



True Colours Report Consumer snapshot

Residential Care: July 2021 - June 2022

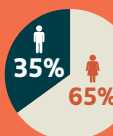


Our residents



1606

Number of residents



Female to male ratio

Our female to male ratio is in line with reporting across the whole of aged care.



44%

percentage of residents with reduced financial means



655

Living in regional, rural and remote NSW (41% of residents)



Resident health insights



35%

Residents living with dementia



41%

Residents living with depression

This compares with industry figures of 50% of residents. Whiddon is committed to supporting residents with depression through services such as counselling, cognitive stimulation therapy, wellbeing and social activities.



130*

Whiddon averages 130 falls with injury a month.

Falls prevention is a key area of focus at Whiddon. We are currently trialling 2 different Falls prevention programs with falls experts at Neura, UNSW and University of Sydney. We are committed to reducing falls and improving resident mobility.

*Whiddon's falls rate, roughly 1 in 10 residents per month, compares favourably to 1 in 2 residents across the whole of aged care.



Satisfaction with our services

Customer satisfaction index



86%

This is the average of positive scores in our annual customer satisfaction survey.

86% reflects a high level of customer satisfaction.

NPS
+41

The NPS is an internationally recognised score of satisfaction. In response to the question **"Would you recommend this Care Home to friends and family?"** This score falls in the Good band of NPS scores. It compares very well to industry averages of +20 for the same period. Whiddon's NPS has increased by 3.5 points over the previous year.



Compliments and complaints trends

Whiddon monitors compliments and complaints every month and has a robust consumer feedback mechanism

12 month period
July 21 – June 22



619

compliments

413

complaints

While complaint levels are low across the year most relate to care- or customer-service.

Most compliments relate to quality of staff and examples of exceptional care.



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Whiddon
Award-winning care



Consumer engagement

Over the period
July 2021 - June 2022
we ran



1

Board and consumer session



35

One on one interviews with residents across Whiddon Care homes.



1

Customer satisfaction survey

Consumer feedback is very important to us. We run many different types of consumer engagement across the year. Key themes this year were around staff shortages due to Covid, resident desire to return to normal activities and their interest in innovation programs.



Quality of Life Outcomes

Whiddon is developing innovative ways of measuring quality of life outcomes. We have an annual Happiness index, and measure how well we are supporting independence, interests and activities.



Happiness 81% of residents said they were happy living in our services. This compares to 94% the previous year. This reflects a challenging year.



Safe and secure 99% of residents feel safe and secure



Independence 96% of residents agree that staff work with them to maintain their capabilities.



Meaningful occupation 79% of residents feel that there are enough activities offered that interest them.



Food 85% of residents like the food.



Family and visitor satisfaction

Family satisfaction index

 **74%**

This represents a fall of 7% from the previous year. This is a fair reflection of family anxiety about the safety of their loved ones during Covid, and about the impact of isolation during Covid outbreaks to residents.

Visitor satisfaction index

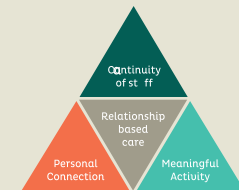
 **90%**

of visitors have a good or excellent experience when visiting our services. This is measured at each location from visitors signing in and out.



Relationship based care index

Whiddon's award winning relationship based care (RBC) program supports more tailored care for our residents. Every year we measure how residents rate us for RBC.



Residents gave us a

94%

rating for our relationship based care approach this year. This compares to 92% last year.