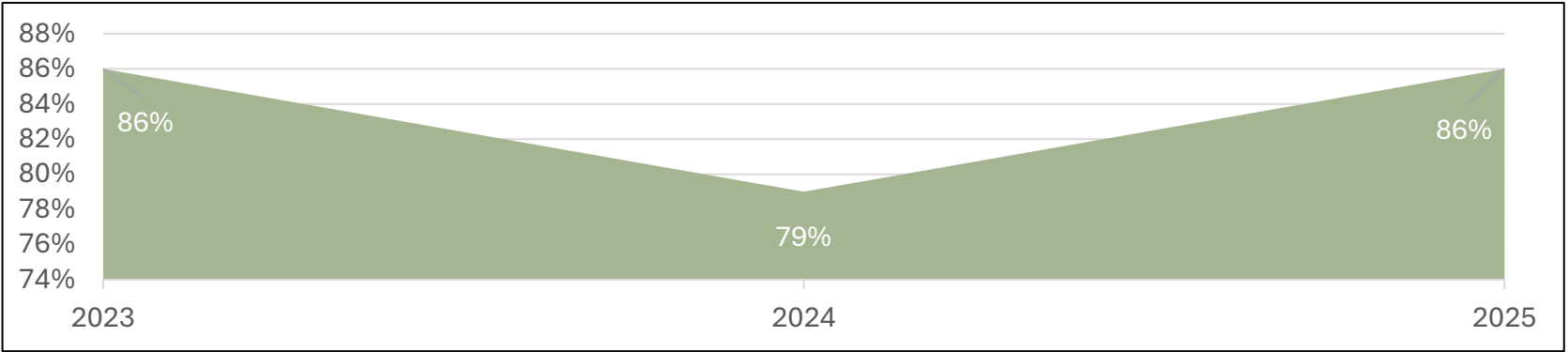


Do you like the quality/taste of the food?



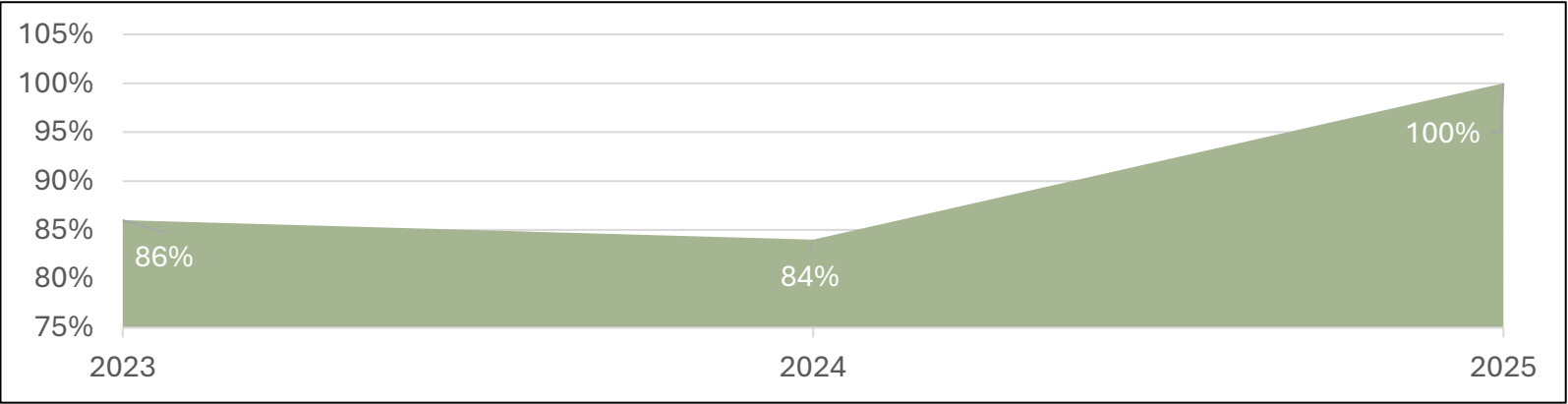
29% increase 

Does the nurse inform you of any changes to your loved one’s health?



