



True Colours Consumer Report

Residential Aged Care | 2022/2023

Resident & Family Feedback – Each year, Whiddon engages with our Residents and Families to better understand their experience with us and levels of satisfaction. This report draws on information from our 2022/2023 Customer Satisfaction Survey, in addition to other customer engagement methods. We believe in providing honest and open information for our residents and families, using insights to improve quality of life and make a real difference for residents.

The most recent results show continued satisfaction levels around the quality and caring nature of our staff. However, with over two years of COVID and the current industry staffing shortages, we have seen an impact on continuity of staffing, satisfaction with activities and general Happiness levels. We are very aware of these challenges and are working hard to improve the resident experience in all of these areas.

Our Residents

89% Last year, our Homes were on average 89% occupied.

1560 residents across 23 homes

65% Female **35%** Male

Age 85 years Average age on admission

45% have been with us 2 years or more, with the largest group being 2-5 years



Resident Health Insights

Increasingly residents come to us with higher care needs.

90% Have high care and complex health needs

59% Living in rural, regional or remote NSW

Over **50%** experiencing anxiety or depression

50% diagnosed with Dementia



Resident & Family Engagement

Throughout 2022 & 2023, Residents and families have had the following engagement opportunities to provide feedback:

1 Annual Customer Satisfaction Survey

23 Strategic Plan Engagement Sessions

4 Board & Consumer Engagement Workshops

1 LIFETIME Whiddon consumer experience face to face interviews and study

In 2023, we also commenced the Mandatory Quarterly Consumer Quality Indicator Surveys



Areas of most importance for our Residents

The themes and areas that are of most importance to residents are very consistent across all of our different engagement methods:

Relationships with Whiddon employees

Social support & connection to community

Maintaining independence & control

Activities and wellbeing programs

Supporting quality of life and happiness



Resident Satisfaction

Whiddon's purpose is to "enrich people's lives and make a real difference" so it is very important to us that we are having a positive impact on resident quality of life. Our overall resident satisfaction score for 2022/23 increased to 88% from 86% last year. While residents felt much more positive about areas such as food, safety and comfort, we are working to address the "Happiness" score which has declined during and since COVID-19.



Doing well

Food **90%** like our food
95% agree mealtimes are relaxed & enjoyable.

Safety



98% feel safe & secure

Independence & Control

96% say they are encouraged to do as much for themselves as possible.

Exercise **91%**



feel there are enough opportunities to exercise & get out and about.

Comfort **99%**



say their Home is clean, well-maintained and comfortable.

Needs improvement



Management Follow-up

62% feel that the issues they raise are followed-up

81% feel that there are enough things to do of interest during the week



Whiddon Relationship Based Care

Whiddon's award winning relationship-based care (RBC) program supports more tailored care for our Residents and is based on personal connection, meaningful activities and continuity of care.

Doing well

Kind & Caring Employees



98% say our employees are kind and caring & treat them with respect.

Relationships

92% value their relationships with our employees & **96%** agree our employees know them well and are responsive to their needs.



Needs improvement



Consistent carers

75% felt the same familiar employees cared for them each day, showing the challenges with workforce shortages our sector has experienced over the past 12 months.



Family and Visitor Satisfaction

83%

Family satisfaction levels were much higher this year, with overall satisfaction sitting at **83% which is up from 74% from the previous year.** Families value Whiddon's employees almost as highly as residents.

Doing well

90% Food and dining experience

89% Management follow-up

Needs improvement

61% feel residents have been able to **make friends** as they wish

58% agree there are **enough things to do on weekends**



What we're doing



Relationship-Based Care (RBC) Re-launch

RBC is our award winning care approach. We will be re-launching RBC with better training and processes to enhance our wellbeing offering for residents and clients.



Whiddon Experience

Commencing in 2023, this project aims to improve the resident and client experience across the whole of their journey with us at Whiddon.



Volunteers

Following a decline in Volunteers throughout COVID-19, Whiddon is investing in dedicated resources to attract and retain more volunteers.



Mental Wellbeing

Following our successful study in 2021 on the benefits of offering counselling services to residents in aged care, Whiddon is advocating for further funding to provide more mental health support to residents.



Staff retention

We are introducing a range of programs designed to attract, retain and develop our employees.



Falls Prevention & Reablement

Whiddon's new and award-winning program, Exercise4Life, is the first evidence-based pain management and reablement program in aged care and will be expanded this year across all sites.