

Golden Plough Lodge – Resident Satisfaction Survey Results (2025)

Golden Plough Lodge (GPL) is committed to providing high-quality, compassionate care and to continuously improving the services and supports offered to residents and families. Each year, GPL conducts a Resident Satisfaction Survey to better understand what is working well and where improvements can be made. The Ministry of Long-Term Care requires that at least once a year, every long-term care home conducts a survey of residents, families, and caregivers to measure their experience with the home. Homes must make every reasonable effort to act on the survey results to improve the home.

The Resident Satisfaction Survey provides residents and family members with an opportunity to share feedback on a range of topics, including:

- Quality of care and services
- Communication and accessibility
- Cleanliness and condition of the home
- Programs, activities, and overall experience at GPL

Surveys may be completed independently or with assistance from family members. Responses are collected using both paper-based and online formats to ensure the survey is accessible to all participants.

Survey results are reviewed by GPL's Senior Leadership Team and discussed through the Quality Improvement Committee. This committee includes representation from the Residents' Council, Family Council, Medical Directors, and staff, ensuring that diverse perspectives help guide improvement efforts.

As the only municipally operated long-term care home in Northumberland County, Golden Plough Lodge has proudly provided care to the community for more than 100 years.

Performance Target

Northumberland County has established a target that more than 80% of residents and family members indicate they would recommend Golden Plough Lodge to others. This measure reflects overall satisfaction with the care and services provided at the home.



Survey Results and Trends

GPL continues to exceed the County's satisfaction target:

- **2023:** 81.4%
- **2024:** 87.25% (an increase of 5.85% from 2023)
- **2025:** 87.0% (a slight decrease of 0.25% from 2024, while remaining well above the 80% target)

These results demonstrate consistently strong performance and sustained satisfaction among residents and families.

With the transition to a new facility, enhanced technology, and expanded staffing resources, GPL anticipates continued strong results in future surveys.

Areas of Focus for Improvement

While overall satisfaction remains high, feedback from the 2025 survey identified opportunities to further strengthen services in the following areas:

Care and Communication

- Personal care services
- Physician and Nurse Practitioner services
- Communication related to residents' health, care, and overall well-being

Home Environment and Support Services

- Timeliness of room repairs and general maintenance
- Cultural and dietary services that reflect residents' individual needs and preferences

Programs, Activities, and Engagement

- Recreation and social activities
- Programs that reflect residents' interests, abilities, cultural backgrounds, regions, and spiritual needs
- Increased volunteer engagement within the home



GPL's Senior Leadership Team and departmental teams will continue to work collaboratively to address these focus areas. Improvement efforts will include targeted quality improvement initiatives, staff education, and strengthened partnerships within the community.

Golden Plough Lodge remains committed to listening to residents and families and using their feedback to enhance the quality of life for everyone who calls GPL home.