HOME CARE SURVEY

Quality of home support services



Zone 4
Madawaska and North-West Area



Province
New Brunswick

Availability of services

The services started as soon as they thought they needed it % | 2024	**92.7**	**91.4**

Experienced limits or reductions in the last 12 months

In the duration of services or number of hours available % | 2024	**19.3**	**20.8**
In the types of services available % | 2024	**17.5**	**19.4**

In the last 2 months

Satisfied with the number of times they received services, very satisfied % | 2024	**50.7**	**69.8**

Prior to receiving services

Received Information before they started getting their services, very easy or somewhat easy % | 2024	**76.2**	**74.8**

Language of service

Prefers receiving services in English % | 2024	**11.4**	**68.8**
...Always received services in English, in the last 2 months % | 2024	S	**95.4**
Prefers receiving services in French % | 2024	**78.2**	**24.6**
...Always received services in French, in the last 2 months % | 2024	**90.2**	**87.7**
Someone offered to give them services in the official language of their choice % | 2024	**92.5**	**90.2**

In the last 2 months

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Always received services in official language they preferred % | 2024	86.8	93.0
Had a language problem with their home support worker % | 2024	5.5	5.1

Experience with home support workers

In the last 12 months

The staff did not take their spiritual or cultural values into account % | 2024	7.4	3.8
Informal caregivers received information they wanted when they needed it, agree or strongly agree % | 2024	86.7	88.5

In the last 2 months, the staff

Treated them as gently as possible, always % | 2024	82.8	87.7
Explained things in a way that was easy to understand, always % | 2024	75.0	78.0
Listened carefully to them, always % | 2024	74.9	77.0
Treated them with courtesy and respect, always % | 2024	84.6	87.6
Kept them informed about their arrival time, always % | 2024	72.6	77.9
Seemed informed and up-to-date about all the care they received, always % | 2024	61.6	58.9

Experience with services in the last 2 months

The services helped them stay at home % | 2024	98.4	98.7
The services were scheduled at a time that was convenient for them % | 2024	71.1	71.6
More could have been done to help them stay at home % | 2024	16.0	14.9

Safety

In the last 12 months

Believe they were harmed because of an error or mistake % | 2024	5.7	2.8

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Overall satisfaction

In the last 2 months

Overall experience, good or very good % | 2024	**86.1**	**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

Below-average performance