



Corner Brook Long Term Care Home Family Experience Survey Results 2015-2016

Respondents

81 family members
from Corner Brook Long
Term Care Home
responded to survey

Overall Experience

Overall care
8.6
out of 10

94% of family members would
recommend the home to
others

Key Measures of Care and Services

90%
Staff care
about
residents



94%
Staff are
kind



98%
Rooms look
and smell
clean



25%
Personal
medical
belongings
damaged or lost



89%
Family are
involved



Family Member Recommendations



- ✓ Resolve complaints and/or issues
- ✓ Reduce loss or damage of residents' personal belongings
- ✓ Improve family involvement