

Maple Park Lodge

Resident/Family Satisfaction Survey

Results for 2023-2024

Resident Care					
	5	4	3	2	1
Nursing Care	21	23	6	1	0
Communication	18	23	6	3	1
Homelike Environment	18	22	4	4	3
Food Services	30	18	3	0	0
Programs	28	12	9	1	1
Overall Resident Care	28	20	3	0	0

Family/POA/SDM Involvement in Decision					
	5	4	3	2	1
78%	28	12	9	1	1
Reported Positive Satisfaction	55%	24%	18%	2%	2%

When I tell the staff a concern I feel they listen					
	5	4	3	2	1
90%	25	21	5	0	0
Reported Positive Satisfaction	49%	41%	10%	0%	0%

I can express my opinion without fear of consequences					
	5	4	3	2	1
94%	30	18	3	0	0
Reported Positive Satisfaction	59%	35%	6%	0%	0%

My privacy is respected					
	5	4	3	2	1
86%	27	17	4	2	1
Reported Positive Satisfaction	53%	33%	8%	4%	2%

My abilities and strengths are supported and encouraged					
	5	4	3	2	1
88%	28	17	4	1	1
Reported Positive Satisfaction	55%	33%	8%	2%	2%

The staff act in a professional manner when they deal with me					
	5	4	3	2	1
94%	30	18	2	0	1
Reported Positive Satisfaction	59%	35%	4%	0%	2%

Staff respect my likes/dislikes					
	5	4	3	2	1
92%	28	19	2	1	1
Reported Positive Satisfaction	55%	37%	4%	2%	2%

I feel calm and happy in this home					
	5	4	3	2	1
86%	27	17	4	2	1
Reported Positive Satisfaction	53%	33%	8%	4%	2%

Overall Satisfaction					
	5	4	3	2	1
90%	23	23	5	0	0
Reported Positive Satisfaction	45%	45%	10%	0%	0%