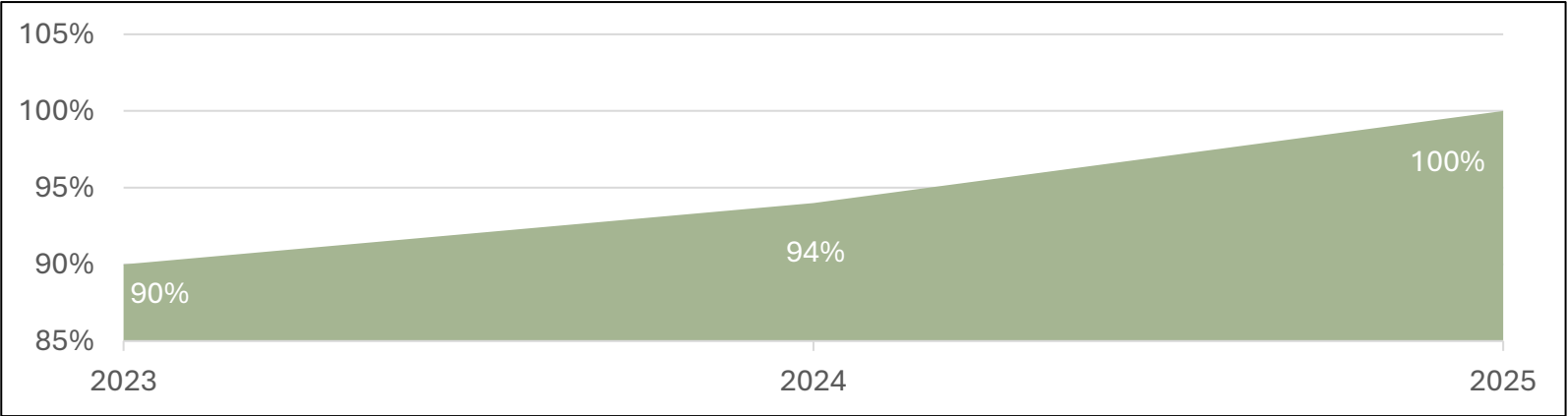
7% increase 

Are the activities enjoyable?



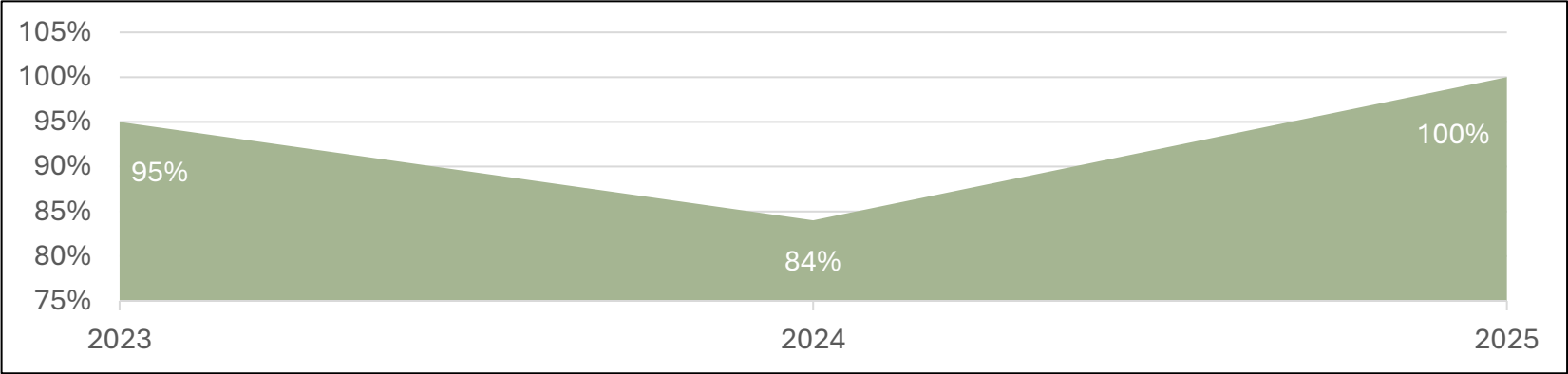
16% increase 

Is the dining environment enjoyable?



