



Protective Community Residences Family Experience Survey Results 2015-2016

Respondents

21 family members
from Protective
Community Residences
responded to survey

Overall Experience

Overall care
9.2
out of 10

100% of family members
would recommend the home
to others

Key Measures of Care and Services

100%
Staff care
about
residents



95%
Staff are
kind



91%
Rooms look
and smell
clean



38%
Personal
medical
belongings
damaged or lost



86%
Family are
involved



Family Member Recommendations



- ✓ Reduce loss or damage of residents' personal belongings
- ✓ Increase information sharing