

FAMILY EXPERIENCE SURVEY

What It Measures

This indicator tracks the percentage of **long-term care residents' families who agree or strongly agree that the quality of care and services they receive is satisfactory**, and whether they would recommend Shoreham to others.

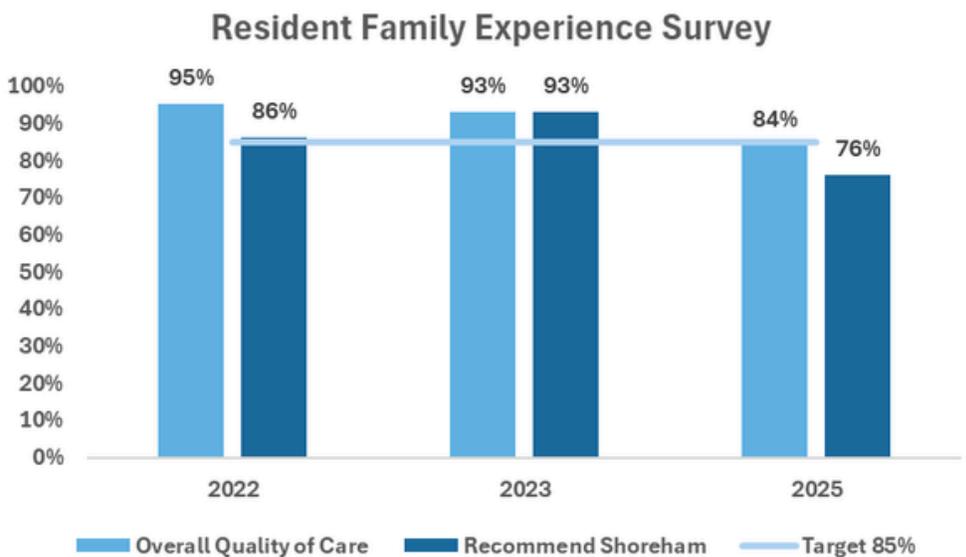
Why We Monitor This

Shoreham uses this survey to understand how residents' families perceive their care experience. It helps us identify strengths, uncover areas for improvement, and ensure we are delivering high-quality, resident-centred care. The feedback also informs operational decisions, care planning, and staff development.

Our Goal

Shoreham aims to meet or exceed an 85% satisfaction and recommendation rate, reflecting our commitment to excellence in long-term care.

Shoreham scored an **84% overall quality of care rating** and an **76% recommendation rate**, both decreasing since 2023. This change may be influenced by significant updates to the survey to align with new accreditation standards, as well as differences in how families responded to the questions using a revised Likert scale.



How We're Improving

Shoreham Village is committed to continuous improvement in resident satisfaction and care quality. By actively listening to resident feedback and translating insights into targeted actions, we are strengthening communication, enhancing service delivery, and addressing specific concerns. These efforts reflect our dedication to creating a supportive, responsive, and person-centred care environment where every resident feels heard, valued, and well cared for.