

# Rural Health Centres Long Term Care

Family Experience Survey Results 2021

## Respondents 🛬

80 family members of residents in LTC at one of the Rural Health Centres - LeGrow, Calder, Bonne Bay & Rufus Guinchard - responded to the survey

### Overall Experience

Overall rating of LTC Home

8.5 out of 10

96% would recommend the home to others

#### **Key Measures of Care and Services**

86% Staff care about residents **87**%
Personal medical belongings clean & good condition

91% Rooms look and smell clean 86%
Family satisfied
with involvement
in decisions

91% Staff are kind











#### **Impacts of COVID-19 Pandemic**

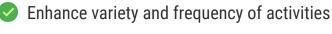
99%
Protocols
kept residents
safe

66% In-person visits decreased 95%
No change or improved satisfaction with care

**73%**Had virtual visits with loved one

**87%**Virtual visit frequency met needs

### **Family Member Recommendations**





- Improve responses to challenging resident behaviours
- Enhance staffing levels; frequency of checks and help with toileting
- Improve problem solving strategies
- Enhance communication among staff