



# Bay St. George Long Term Care Centre

## Resident Experience Survey Results

### 2015-2016

#### Respondents

11 residents from Bay St. George Long Term Care Centre responded to survey

#### Overall Experience

Overall care  
6.6  
out of 10

73% of residents would recommend the home to others

### Key Measures of Care and Services

61%

Good meal quality



85%

Care received from staff



76%

Home is clean



91%

Resident happiness



73%

Can choose activities



### Resident Recommendations



- ✓ Alleviate residents' worry, boredom, and loneliness
- ✓ Ensure rooms are clean and a comfortable temperature
- ✓ Enhance meal quality and mealtime enjoyment
- ✓ Reduce noise around resident rooms at night
- ✓ Provide a private space for residents and their visitors