



Bay St. George Long Term Care Resident Experience Survey Results 2021

Respondents

38 residents from Bay St. George Long Term Care responded to the survey

Overall Experience

Overall rating of LTC Home
8.5 out of 10

67% would recommend
the home to others

Key Measures of Care and Services

9.6/10

Care received from staff



6.5/10

Meal quality



9.2/10

Cleanliness of the LTC home



63%

Health good or better



83%

Can choose activities



Impacts of COVID-19 Pandemic

50%

In-person visit frequency met needs

17%

In-person visits decreased

100%

No change or improved satisfaction with care

100%

Had virtual visits with loved one

100%

Virtual visit frequency met needs

Resident Recommendations



- ✓ Ensure easy access to call button and something to drink
- ✓ Improve frequency of resident repositioning
- ✓ Enhance meal quality and dining experience
- ✓ Improve availability and choices for activities, with consideration for the weekends
- ✓ Enhance pain management and access to doctor/nurse practitioner