

## HOME CARE SURVEY

# **Quality of home support services**







Zone 2 Saint Andrews, Fundy Shore and Campobello Saint John Area



**Province** New Brunswick

Availability of services			
The services started as soon as they thought they needed it %   2024	90.4	89.9	91.
Experienced limits or reductions in the last 12 months			
In the duration of services or number of hours available $\% \mid$ 2024	17.7	21.8	20.
In the types of services available %   2024	22.3	21.8	19.4
In the last 2 months			
Satisfied with the number of times they received services, very satisfied $\% \mid 2024$	75.5	71.9	69.8
Prior to receiving services			
Received Information before they started getting their services, very easy or somewhat easy $\% \mid$ 2024	84.4	69.5	74.8
Language of service			
Prefers receiving services in English %   2024	100.0	99.4	68.8
Always received services in English, in the last 2 months $\% \mid$ 2024	98.7	95.3	95.4
Prefers receiving services in French %   2024	0.0	0.0	24.0
Always received services in French, in the last 2 months %	n/a	n/a	n/a



	Community St. Stephen, Saint Andrews, Campobello Island Area	Zone 2 Fundy Shore and Saint John Area	<b>Province</b> New Brunswick
Someone offered to give them services in the official language of their choice $\% \mid 2024$	81.2	83.0	90.2
In the last 2 months			
Always received services in official language they preferred %   2024	98.7	95.1	93.0
Had a language problem with their home support worker %   2018	0.0	2.4	3.1
Experience with home support workers			
In the last 12 months			
The staff did not take their spiritual or cultural values into account $\% \mid 2012$	0.0	2.5	4.2
Informal caregivers received information they wanted when they needed it, agree or strongly agree $\%\mid 2024$	90.1	86.5	88.5
In the last 2 months, the staff			
Treated them as gently as possible, always %   2024	85.1	87.1	87.7
Explained things in a way that was easy to understand, always $\% \mid$ 2024	80.6	75.4	78.0
Listened carefully to them, always %   2024	79.0	74.5	77.0
Treated them with courtesy and respect, always %   2024	88.5	86.1	87.6
Kept them informed about their arrival time, always %   2024	78.3	75.4	77.9
Seemed informed and up-to-date about all the care they received, always $\% \mid$ 2024	48.0	53.6	58.9
Experience with services in the last 2 month	s		
The services helped them stay at home %   2024	100.0	99.3	98.7
The services were scheduled at a time that was convenient for them $\% \mid 2024$	65.1	69.1	71.6



Community St. Stephen, Zone 2 **Province** Saint Andrews, Fundy Shore and New Brunswick Campobello Saint John Area Island Area 14.9

More could have been done to help them stay at home % | 2024

S 15.1

## Safety

## In the last 12 months

Believe they were harmed because of an error or mistake % | 2024

2.8

# **Overall satisfaction**

## In the last 2 months

Overall experience, good or very good % | 2024

90.6

S

87.1

3.2

88.7



## **About this Table**

## Content and description

Data about the experience citizens reported while receiving home support services. Topics include availability of services, language of service, experience with home support workers, experience with home support services, safety, and overall satisfaction.

## Why is it important?

By better understanding the experience of citizens with home support services, we can better assess the quality of services. This also encourages those responsible for the program to create performance targets based on care experience survey indicators.

#### Availability of the data

The information for this data table is available at different geographical levels as well as by demographic groups. More information is available on our Home Care Survey page.

### Note about demographic groups

In 2023, the NBHC undertook a review of the demographic questions in its surveys to more accurately report on the experience of citizens who identify with particular groups. As such, starting in 2024, all demographic groups (characteristics) have been adjusted to reflect this change. Data tables and indicator pages were adjusted to allow for trending where applicable.

#### Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size

Above-average performance

P Below-average performance