



# Western Long Term Care Resident Experience Survey Results 2021

## Respondents

27 Long Term Care residents from Western Long Term Care responded to the survey

## Overall Experience

Overall rating of LTC Home  
8.6 out of 10

97% would recommend the home to others

## Key Measures of Care and Services

9.1/10

Care received from staff



7.78/10

Meal quality



9.4/10

Cleanliness of the LTC home



77%

Health good or better



93%

Can choose activities



## Impacts of COVID-19 Pandemic

80%

In-person visit frequency met needs

65%

In-person visits decreased

93%

No change or improved satisfaction with care

65%

Had virtual visits with loved one

93%

Virtual visit frequency met needs

## Resident Recommendations



- ✓ Alleviate resident worry, boredom, and loneliness
- ✓ Improve frequency of resident repositioning
- ✓ Enhance meal quality
- ✓ Ensure access to in-person and virtual visitation
- ✓ Improve availability and choices for activities, with consideration for the weekends