

THE ELLIOTT COMMUNITY

2025 RESIDENT & FAMILY SURVEY KEY RESULTS & ACTION PLAN

TOP SUCCESSES

- Residents and families would recommend The Elliott to their family and friends
- Compassionate and kind care team members who care for individual's needs and preferences
- Variety of inclusive programs and activities that are engaging
- Safe and secure home

GOALS

- Enhance person-centered, emotion-focused approach to care
- Improve dining, housekeeping and laundry services for consistency and satisfaction
- Elevate common areas for home-like feel, accessibility, and to foster meaningful engagement and connection between people

ACTION PLAN

Short-Term Actions

- Expand complimentary coffee amenity to The Community Centre, Nottingham and The Ellington
- Clarify expectations of housekeeping service in The Ellington
- Improve consistency of laundry services
- Focus on consistency and quality of meals
- Spread The Butterfly Approach to all home areas in the Long-Term Care Home
- Improve communication technology
- Expand variety of cultural celebrations and increase opportunities for fitness

Long-Term Actions

- Redesign The Ellington dining room and lounge spaces
- Enhance accessibility features, installation and replacement