

RESIDENT EXPERIENCE SURVEY

What It Measures

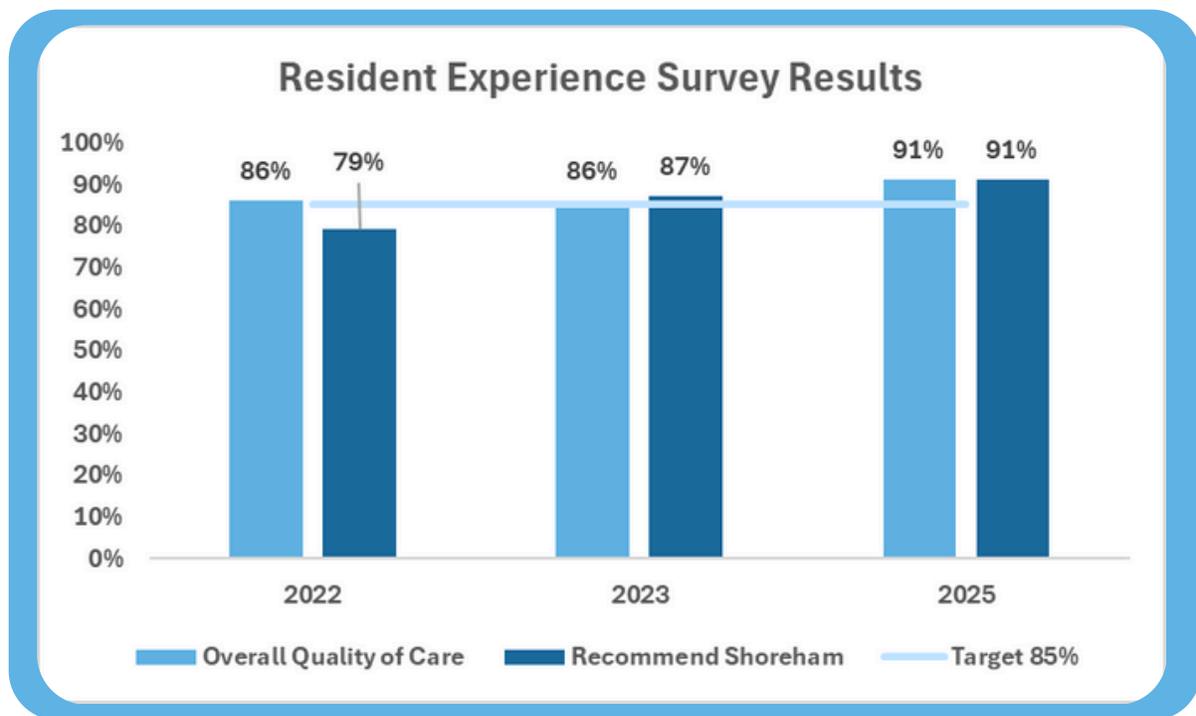
This indicator tracks the percentage of **long-term care residents who agree or strongly agree that the quality of care and services they receive is satisfactory**, and whether they would recommend Shoreham Village to others.

Why We Monitor This

Shoreham uses this survey to understand how residents 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 achieve an **85% satisfaction and recommendation rate**, reflecting our commitment to delivering high-quality, person-centred services.



Shoreham Village’s 91% quality of care rating and 91% recommendation rate, surpasses our internal target of 85%. Both areas demonstrate that residents feel supported, respected, and confident in the services they receive. These results affirm the value of ongoing feedback and continuous improvement, guiding us as we strive to maintain and enhance the care experience for every resident.