

HOME CARE SURVEY

# Quality of home support services



**Community**  
Edmundston,  
Rivière-Verte,  
Lac Baker Area



**Zone 4**  
Madawaska and  
North-West Area



**Province**  
New Brunswick

## Key indicators

### Accessibility

The services they received had started as soon as they thought they needed them %   2021	<b>90.2</b>	<b>91.1</b>	<b>89.8</b>
Always received services in their preferred language - when English is preferred %   2015	<b>92.6</b>	<b>92.8</b>	<b>96.1</b>
Always received services in their preferred language - when French is preferred %   2021	<b>90.7</b>	<b>87.2</b>	<b>86.1</b>

### Appropriateness

Home support workers seemed informed and up-to-date about all the care the client received %   2021	<b>55.0</b>	<b>57.3</b>	<b>63.5</b>
Family caregivers received information that they wanted when they needed it, strongly agree %   2021	<b>28.5</b>	<b>26.1</b>	<b>34.8</b>

### Safety

Clients reported that they were harmed because of an error or mistake as a result of services received %   2021	<b>9.4</b>	<b>6.5</b>	<b>2.2</b>
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### Communication

Home support workers explained things in a way that was easy to understand, always %   2021	<b>76.0</b>	<b>75.8</b>	<b>80.2</b>
Home support workers treated them with courtesy and respect, always %   2021	<b>85.2</b>	<b>82.1</b>	<b>87.6</b>

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### Overall satisfaction

Favourable rating of 8, 9 or 10 for the services received in the last 2 months %   2021	89.0	86.7	87.9
Very satisfied with the number of times they received services %   2021	54.4	52.9	67.9

### Availability of services

Experienced limits or reductions in the types of services available %   2021	21.9	20.4	20.1
Experienced limits or reductions in the duration of services or number of hours available %   2021	22.9	20.4	21.7

## Services received from a home support worker in the last 2 months

Bathing %   2021	34.4	34.3	40.6
Help with errands %   2021	63.1	58.7	58.2
Feeding or nutrition care %   2021	28.9	26.4	19.6
Grooming or dressing %   2021	29.8	32.7	40.0
Housekeeping %   2021	96.0	96.4	93.5
Meal preparation %   2021	58.7	62.9	72.2
Respite care %   2021	13.2	15.8	19.8
Transferring from place to place inside home %   2021	24.2	21.2	19.3

## Accessibility and availability of services

The services they received had started as soon as they thought they needed them %   2021	90.2	91.1	89.8
Cost for home support services was too high %   2018	23.9	24.6	21.2

### In the last 12 months...

	Community Edmundston, Rivière-Verte, Lac Baker Area	Zone 4 Madawaska and North-West Area	Province New Brunswick
Experienced limits or reductions in the types of services available %   2021	21.9	20.4	20.1
Experienced limits or reductions in the duration of services or number of hours available %   2021	22.9	20.4	21.7
<b>🕒 In the last 2 months...</b>			
Experienced limits, reductions or cancelled services due to the COVID-19 pandemic %   2021	29.0	23.0	13.0
Very satisfied with the number of times they received services %   2021	54.4	52.9	67.9

## Availability of information

### 📅 Prior to receiving services

Information was very easy to get %   2021	21.8	20.5	29.1
Information was very easy or somewhat easy to get %   2021	79.0	78.1	75.4
Necessary paperwork was very easy to fill out %   2018	16.1	17.6	31.9
Necessary paperwork was very easy or somewhat easy to fill out %   2018	74.0	74.5	80.3

### 🏠 When receiving services

Clients reported that it was easy to call their home support worker or agency when they needed help, information or advice %   2018	29.7	33.6	61.5
Clients know who to contact if they have a complaint about their services %   2018	82.0	85.0	88.9
Had a problem getting the information they needed about their services %   2018	12.0	11.7	8.2

## Language of service

Always received services in the language of their choice (English or French) %   2021	89.8	86.5	90.9
Prefers receiving services in English %   2021	7.1	12.4	69.4

