



Regional Long Term Care Resident Experience Survey Results 2021

Respondents

150 residents from
8 facilities providing long
term care services
responded to survey

Overall Experience

Overall rating of LTC Home
8.4 out of 10

87% would recommend
the home to others

Key Measures of Care and Services

9.0/10

Care
received
from staff



7.5/10

Meal
quality



9.3/10

Cleanliness
of the
LTC home



73%

Health
good or
better



88%

Can
choose
activities



Impacts of COVID-19 Pandemic

70%

In-person
visit frequency
met needs

48%

In-person
visits
decreased

92%

No change
or improved
satisfaction
with care

58%

Had virtual
visits with
loved one

87%

Virtual visit
frequency met
needs

Resident Recommendations



- ✓ Further improve meal quality & dining experience
- ✓ Improve response times for resident buzzers/requests and frequency of resident checks and repositioning
- ✓ Ensure access to in-person and virtual visitation
- ✓ Improve availability and choices for weekend and weekday activities, highlighting access to music