

# Caraquet Area

These survey results are based on citizens across New Brunswick who have recently received home care services (Extra-Mural Program or home support services or both). Services from the Extra-Mural Program are provided by health professionals such as a nurse, physiotherapist or social worker. Home support services are provided by home support workers to help with tasks such as housekeeping or meal preparation.

Under the Extra-Mural Program, home care services are funded by the Department of Health and delivered by New Brunswick's two regional health authorities, Horizon Health Network and Vitalité Health Network. This survey also covers home support services funded entirely or partially by the Department of Social Development under the Long Term Care Program and the Disability Support Program.

All survey results are weighted by age and gender to better represent the population receiving home care services.



	Caraquet 2015 (%)	New Brunswick 2015 (%)
<b>UNMET NEEDS</b>		
	<i>n=146</i>	<i>n=6,641</i>
<b>Is there anything else that could have been done to help you stay at home? (yes)</b>	12.7	14.5
In this community, 12.7% of citizens receiving home care services (Extra-Mural Program or home support services or both) reported in 2015 that more could have been done to help them stay at home, compared to 16.7% in 2012. For this type of indicator, a "better" result is achieved when the indicator has a "lower" value.		
<b>What else could have been done or provided to help you stay at home? (top 3)</b>		
More home support services such as yard work or food delivery	26.4	16.3
More equipment such as wheelchairs and shower handles	18.7	12.5
More medical services	14.3	3.9
<b>FAMILY CAREGIVERS</b>		
	<i>n=146</i>	<i>n=6,641</i>
<b>Does a friend, family member or volunteer help you with your home care? (yes)</b>	62.9	61.5
Who helps the most?		
Son or daughter	35.8	33.9
Spouse or partner	30.3	41.3
Other family member	14.3	9.3
Friend or volunteer	7.7	6.7
Mother or father	4.9	6.5
How often do they help?		
Every day	74.3	59.0
A few times a week	16.6	22.0
Once a week or less	9.1	17.9

**Included in this community:**

Anse-Bleue, Bas-Caraquet, Bertrand, Canobie, Caraquet, Clifton, Grande-Anse, Janeville, Maisonnette, New Bandon (Gloucester County), Notre-Dame-des-Érables, Paquetville, Pokeshaw, Rang-Saint-Georges, Saint-Léolin, Saint-Simon, Stonehaven

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	Caraquet 2015 (%)	New Brunswick 2015 (%)
<b>PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES</b>		
	<i>n=146</i>	<i>n=6,641</i>
<b>Age group</b>		
Under 18	0.0	5.2
18-64	24.9	29.1
65-74	18.9	20.0
75-84	29.0	24.7
85 and over	27.2	21.0
<b>Gender</b>		
Male	37.4	41.0
Female	62.6	59.0
<b>Education level</b>		
No high school diploma	72.3	53.2
High school or higher	27.7	46.8
<b>Household income</b>		
Less than \$25,000	75.2	63.2
\$25,000 or more	24.8	36.8
<b>Language of choice for services</b>		
English	32.0	77.7
French	68.0	21.4
<b>Aboriginal</b>		
Yes	3.2	2.2
<b>Self-rated overall health</b>		
Excellent/Very good	13.5	13.0
Good	28.1	28.4
Fair	44.1	40.1
Poor	14.3	18.5
<b>Self-rated mental or emotional health</b>		
Excellent/Very good	29.7	30.5
Good	41.5	37.2
Fair	24.6	25.7
Poor	4.2	6.5
<b>Chronic health conditions</b>		
Hypertension	47.6	54.0
Arthritis	36.4	45.8
Diabetes	25.8	29.9
Cancer	24.1	24.1
Heart disease	23.4	31.4
Depression	18.5	22.3
Chronic pain	18.1	30.4
Gastric reflux (or GERD)	17.8	24.5
Asthma	14.5	15.4
Emphysema or COPD	13.1	18.7
Stroke	9.3	12.7
Dementia	8.4	6.5
Alzheimer's	6.9	2.9
Mood disorder other than depression	0.8	4.2

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	Caraquet 2015 (%)	New Brunswick 2015 (%)
<b>USE OF SERVICES (Extra-Mural Program)</b>		
	<i>n=105</i>	<i>n=4,757</i>
<b>Service received in the last two months</b>		
Nurse	82.4	73.3
Respiratory therapist	26.7	20.7
Social worker	21.1	15.8
Physiotherapist	16.8	17.7
Occupational therapist	13.3	16.1
Dietitian	12.6	18.1
Speech language pathologist	1.8	3.3
Rehabilitation assistant	1.8	2.1
<b>How long have you been getting services?</b>		
More than 1 year	46.5	49.2
<b>How often do you receive services?</b>		
Every day	6.1	4.6
A few times a week	18.7	19.9
Once a week or less	75.1	75.5

	Caraquet 2015 (%)	New Brunswick 2015 (%)
<b>USE OF SERVICES (Home Support Services)</b>		
	<i>n=63</i>	<i>n=2,796</i>
<b>Service received in the last two months</b>		
Housekeeping (cleaning, laundry)	95.1	93.4
Meal preparation	88.3	75.7
Bathing	49.6	45.1
Grooming or dressing	34.9	44.6
Feeding or nutrition care	33.8	23.0
Respite/Relief to family, friends or volunteers	28.2	22.7
Transferring (from place to place, inside the home)	17.4	22.4
<b>How long have you been getting services from this home support worker?</b>		
More than 1 year	56.6	72.6
<b>How often do you receive services?</b>		
Every day	58.9	51.2
A few times a week	36.7	38.1
Once a week or less	4.4	10.7