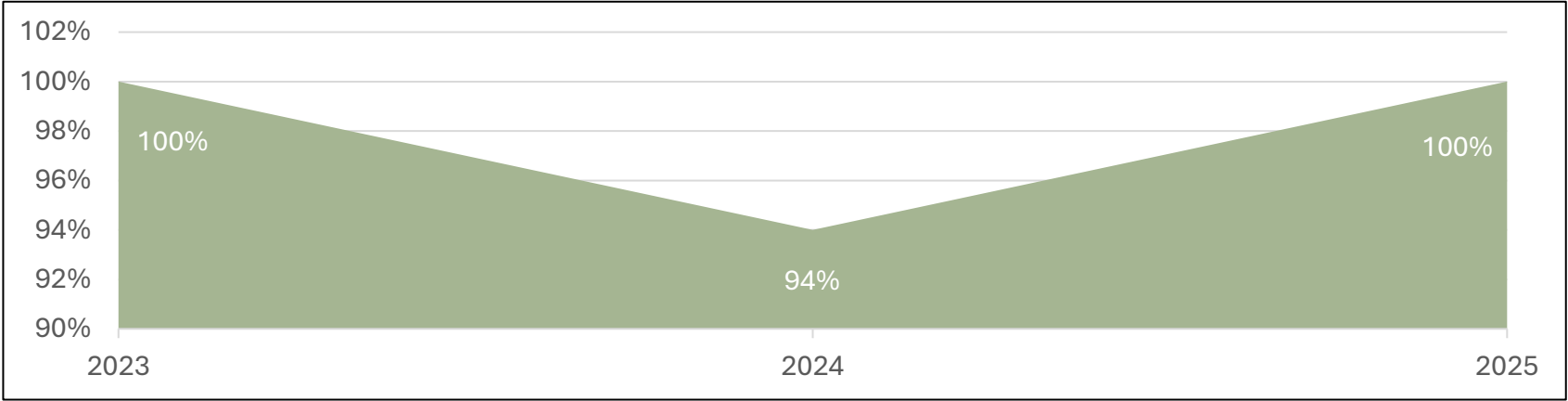
6% increase 

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



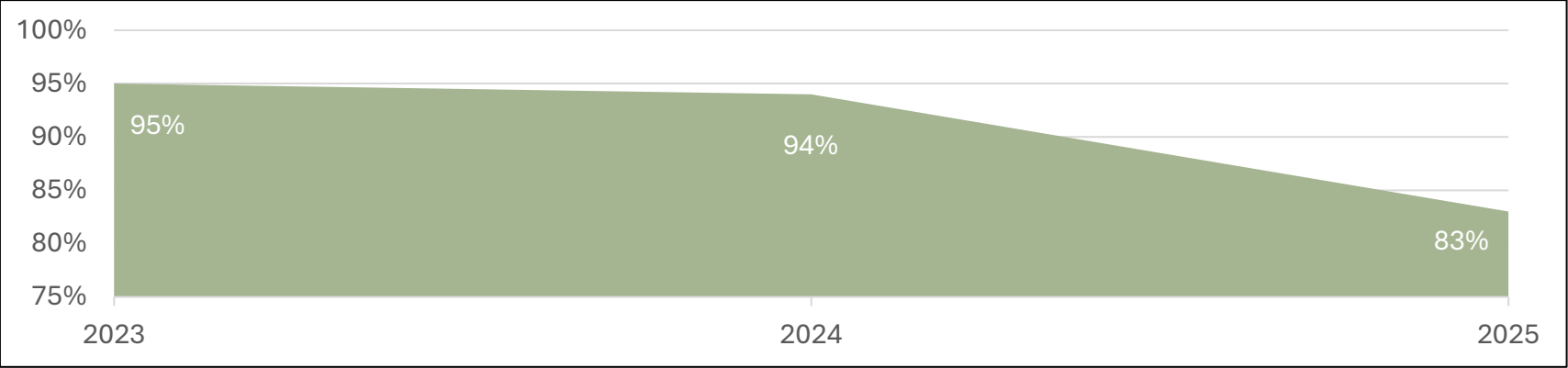
16% increase 

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



6% increase 

Do you feel well informed about your loved one’s health and medical treatment?



11% decrease



Do you feel staff perform adequate hand hygiene before providing care and services?



13% decrease



*2023 data N/A

RPA Family Members – 2025 compared to 2024 and 2023

Participation 2025	Participation 2024
18/71=25%	21/50= 42%

Data represents “meets expectations,” “exceeds expectations” and “does not meet expectations”

PART 1: GENERAL QUESTIONS				
Do you like the quality/taste of the food?	2025 Results	2024 Results	2023 Results	Comment
	98%	69%	76%	29% increase
Does the nurse inform you of any changes to your loved one's health?	2025 Results	2024 Results	2023 Results	Comment
	86%	79%	86%	7% increase
Are the activities enjoyable?	2025 Results	2024 Results	2023 Results	Comment
	100%	84%	86%	16% increase
Is the dining environment enjoyable?	2025 Results	2024 Results	2023 Results	Comment
	100%	94%	90%	6% increase
Do you feel well informed about your loved one's health and medical treatment?	2025 Results	2024 Results	2023 Results	Comment
	83%	94%	95%	11% decrease
	2025 Results	2024 Results	2023 Results	Comment

Does the Wales Home provide a space for you and your family member to enjoy?	2025 Results	2024 Results	2023 Results	Comment
	100%	84%	95%	16% increase
Does the Wales Home accommodate your loved one's surroundings by choosing colours, furniture and lighting that conform to their needs?	2025 Results	2024 Results	2023 Results	Comment
