



Dr. Charles L. LeGrow Health Centre Long Term Care

Family Experience Survey Results 2015-2016

Respondents

14 family members
from Dr. Charles
LeGrow Health Centre
responded to the survey

Overall Experience

Overall care
9.0
out of 10

93% of family members would
recommend the home to
others

Key Measures of Care and Services

93%
Staff care
about
residents



93%
Staff are
kind



79%
Rooms look
and smell
clean



36%
Personal medical
belongings
damaged or lost



72%
Family are
involved



Family Member Recommendations



- ✓ Improve the condition of resident rooms
- ✓ Reduce loss or damage of residents' personal belongings
- ✓ Increase information sharing
- ✓ Improve family involvement