

Westgate Lodge 2025 Annual Satisfaction Survey Results

Total Surveys Completed=34

Resident -15 Family Member-18 Friend-1

Section 2: Dining & Food	Very Good	Good	Fair	Poor
Quality of food	56%	41%	3%	0%
Dining Environment	59%	38%	3%	0%
Staff assistance in dining room	68%	29%	3%	0%
Communication about menus/food	50%	35%	15%	0%

Section 3: Laundry Services	Very Good	Good	Fair	Poor
Please rate our laundry services	53%	44%	3%	0%

Section 4: Home Environment	Very Good	Good	Fair	Poor
Cleanliness of the home	59%	35%	6%	0%
General appearance of the home	53%	38%	9%	0%
Atmosphere is welcoming	74%	23%	3%	0%
Safety and security maintained	71%	26%	3%	0%
External gardens and grounds	45%	43%	9%	3%

Section 5: Maintenance Services	Very Good	Good	Fair	Poor
Timeliness of service requests being completed	58%	42%	0%	0%
Maintenance of my room	58%	39%	3%	0%

Section 6: Life Enrichment	Very Good	Good	Fair	Poor
The variety of the activity program is	42%	52%	6%	0%
Communication about programs is	48%	42%	10%	0%
Special events are celebrated	59%	38%	3%	0%

Section 7: Other Services				
I use the hairdressing services on site	Yes-76%	No-24%		
The Hairdressing services are:	Good-71%	Fair-6%	Poor-0%	N/A-2%
I use the Physiotherapy services	Yes-56%	No-44%		
The Physiotherapy services are:	Good-53%	Fair-9%	Poor-0%	N/A-38%
The Dietician services are:	Good-73%	Fair-6%	Poor-0%	N/A-21%
The monthly newsletters are:	Good-90%	Fair-10%	Poor-0%	
Sharing & posting of quality improvement Initiatives and updates is	Good-94%	Fair-6%	Poor-0%	
Office and billing assistance is	Good-94%	Fair-6%	Poor-0%	
Courtesy and helpfulness of administration and management staff	Good-94%	Fair-6%	Poor-0%	

Section 8: Resident and Family Council meetings	Yes	No	N/A
I find the Resident Council meetings informative and have an opportunity to express my concerns or suggestions.	47%	6%	47%
I find the Family Information meetings informative and have	53%	3%	44%

an opportunity to express my concerns or suggestions.			
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Section 9: Overall Satisfaction	Good	Fair	Poor	
Respect for the Resident`s Bill of Rights	97%	3%	0%	
Follow up with concerns and suggestions	91%	6%	3%	

Overall rating of the Home`s care and services	Very Good	Good	Fair	Poor
	76%	24%	0%	0%

For Residents ONLY			
What number would you rate how well the staff listen to you: (Choose between 1-10)			
Average was 9/10			
Would you recommend this Long-Term Care home to others?	Yes 100%	No 0%	
Would you recommend this organization to others?	Yes 100%	No 0%	
I can express my opinion without fear of consequences?	Yes 96%	No 4%	

COMMENTS

RESIDENTS ONLY

What I appreciate the most is:

- The home is tidy, neat and clean.
- Food is pretty good (X3)
- Laundry is good (X2)
- Everything looks good.
- The friendliness of staff
- People take good care of everyone.
- Food and communication with staff.
- Security is pretty good.
- The staff and medical care.
- Going on restaurant outings.
- The staff that help me when needed.
- Beds are comfortable.
- Staff are very friendly (X3).
- Grateful for the care.
- Food is delicious.
- Cleanliness is good (X2).
- Comfort of care for patients.

What I would like to see improved the most is:

- Nothing (X5)
- Everything is good (X5)
- Being able to pick your roommates
- Food
- More bacon and eggs.