

HOME CARE SURVEY

Quality of home support services



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	91.1	89.8
Always received services in their preferred language - when English is preferred % 2021	81.3	93.3
Always received services in their preferred language - when French is preferred % 2021	87.2	86.1

Appropriateness

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

Safety

Clients reported that they were harmed because of an error or mistake as a result of services received % 2021	6.5	2.2
---	------------	------------

Communication

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

Overall satisfaction

Favourable rating of 8, 9 or 10 for the services received in the last 2 months % 2021	86.7	87.9
---	-------------	-------------

	Zone 4 Madawaska and North-West Area	Province New Brunswick
Very satisfied with the number of times they received services % 2021	52.9	67.9

Availability of services

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

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

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

Accessibility and availability of services

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

In the last 12 months...

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

In the last 2 months...

	Zone 4 Madawaska and North-West Area	Province New Brunswick
Experienced limits, reductions or cancelled services due to the COVID-19 pandemic % 2021	23.0	13.0
Very satisfied with the number of times they received services % 2021	52.9	67.9

Availability of information

Prior to receiving services

Information was very easy to get % 2021	20.5	29.1
Information was very easy or somewhat easy to get % 2021	78.1	75.4
Necessary paperwork was very easy to fill out % 2018	17.6	31.9
Necessary paperwork was very easy or somewhat easy to fill out % 2018	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	33.6	61.5
Clients know who to contact if they have a complaint about their services % 2018	85.0	88.9
Had a problem getting the information they needed about their services % 2018	11.7	8.2

Language of service

Always received services in the language of their choice (English or French) % 2021	86.5	90.9
Prefers receiving services in English % 2021	12.4	69.4
...Always received services in English % 2021	81.3	93.3
Prefers receiving services in French % 2021	78.0	24.4
...Always received services in French % 2021	87.2	86.1
Someone offered to give them services in the language of their choice (English or French) % 2021	92.2	91.5
Had a language problem with their home support worker % 2021	2.0	3.1

Zone 4
 Madawaska and
 North-West Area

Province
 New Brunswick

Experience with home support workers

In the last 12 months...

Home support workers did not take into account their spiritual or cultural values % 2021	2.7	2.5
Home support workers gave information to family caregivers that the clients did not want to share % 2018	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	21.4	22.6
Family caregivers received information that they wanted when they needed it, strongly agree % 2021	26.1	34.8
Someone told them what type of services they would be getting % 2018	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	62.2	71.6
Home support workers treated them as gently as possible, always % 2021	74.9	86.2
Home support workers explained things in a way that was easy to understand, always % 2021	75.8	80.2
Home support workers listened carefully to them, always % 2021	72.9	77.3
Home support workers treated them with courtesy and respect, always % 2021	82.1	87.6
Had problems with the services they received from their home support worker % 2018	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	57.3	63.5
Never received conflicting information from different workers % 2018	67.9	71.4

Experience with services in the last 2 months

The services helped them stay at home % 2021	95.9	97.6
--	-------------	-------------

	Zone 4 Madawaska and North-West Area	Province New Brunswick
The services were scheduled at a time that was convenient for them % 2021	69.0	71.9
More could have been done to help them stay at home % 2021	10.6	13.6

Safety

Clients reported that they were harmed because of an error or mistake as a result of services received % 2021	6.5	2.2
---	-----	-----

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

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

Overall satisfaction

Favourable rating of 8, 9 or 10 for the services received in the last 2 months % 2021	86.7	87.9
Would recommend their home support worker or agency to family or friends, definitely % 2018	74.2	69.4

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