

2026 LONG TERM CARE RESIDENT EXPERIENCE SURVEY

FEELING SAFE, FEELING RESPECTED.

Each year we ask residents across Northwood how everyday life feels, in their own words, on their own terms. Here's what they told us in 2026.

93%

of residents feel
physically safe living at
Northwood

84%

rated their overall
experience positively

91%

feel comfortable, with
equal access to care

85%

of residents say staff
honour their routines and
preferences, the biggest
gain of 2026

WHAT GREW STRONGER

- Staff honouring residents' routines, preferences and what brings them joy.
- Getting medical help when needed, and confidence in privacy and belongings.
- No area saw a meaningful decline. Real consistency across the board.

WHERE WE'RE FOCUSED NEXT

- Awareness of how to engage with the Resident and Family Advisory Council.
- The dining experience, and making care information easier to understand.



Thank you for sharing your voice. Every response helps shape how we support residents across Northwood, and guides our action plan for the year ahead.