

# Regional Long Term Care Family Experience Survey Results 2021

## Respondents

342 family members from 8 facilities providing long term care services responded to survey

## Overall Experience

Overall rating of LTC Home  
8.2 out of 10

93% would recommend the home to others

## Key Measures of Care and Services

**87%**  
Staff care about residents



**84%**  
Personal medical belongings clean & good condition



**87%**  
Rooms look and smell clean



**84%**  
Family satisfied with involvement in decisions



**91%**  
Staff are kind



## Impacts of COVID-19 Pandemic

**82%**  
Protocols kept residents safe

**66%**  
In-person visits decreased






**92%**  
No change or improved satisfaction with care

**59%**  
Had virtual visits with loved one

**82%**  
Virtual visit frequency met needs

## Family Member Recommendations



-  Enhance variety and frequency of activities
-  Further improve meal quality and variety
-  Enhance staffing levels; frequency of checks and changes
-  Improve problem solving strategies
-  Enhance communication among staff