

## HOME CARE SURVEY

# Quality of home support services

### Key indicators

#### Accessibility

The services they received had started as soon as they thought they needed them %

Always received services in their preferred language - when English is preferred %

Always received services in their preferred language - when French is preferred %

#### Appropriateness

Home support workers seemed informed and up-to-date about all the care the client received %

Family caregivers received information that they wanted when they needed it, strongly agree %

#### Safety

Clients reported that they were harmed because of an error or mistake as a result of services received %

#### Communication

Home support workers explained things in a way that was easy to understand, always %

Home support workers treated them with courtesy and respect, always %

#### Overall satisfaction

Favourable rating of 8, 9 or 10 for the services received in the last 2 months %

Very satisfied with the number of times they received services %

#### Availability of services

Experienced limits or reductions in the types of services available %

Experienced limits or reductions in the duration of services or number of hours available %

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

Bathing %

Help with errands %

Feeding or nutrition care %

Grooming or dressing %

Housekeeping %

Meal preparation %

Respite care %

Transferring from place to place inside home %

## Accessibility and availability of services

The services they received had started as soon as they thought they needed them %

Cost for home support services was too high %

### In the last 12 months...

Experienced limits or reductions in the types of services available %

Experienced limits or reductions in the duration of services or number of hours available %

### In the last 2 months...

Experienced limits, reductions or cancelled services due to the COVID-19 pandemic %

Very satisfied with the number of times they received services %

## Availability of information

### Prior to receiving services

Information was very easy to get %

Information was very easy or somewhat easy to get %

Necessary paperwork was very easy to fill out %

Necessary paperwork was very easy or somewhat easy to fill out %

## **When receiving services**

Clients reported that it was easy to call their home support worker or agency when they needed help, information or advice %

Clients know who to contact if they have a complaint about their services %

Had a problem getting the information they needed about their services %

## **Language of service**

Always received services in the language of their choice (English or French) %

Prefers receiving services in English %

...Always received services in English %

Prefers receiving services in French %

...Always received services in French %

Someone offered to give them services in the language of their choice (English or French) %

Had a language problem with their home support worker %

## **Experience with home support workers**

### **In the last 12 months...**

Home support workers did not take into account their spiritual or cultural values %

Home support workers gave information to family caregivers that the clients did not want to share %

Home support workers discussed with them about the type of information that could be shared with family caregivers, strongly agree %

Family caregivers received information that they wanted when they needed it, strongly agree %

Someone told them what type of services they would be getting %

### **In the last 2 months...**

Home support workers always kept them informed about when they would arrive at their home %

Home support workers treated them as gently as possible, always %

Home support workers explained things in a way that was easy to understand, always %

Home support workers listened carefully to them, always %

Home support workers treated them with courtesy and respect, always %

Had problems with the services they received from their home support worker %

### **Received services from more than one person**

Home support workers seemed informed and up-to-date about all the care the client received %

Never received conflicting information from different workers %

## Experience with services in the last 2 months

The services helped them stay at home %

The services were scheduled at a time that was convenient for them %

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

## Safety

Clients reported that they were harmed because of an error or mistake as a result of services received %

### **Services received in the last 2 months during the COVID-19 pandemic**

Home support workers wore a mask, always %

Home support workers maintained 6 feet (2 metres) distance from others when possible, always %

Home support workers washed their hands before providing person-to-person care, always %

Clients reported that home support workers took their health and safety seriously, definitely %

## Overall satisfaction

Favourable rating of 8, 9 or 10 for the services received in the last 2 months %

Would recommend their home support worker or agency to family or friends, definitely %

## 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.

### 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