



Regional Long Term Care Family Experience Survey Results 2015-2016

Respondents

165 family members
from 7 facilities
providing long term care
services responded to
survey

Overall Experience

Overall care
9.2
out of 10

92% of family members would
recommend the home to
others

Key Measures of Care and Services

87%
Staff care
about
residents



89%
Staff are
kind



89%
Rooms look
and smell
clean



47%
Personal medical
belongings
damaged or lost



81%
Family are
involved



Family Member Recommendations



- ✓ More access to recreation and leisure activities
- ✓ Resolve complaints and/or issues
- ✓ Reduce loss or damage of residents' personal belongings
- ✓ Improve family involvement