	92%	93%	95%	
Do you feel the Wales Home <u>is connected with local organizations?</u> (for example: Masonic lodge, ladies auxiliary, schools, CLSC, <u>ect...</u>)	2025 Results	2024 Results	2023 Results	Comment
	100%	100%	95%	
Are you satisfied with the laundry services?	2025 Results	2024 Results	2023 Results	Comment
	93%	95%	95%	
Are you satisfied with the maintenance department?	2025 Results	2024 Results	2023 Results	Comment
	100%	100%	95%	
Are you satisfied with the administration?	2025 Results	2024 Results	2023 Results	Comment
	94%	95%	95%	
Do you find staff friendly and courteous?	2025 Results	2024 Results	2023 Results	Comment
	98%	100%	100%	
When incidents/accidents or errors occur involving your family members (i.e. falls, injuries, medication errors), are you informed in a timely and satisfactory manner?	2025 Results	2024 Results	2023 Results	Comment
	87%	89%	100%	
	2025 Results	2024 Results	2023 Results	Comment

Do you feel the Wales Home is welcoming towards you?	2025 Results	2024 Results	2023 Results	Comment
	98%	100%	100%	
Do you feel the staff is understanding of your loved one's needs and compassionate towards them?	2025 Results	2024 Results	2023 Results	Comment
	98%	100%	100%	
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%	100%	
Are you satisfied with the services that all your loved one to practice their spirituality?	2025 Results	2024 Results	2023 Results	Comment
	100%	94%	100%	6% increase
Do you feel staff perform adequate hand hygiene before providing care and services?	2025 Results	2024 Results	2023 Results	Comment
	81%	94%	N/A	13% decrease

