

Respondents

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



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