



# Rural Health Centres Long Term Care

## Family Experience Survey Results 2015-2016

### Respondents

14 family members from Calder Health Centre, Bonne Bay Health Centre, & Rufus Guidnchard Health Centre responded to survey

### Overall Experience

Overall care  
8.0  
out of 10

93% of family members would recommend the home to others

## Key Measures of Care and Services

78%  
Staff care about residents



79%  
Staff are kind



86%  
Rooms look and smell clean



64%  
Personal medical belongings damaged or lost



93%  
Family are involved



## Family Member Recommendations



- ✓ Make more nurses available for questions
- ✓ Reduce loss or damage of residents' personal belongings
- ✓ Provide financial information to families