

LONG-TERM CARE 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 Northwood to others.

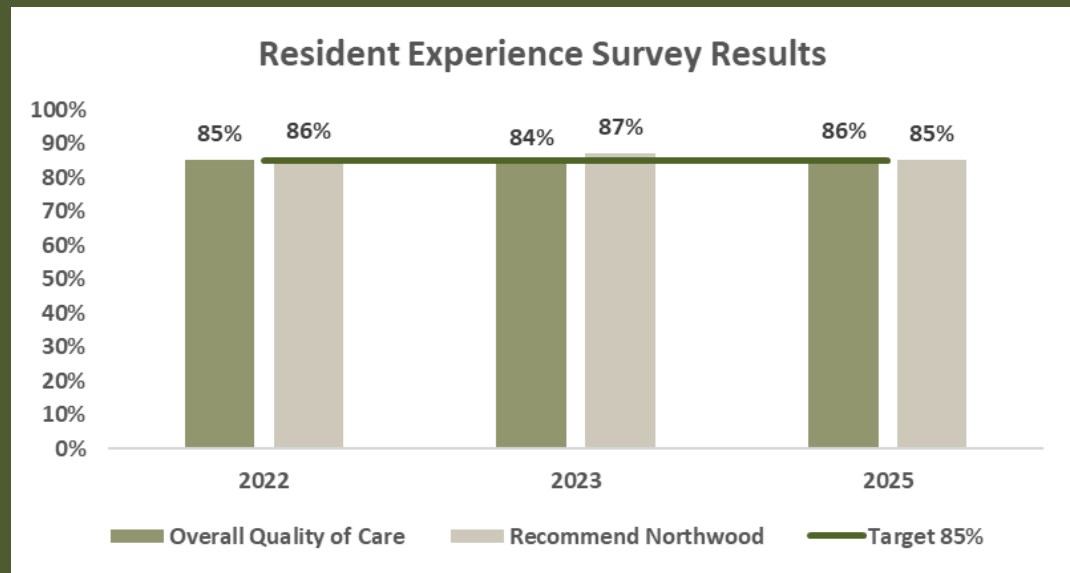
Why We Monitor This

Northwood 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

Northwood aims to achieve an **85% satisfaction and recommendation rate**, reflecting our commitment to delivering high-quality, person-centred services.

Northwood achieved an 86% overall quality of care rating and an 85% recommendation rate, meeting the internal target of 85% for both measures.



How We Are Improving

We're always looking for ways to improve, and tenant feedback plays a big role in that. We carefully review survey results to spot areas where we can do better. We share feedback with our team, leading to the development of targeted action plans that address specific concerns.

Making sure improvement is an ongoing effort, not a one-time fix.