



Western Long Term Care Family Experience Survey Results 2021

Respondents

43 family members of residents from Western Long Term Care responded to the survey

Overall Experience

Overall rating of LTC Home
8.8 out of 10

100% would recommend the home to others

Key Measures of Care and Services

100%
Staff care about residents



89%
Personal medical belongings clean & good condition



96%
Rooms look and smell clean



92%
Family satisfied with involvement in decisions



96%
Staff are kind



Impacts of COVID-19 Pandemic

93%
Protocols kept residents safe

71%
In-person visits decreased

96%
No change or improved satisfaction with care

58%
Had virtual visits with loved one

91%
Virtual visit frequency met needs

Family Member Recommendations



- ✓ Enhance variety and frequency of activities
- ✓ Improve meal quality and variety
- ✓ Improve response to challenging resident behaviours
- ✓ Protect against loss or damage of residents' clothing
- ✓ Increase access for families, including increased number of visitors and frequency of visits