

# LONG TERM CARE Family Experience

in  
Alberta

**7,975** family members

**2014-15** SURVEY RESULTS

**160** long term care facilities

## FAMILY MEMBER

### RECOMMENDATIONS

**1** More staff

**2** Timely help & supervision with basic needs

**3** Cleaner, better maintained facilities



**4** Access to other healthcare services (e.g., physiotherapy)

**5** Quality, varied & nutritious food



Facility ratings for overall care

RANGED FROM

**6.3 TO 10** OUT OF 10



### KEY MEASURES of care & services

- STAFFING, CARE OF BELONGINGS & ENVIRONMENT
- KINDNESS & RESPECT
- FOOD RATING
- PROVIDING INFORMATION & ENCOURAGING FAMILY INVOLVEMENT
- MEETING BASIC NEEDS

**MOST FACILITIES SHOWED**

*NO SIGNIFICANT CHANGE*

**FROM 2010 TO 2014-15**

**FEEDBACK** supports continual quality improvement.

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