

Family Satisfaction Survey 2026 Analysis

1. Overall Response Profile and Context

The survey responses reflect **consistently high levels of satisfaction** across most service domains, with responses dominated by “*Very satisfied*,” “*Always*,” and “*Very good*.” There are **no indications of dissatisfaction**, complaints, or negative ratings.

However, several recurring themes emerge around communication and visibility, particularly for family members who are not physically present. These themes represent opportunities for service enhancement rather than service failure.

2. Key Strengths and Positive Trends

2.1 Staff Responsiveness and Respect

Trend

- Staff responsiveness when contacted is rated *Very satisfied* across all responses.
- Respect, courtesy, and values based care are consistently rated *Always*.

Commentary

This indicates a **strong person centred care culture**, with staff interactions being a core strength of the service. The consistency across respondents suggests this is **embedded practice**, not isolated performance.

Opportunity

- Reinforce this strength through staff recognition and internal quality indicators.
 - Consider using this feedback in **family communications and marketing material**, where appropriate.
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2.2 Medical Care and Family Involvement

Trend

- Families consistently report:
 - Always being involved in care planning
 - Always having appropriate input into medical decisions
 - Being informed about doctor visits and outcomes (mostly “*Always*,” some “*Most of the time*”)

Commentary

This demonstrates **strong compliance with informed consent and partnership principles** under Putanga 1 (Ō Tātou Motika) and Putanga 3

Opportunity

- Where “Most of the time” appears, there is an opportunity to **standardise communication following GP visits**, ensuring outcomes are always documented and proactively shared.
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2.3 Food Services

Trend

- Meal quality and variety are consistently rated *Very good*.

Commentary

Food services are meeting resident and family expectations well, with no indication of dissatisfaction or monotony.

Opportunity

- Maintain current standards.
 - Consider occasional **menu highlights or themed meals** to further enhance engagement and visibility of this strength.
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2.4 Cleaning, Hygiene, and Environment

Trend

- Cleanliness of rooms, communal areas, and overall environment is rated *Good* to *Very good*.
- The “smell of the rest home” is rated positively.

Commentary

Environmental hygiene is perceived positively and aligns with infection prevention expectations. Sensory indicators (such as smell) being rated well is particularly important and often a strong proxy for environmental care quality.

Opportunity

- Continue existing cleaning and IPC practices.
- Use these results to support infection prevention audits and environmental CI reporting.

3. Activities and Engagement: Emerging Opportunity Area

3.1 Satisfaction with Activities

Trend

- Overall satisfaction with activities is *Very satisfied*.
- Satisfaction with outing destinations and frequency is generally positive, but includes “Don’t know” responses.

Commentary

While activities themselves are valued, the presence of “Don’t know” responses suggests **limited visibility for some families**, rather than dissatisfaction with the activities provided.

3.2 Communication and Visibility of Activities (Key Opportunity)

Recurring Feedback Themes

- Request for:
 - Activity schedules to be shared
 - Visibility of what residents are doing day to day
 - Photos of activities
- Notably from family members who live overseas or cannot visit regularly.

Commentary

This is the **most consistent opportunity for improvement identified in the survey**. Families express trust in care quality, but desire **greater connection and reassurance through information sharing**.

This feedback reflects **emotional needs rather than service gaps** and aligns strongly with whānau centred care principles.

Opportunities for Improvement

- Introduce a **regular activities schedule** (weekly or monthly).
- Share **photos or brief activity summaries** (with consent).
- Consider digital communication options for remote families.

These actions would directly enhance:

- Family engagement
- Transparency
- Trust and reassurance
- Perceived quality of care

4. Summary of Trends

Area	Trend	Interpretation
Staff Care	Consistently high	Embedded culture of respect and responsiveness
Medical Involvement	Very strong	Effective partnership with families
Food Services	Stable and positive	Expectations met
Cleaning & Environment	Positive	Strong environmental management
Activities	Well received	Low dissatisfaction
Communication	Opportunity	Families want more visibility, not better care

5. Overall Conclusion

The survey demonstrates **high overall satisfaction** with care, staff professionalism, clinical involvement, and the physical environment. There are **no systemic issues or areas of dissatisfaction identified**.

The primary opportunity identified is **enhancing communication and visibility**, particularly regarding:

- Activities
- Daily life engagement
- Information sharing with remote families

Addressing this opportunity would **build on existing strengths**, further support whānau centred care, and align strongly with continuous improvement expectations under the Health and Disability Services Standards.