	Community Edmundston, Rivière-Verte, Lac Baker Area	Zone 4 Madawaska and North-West Area	Province New Brunswick
...Always received services in English %   2015	92.6	92.8	96.1
Prefers receiving services in French %   2021	85.0	78.0	24.4
...Always received services in French %   2021	90.7	87.2	86.1
Someone offered to give them services in the language of their choice (English or French) %   2021	91.1	92.2	91.5
Had a language problem with their home support worker %   2021	S	2.0	3.1

## Experience with home support workers

### In the last 12 months...

Home support workers did not take into account their spiritual or cultural values %   2012	12.9	10.8	4.2
Home support workers gave information to family caregivers that the clients did not want to share %   2018	8.7	4.6	4.1
Home support workers discussed with them about the type of information that could be shared with family caregivers, strongly agree %   2018	21.2	21.4	22.6
Family caregivers received information that they wanted when they needed it, strongly agree %   2021	28.5	26.1	34.8
Someone told them what type of services they would be getting %   2018	92.4	93.7	93.7

### In the last 2 months...

Home support workers always kept them informed about when they would arrive at their home %   2018	57.8	62.2	71.6
Home support workers treated them as gently as possible, always %   2021	73.6	74.9	86.2
Home support workers explained things in a way that was easy to understand, always %   2021	76.0	75.8	80.2
Home support workers listened carefully to them, always %   2021	76.2	72.9	77.3

	Community Edmundston, Rivière-Verte, Lac Baker Area	Zone 4 Madawaska and North-West Area	Province New Brunswick
Home support workers treated them with courtesy and respect, always %   2021	85.2	82.1	87.6
Had problems with the services they received from their home support worker %   2018	10.6	7.8	9.1

### Received services from more than one person

Home support workers seemed informed and up-to-date about all the care the client received %   2021	55.0	57.3	63.5
Never received conflicting information from different workers %   2018	65.3	67.9	71.4

## Experience with services in the last 2 months

The services helped them stay at home %   2021	97.6	95.9	97.6
The services were scheduled at a time that was convenient for them %   2021	72.0	69.0	71.9
More could have been done to help them stay at home %   2021	10.9	10.6	13.6

## Safety

Clients reported that they were harmed because of an error or mistake as a result of services received %   2021	9.4	6.5	2.2
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### Services received in the last 2 months during the COVID-19 pandemic

Home support workers wore a mask, always %   2021	76.6	72.0	71.3
Home support workers maintained 6 feet (2 metres) distance from others when possible, always %   2021	61.1	56.1	60.7
Home support workers washed their hands before providing person-to-person care, always %   2021	72.5	72.7	81.6
Clients reported that home support workers took their health and safety seriously, definitely %   2021	92.8	88.1	90.1

## Overall satisfaction

	<b>Community</b> Edmundston, Rivière-Verte, Lac Baker Area	<b>Zone 4</b> Madawaska and North-West Area	<b>Province</b> New Brunswick
Favourable rating of 8, 9 or 10 for the services received in the last 2 months %   2021	<b>89.0</b>	<b>86.7</b>	<b>87.9</b>
Would recommend their home support worker or agency to family or friends, definitely %   2018	<b>73.5</b>	<b>74.2</b>	<b>69.4</b>

## About this Table

### Content and description

Data about the experience citizens reported while receiving home support services. First, key indicators (identical to the 2018 edition key indicators) are presented to allow easy comparison.

Indicators are organized by the types of services received, availability of services, availability of information, language of service, experience with home support workers, experience with services, safety, and satisfaction with the services received.

### Why it is 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 programs to create performance targets based on the 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 2021 data

Results from the 2021 edition of the Home Care Survey should be interpreted in the context of the COVID-19 pandemic. Since March 2020, our health care system has adapted and evolved to respond to COVID-19, which includes home care services providers.


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### Caption

n/a = Not applicable / not available

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

 Above-average performance

 Below-average performance