

Results of the Covid19 Resident and Family Satisfaction Survey conducted 1-7 May 2020.

Thank you to everyone who completed the survey.

55 residents completed the survey which is a response rate of 49% of the resident cohort.

40 families completed the survey.

- 93% of residents and 95% of families acknowledged they had been kept well informed of Maroba's approach to managing covid19 and the resultant visitor restrictions.
- 90% of residents understood the requirements for physical distancing whilst maintaining social connection.
- 84% of residents and 80% of families were able to be connected with family via electronic and telecommunication methods.
- 85% of residents received letters, gifts and special deliveries from loved ones.
- 83% of residents were satisfied with the level of social interaction offered.
- 92% of residents feel safe and care needs have been met in the current environment.

Some overall comments from residents

- Well cared for – nothings change for me
- Happy with level independence offered at Maroba
- Can't wait to see family
- Very happy
- Staff are wonderful. Feels well looked after
- Doing very good job / difficult circumstances. Staff to be commended.
- Quite happy with everything
- I love being here. I'm well cared for, my children are very happy. I'm happy to be here.
- Happy with everything
- Whole heartedly support Maroba's decision for visitation
- Very happy with meals and care provided
- The nurses are wonderful
- A very good job

Some comments family members

- Mum has commented how well she is being looked after and how lovely the staff are.
- Mum feels safe and understands the reasons for restricted outings.
- Strong leadership in difficult times and a good outcome to date.
- I have a strong view that the support being provided to my mother is of a very high standard. She continues with many of her in-house activities and your assistance enabling Facetime is appreciated. I love your work!
- We as a family have been very appreciated of staff at Maroba and all they are doing for our loved ones.
- Staff are very caring always in contact. Very happy with my mother's care.