

## HOME CARE SURVEY

## Home support services Key Indicators


**Community**  
Saint John,  
Simonds and  
Musquash

**Zone 2**  
Fundy Shore and  
Saint John Area

**Province**  
New Brunswick

## Overall satisfaction

## In the last 2 months

Overall experience, good or very good % | 2024

84.7

87.1

88.7

## Sharing of Information

Received information before they started getting their services, very easy or somewhat easy % | 2024

68.9

69.5

74.8

Informal caregivers received information they wanted when they needed it, agree or strongly agree % | 2024

85.1

86.5

88.5

## Communication

## In the last 2 months, the staff

Treated them as gently as possible, always % | 2024

85.5

87.1

87.7

Explained things in a way that was easy to understand, always % | 2024

70.9

75.4

78.0

Listened carefully to them, always % | 2024

71.8

74.5

77.0

Treated them with courtesy and respect, always % | 2024

83.6

86.1

87.6

## Coordination

**Community**  
 Saint John,  
 Simonds and  
 Musquash

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 New Brunswick

### In the last 2 months, the staff

Seemed informed and up-to-date about all the care they received, always %   2024	53.8	53.6	58.9
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## Availability of Services

### Experienced limits and reductions in the last 12 months

In the duration of services or number of hours available %   2024	21.4	21.8	20.8
In the types of services available %   2024	20.9	21.8	19.4

## Services helped in staying home

### In the last 2 months

Services helped them stay at home %   2024	99.0	99.3	98.7
More could have been done to help them stay at home %   2024	13.5	15.1	14.9

## Care received from an informal caregiver in the last 2 months

Received help from an informal caregiver %   2024	53.6	57.4	58.6
Received help at least once a week %   2024	73.9	78.5	78.8

## About this Table

### Content and description

Data about the key indicators that reflect the experience citizens reported while receiving home support services. Topics include overall satisfaction, sharing of information, communication, coordination, availability of services, services helped in staying at home and care received from informal caregivers.

### 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.

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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