

OFFICE OF THE
SENIORS ADVOCATE
BRITISH COLUMBIA

Every Voice Counts

Long-Term Care Resident and
Visitor Survey

November 16, 2023



Let's Celebrate

WE CARE!

YOU COUNT!





THANK
YOU!



Long-Term Care Survey



Residents

- Almost **11,000 residents** completed survey
- **297** publicly subsidized long-term care homes



Frequent Visitors

- Almost **8,000 frequent visitors** completed survey



Volunteers

- **Over 500 volunteers**
- **20,000 hours**



Overall Quality

- **54%** of residents rate quality as very good or excellent
- **40%** of residents do not want to live in their care home
- **72%** of residents would recommend their care home to others
- **88%** of residents feel safe when they are alone
- **95%** of residents have never experienced any form of discrimination in their care home
- **68%** of frequent visitors rate care home **8 or more out of 10** as best place for their loved one to have their needs met



Care Home Environment

- **48%** of residents say their care home only 'sometimes', 'rarely' or 'never' feels like home
- **80%** can fix up their room with personal belongings 'most or all of the time'
- **80%** or more say their care home is clean, smells good and is not noisy
- **61%** can go outdoors easily
- **33%** say they only 'sometimes', 'rarely' or 'never' see visible signs of their culture in the care home



Food and Meals

- **68%** of residents enjoy their meals 'most or all of the time'
- **64%** only 'sometimes', 'rarely' or 'never' get their favorite foods
- **57%** only 'sometimes', 'rarely' or 'never' get to eat when they want
- **33%** only 'sometimes', 'rarely' or 'never' get help to eat when they need it



Care Services

- **60%** only 'sometimes', 'rarely' or 'never' get to bathe as frequently as they want (**49%** 'rarely' or 'never')
- **23%** only 'sometimes', 'rarely' or 'never' get help to the toilet
- **79%** say they could get the services they need 'all or most of the time'
- **29%** only 'sometimes', 'rarely' or 'never' get needed help right away
- **67%** believe staff 'mostly' or 'always' have enough time for them
- **50%** only 'sometimes', 'rarely' or 'never' get the same care aid most days
- **87%** trust staff to take good care of them 'all or most of the time'
- **83%** think staff know what they are doing 'all or 'most of the time'



Engagement and Activities

- **61%** of residents only 'sometimes', 'rarely' or 'never' participate in meaningful activities or have the opportunity to explore new skills/interests.
- **56%** can participate in religious activities 'all or most of the time'
- **47%** 'rarely' or 'never' have another resident as a close friend
- **44%** 'rarely' or 'never' have people to do things with
- **51%** are 'rarely' or 'never' asked for their help or advice
- **80%** are treated with respect by other residents 'all or most of the time.'



Communication

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- **37%** of residents only 'sometimes', 'rarely' or 'never' get enough information about what is happening in the care home
- **51%** of residents say staff only 'sometimes', rarely' or 'never' make time for friendly conversations
- **57%** of residents say staff act on their suggestions 'all or most of the time



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Families

- **87%** of family members trust the information they receive from the care home 'always' or 'most of the time'
- **45%** of family members feel they are only 'sometimes', 'rarely', or 'never' encouraged by staff to ask questions
- **33%** feel staff only 'sometimes', 'rarely' or 'never' keep them up to date on their family members activities
- **45%** receive information from care home by email, **30%** by phone
- **87%** can visit when they choose all/most of the time
- **82%** have a comfortable place to visit 'all or most of the time'
- **46%** visit several times a week
- **36%** are not aware of resident and family councils
- **97%** believe residents are entitled to name their own essential visitor



Cultural Safety

- **95%** of residents have never been treated unfairly by staff due to their race or cultural background
- **67%** report their culture is visible in the care home 'all or most of the time'
- **64%** report staff support them to practice their culture in the care home 'always' or 'most of the time'
- **29%** of residents who self-identified their ethnicity as First Nations, Métis or Inuit received a visit by the Indigenous Patient Liaison



- Working pretty well for about half of residents
- More staff needed
- More engagement
- More autonomy



Recommendations

1. Increase **staffing levels** in all care facilities
2. Increase **flexibility of scheduling**
3. Increase **social connections** for residents by creating more meaningful activities
4. Improve **food and mealtime** experience to meet residents' preferences
5. Implement **compulsory professional education** for all care home staff in cultural safety and emotional health and well-being
6. Allow all residents to name **their “essential visitor”**
7. Work closely with **Independent Long-Term Care Councils Association of BC**
8. Improve accessibility and availability of **community-based services**



Contact




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