

Bay St. George Long Term Care Family Experience Survey Results 2021

Respondents

39 family members of residents from Bay St. George Long Term Care responded to the survey

Overall Experience

Overall rating of LTC Home
7.3 out of 10

83% would recommend the home to others

Key Measures of Care and Services

84%
Staff care about residents



74%
Personal medical belongings clean & good condition



72%
Rooms look and smell clean



84%
Family satisfied with involvement in decisions



84%
Staff are kind



Impacts of COVID-19 Pandemic

91%
Protocols kept residents safe

62%
In-person visits decreased

82%
No change or improved satisfaction with care

46%
Had virtual visits with loved one

71%
Virtual visit frequency met needs

Family Member Recommendations



- ✓ Enhance variety and frequency of activities
- ✓ Improve meal quality and availability of water or something to drink
- ✓ Enhance staffing levels, response to buzzers, and frequency of changes
- ✓ Improve problem solving and communication strategies
- ✓ Enhance building, furniture, and green space