



Corner Brook Long Term Care Resident Experience Survey Results 2021

Respondents

55 Long Term Care residents from Corner Brook Long Term Care responded to survey

Overall Experience

Overall rating of LTC Home
8 out of 10

86% would recommend
the home to others

Key Measures of Care and Services

8.6/10

Care received from staff



7.3/10

Meal quality



9.1/10

Cleanliness of the LTC home



73%

Health good or better



85%

Can choose activities



Impacts of COVID-19 Pandemic

75%

In-person visit frequency met needs

33%

In-person visits decreased

91%

No change or improved satisfaction with care

44%

Had virtual visits with loved one

79%

Virtual visit frequency met needs

Resident Recommendations



- ✓ Alleviate resident worry, boredom, and loneliness
- ✓ Improve response times for resident buzzers/requests and frequency of resident checks and repositioning
- ✓ Enhance meal quality and dining experience
- ✓ Ensure access to in-person and virtual visitation
- ✓ Improve availability and choices for activities during weekday and weekends, with consideration for music and singing