	Caraquet 2012 (%)	Caraquet 2015 (%)	New Brunswick 2015 (%)
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
	<i>n=65</i>	<i>n=105</i>	<i>n=4,757</i>
<b>Accessibility</b>			
Did home care services start as soon as you thought you needed it? (yes)	90.3	95.1	94.3
Always got help when contacting the office (yes)	89.7	100.0	97.3
How often service was received in language of choice (always)	English	English	English
	100.0	100.0	96.8
	French	French	French
	96.2	91.8	92.3

Symbols indicate a statistically significant difference calculated at a 95% level of confidence:

▲ ▼ = Favourable change from 2012 to 2015  
 ▲ ▼ = Unfavourable change from 2012 to 2015

■ = Favourable result compared to NB  
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	Caraquet 2012 (%) <i>n=65</i>	Caraquet 2015 (%) <i>n=105</i>	New Brunswick 2015 (%) <i>n=4,757</i>
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
<b>Appropriateness</b>			
How often providers seemed informed about all care/treatment received at home (always)	87.4	84.8	73.3
How often clients received conflicting information from different providers (never)	85.3	82.5	86.4
Staff gave information needed for clients to take care of themselves (strongly agree)	45.2	49.0	48.3
Family caregivers were given information they wanted when they needed it (strongly agree)	48.7	43.3	42.3
<b>Effectiveness</b>			
Citizens with a chronic health condition <sup>1</sup> who are confident in controlling and managing their health condition (very confident)	20.3	27.1	22.4
<b>Safety</b>			
Staff talked with clients about how to set up their home to move around safely (yes)	84.9	85.9	80.4
Staff talked with clients about all the medicines they were taking (yes)	86.3	89.9	83.4
Do you believe you were harmed because of an error or mistake? (yes)	-	-	1.3
<b>Efficiency</b>			
Admitted to hospital or visited hospital emergency room while receiving services (yes)	44.9	45.5	46.4
Continuity of care across hospital services, home care services and primary health <sup>2</sup>	70.7	78.6	67.1
<b>Communication</b>			
How often providers explained things in a way that was easy to understand (always)	89.0	81.9	86.0
How often providers treated clients with courtesy and respect (always)	100.0	▽ 94.4	93.6
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	97.2	98.2	95.1
Would recommend Extra-Mural Program to family or friends (definitely yes)	95.4	95.9 ■	88.5
Satisfaction with number of times care was received (very satisfied)	77.4	▽ 62.1 □	75.8
<b>Reported difficulties in receiving care</b>			
Limits or reductions in...			
Types of service/care available (yes)	-	-	8.2
Duration of service or hours available (yes)	-	-	6.6

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<sup>1</sup> Self-reported by respondent: Alzheimer's disease, arthritis, asthma, cancer, chronic pain, dementia, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, hypertension, stroke, mood disorder other than depression

<sup>2</sup> Staff at the hospital or rehabilitation centre explained what type of home care services would be received, AND home care providers seemed informed about all services received at home, AND primary health provider seemed informed about home care services

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	Caraquet 2012 (%)	Caraquet 2015 (%)	New Brunswick 2015 (%)
<b>QUALITY OF SERVICES (Home Support Services)</b>	<i>n=38</i>	<i>n=63</i>	<i>n=2,796</i>
<b>Accessibility</b>			
Ease or difficulty getting information about home care services before starting (very easy)	21.5	26.5	29.4
Did home care services start as soon as you thought you needed it? (yes)	73.7	79.1	79.4
Ease or difficulty contacting agency office or home support worker for help (very easy)	25.2	▲ 57.9	63.7
How often service was received in language of choice (always)	English	English	English
	100.0	97.1	96.1
	French	French	French
	100.0	95.8	91.6
<b>Appropriateness</b>			
How often home support workers seemed informed about all care received at home (always)	53.5	61.3	55.9
How often clients received conflicting information from different providers (never)	75.6	76.1	74.2
Family caregivers were given information they wanted when they needed it (strongly agree)	26.3	32.4	28.7
<b>Safety</b>			
Do you believe you were harmed because of an error or mistake? (yes)	-	-	2.5
<b>Communication</b>			
How often home support workers explained things in a way that was easy to understand (always)	82.0	70.5	77.8
How often home support workers treated clients with courtesy and respect (always)	94.4	91.2	86.4
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	92.6	92.9	88.7
Would recommend agency or home support worker to family or friends (definitely yes)	86.2	81.5	73.6
Satisfaction with number of times care was received (very satisfied)	82.4	▼ 49.0 □	65.8
<b>Reported difficulties in receiving care</b>			
Have you ever found the cost for home care services too high? (yes)	15.4	25.8	21.7
Limits or reductions in...			
Types of service/care available (yes)	9.0	21.3	23.0
Duration of service or hours available (yes)	23.8	28.4	30.4

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