



Corner Brook Long Term Care and Protective Community Residences

Family Experience Survey Results 2021

Respondents

177 family members of residents in Corner Brook Long Term Care and the Protective Community Residences responded to the survey

Overall Experience

Overall rating of LTC Home
8.1 out of 10

91% would recommend the home to others

Key Measures of Care and Services

85%
Staff care about residents



81%
Personal medical belongings clean & good condition



88%
Rooms look and smell clean



81%
Family satisfied with involvement in decisions



92%
Staff are kind



Impacts of COVID-19 Pandemic

95%
Protocols kept residents safe

64%
In-person visits decreased

95%
No change or improved satisfaction with care

56%
Had virtual visits with loved one

78%
Virtual visit frequency met needs

Family Member Recommendations



- ✓ Enhance variety and frequency of activities
- ✓ Improve quality and variety of meals and ensure drink available
- ✓ Improve responses to challenging resident behaviours
- ✓ Enhance staffing levels, responsiveness to buzzers, and frequency of checks and changes
- ✓ Enhance problem solving and communication strategies