

West Wind Village Resident Satisfaction Survey		2020	2019	2018
% Resident Response		33%	35%	47%
n v i r o n m e n	My room is comfortable.	4.21	4.33	4.40
	My laundry is returned promptly.	3.86	3.83	3.70
	My family feels comfortable visiting with me here.	4.30	4.53	4.50
	The care center is clean and odor-free, including my room.	4.23	4.08	4.15
	I feel that my room is treated like my home.	4.16	4.17	4.17
	I feel safe.	4.37	4.43	4.43
	I am able to sleep at night without noise interruptions.	4.19	4.02	4.11
o m m / R e s	I am involved in the decisions about my care.	4.07	4.03	4.24
	My resident trust account money is available when requested.	4.07	4.13	4.15
	Management responds to my concerns.	4.28	4.30	4.12
	Staff respond promptly when I asked for assistance.	3.95	3.90	3.82
	People who work here listen to me.	4.16	4.22	4.35
	People who work here treat me politely.	4.23	4.10	4.05
F O O d	The quality of the food served is good.	3.98	4.05	4.04
	The dining room is a pleasant place to enjoy mealtime.	4.05	4.05	4.13
	My special diet needs or requests are accommodated.	4.02	3.95	4.11
	I am given a menu choice at each meal.	4.28	4.52	4.56
d i c a l C a r	People who care for me do things the way I want them done.	4.02	4.23	4.35
	I can choose how I spend my day.	4.02	4.30	4.29
	I am encouraged to speak up about things I do not like.	3.84	4.25	4.29
	I am able to see licensed nurses when needed	-	4.30	4.43
	I am pleased with the quality of care I receive.	4.33	4.33	4.28
I feel my pain is managed effectively.	4.07	4.13	4.07	
e l a t i o n	Staff like me	-	4.37	4.33
	Staff know me/the same staff are assigned consistently.	4.12	4.22	4.20
	Staff respect my privacy.	4.19	4.37	4.39
	Caregivers are respectful, concerned and caring with me.	4.30	4.35	4.30
	Staff pay attention to me when providing cares.	4.23	4.32	4.30
O t h e r	The Admission and/or discharge process was satisfactory.	4.19	4.35	4.43
	Staff go the extra mile to resolve problems.	4.19	4.15	4.16
	There are activities offered that are interesting to me.	3.93	4.03	4.21
	There are things to do on the weekends that I enjoy.	3.35	-	-
	I am satisfied with religious/spiritual activities offered to me.	4.07	4.35	4.45
I would recommend this care center to others who need care.	4.26	4.40	4.37	
Facility Overall Response		4.11	4.22	4.24