

Long Term Care Resident and Family Experience

2024-25 Results

Executive Summary

The Long-term Care (LTC) Resident and Family Experience Surveys, which meet accreditation standards, were developed in collaboration with the Health Quality Council and former Regional Health Authorities in 2015-16. An initial survey was administered in 2016-17 to determine baseline rates; subsequent surveys were conducted in 2018-19, 2022-23 and 2024-25, with the intent to administer these on a bi-annual basis. No surveys were administered in 2020-21 due to Covid-related restrictions in LTC homes throughout the province.

All residents of LTC homes, who have the cognitive capacity to respond to the survey, are eligible to participate. In addition, any family member of a resident is invited to participate and provide feedback on their experiences.

The surveys include questions related to general experience, communication, care provision, food and mealtime experience, home environment and services, activities experience and general satisfaction. Residents and family members could respond to questions by checking “Always”, “Usually”, “Sometimes”, “Rarely”, “Never” or “Not applicable/Choose not to respond”. Respondents also had the opportunity to provide narrative responses to open-ended questions.

Overall response rates for 2024-25 are lower than previous years. There has been a steady decline in response rates each year.

	2016-17	2018-19	2022-23	2024-25
Residents	2,732	2,691	2,515	2,014
Family members	2,419	2,121	1,879	1,472

Response Rates

General satisfaction has increased when compared to previous years. In 2024-25, 90% of residents who responded to the survey were generally satisfied with their special-care home, an increase from 89% in 2022-23.

General satisfaction for family members stayed steady. In 2024-25, 88% of family members who responded to the survey were generally satisfied with the care their loved one was receiving. This is the same as the 2022-23 responses. This percentage is based on the response to a single question regarding general satisfaction at the end of the survey.

General Satisfaction

	2016-17	2018-19	2022-23	2023-24
Residents	88%	85%	89%	90%
Family members	83%	83%	88%	88%

Concerns raised by residents and families indicate opportunities for improvement at specific facilities. All survey results, including qualitative responses, will be shared with the Saskatchewan Health Authority to support quality improvement initiatives at the facility level.

2024-25 Long-term Care Resident and Family Experience Survey Results

Methodological note: The 2016-17 surveys included a 3-point scale, with respondents choosing “Agree”, “Neutral” or “Disagree”; in 2018-19 the scale was expanded to a 5-point scale of “Always”, “Usually”, “Sometimes”, “Rarely” and “Never”. Both surveys also included a “Not Applicable/Choose Not to Respond” option. In the charts below, 2016-17 data reflects “Agree” responses; 2018-19, 2022-23 and 2024-25 data includes “Always” and “Usually” responses.

Responses marked with an asterisk () indicate a “Not Applicable/Choose Not to Respond” rate of 20% or more. These results should be interpreted with caution.*

General Experience

Residents	2016-17	2018-19	2022-23	2024-25
Staff treat me with respect	89%	90%	88%	91%
Staff are professional, and able to provide excellent care	83%	87%	87%	89%
Staff say hello to me and address me by my preferred name	90%	89%	89%	90%
Staff respect my privacy	87%	89%	89%	90%
Staff respect my cultural and spiritual values	83%	83%	79%	83%
I feel safe here	91%	93%	92%	94%
Staff respect my personal belongings	87%	88%	88%	89%

Family Members	2016-17	2018-19	2022-23	2024-25
Staff treat me with respect	86%	95%	95%	92%
Staff are professional, and able to provide excellent care	76%	89%	87%	87%
Staff say hello to my family member and address them by their preferred name	90%	92%	91%	89%
Staff respect my family member's privacy	83%	93%	90%	91%
Staff respect my family member's cultural and spiritual values	80%	84%	74%*	79%
I feel safe here	82%	92%	91%	91%
Staff respect my family member's personal belongings	76%	89%	86%	86%

Communication

Residents	2016-17	2018-19	2022-23	2024-25
I feel listened to	77%	81%	79%	81%
I have opportunities to discuss my care with nurses, doctors, and/or therapists)	75%	71%	71%	76%
I am involved in decisions about my care	69%	69%	70%	76%
I am confident that information about my care is shared with staff members who need it	77%	79%	82%	86%
Communication with staff about changes in my care needs is done promptly	66%	72%	75%	78%
I know who to contact when I have concerns/questions	78%	79%	76%	82%
I feel comfortable speaking to a staff member about a problem	81%	82%	80%	83%
I feel confident that I will not suffer as a result of having raised concerns	73%	75%	76%	81%
If I raised a concern I was contacted with regards to the outcome	60%	62%	58%*	67%

Family Members	2016-17	2018-19	2022-23	2024-25
I feel listened to	75%	84%	82%	82%
I have opportunities to discuss my family member's care plan with nurses, doctors, and/or therapists)	79%	81%	74%	79%
I am involved in decisions about my family member's care	76%	84%	80%	84%
I am confident that information about my family member's care is shared with staff members who need it	69%	80%	78%	80%
Communication with staff about changes in my family member's care needs is done promptly	66%	79%	77%	77%
I know who to contact when I have concerns/questions	82%	88%	89%	87%
I feel comfortable speaking to a staff member about a problem	84%	88%	87%	86%
I feel confident that my family member's care will not suffer as a result of having raised concerns	75%	83%	81%	81%
If I raised a concern I was contacted with regards to the outcome	63%	70%	64%	69%

Care Provision

Residents	2016-17	2018-19	2022-23	2024-25
Care staff are available when I need them (e.g. continuing care aides, nurses, doctors, therapists)	78%	81%	79%	81%
Staff are willing to follow my preferences or suggestions about my care	73%	75%	76%	78%
I have choices regarding my care (e.g. time to wake, what to wear, etc)	81%	81%	81%	83%
Staff support me to participate in activities that are meaningful to me	85%	83%	83%	86%
Staff help me with personal care when needed (e.g. assisting me to the washroom)	87%	85%	84%	86%
I am well cared for 24 hours a day 7 days a week	86%	89%	89%	90%
Staff offer treatment when I tell them I have pain	83%	82%	82%	86%
Staff encourage me to do the things that I am able to do myself	86%	86%	85%	88%

Family Members	2016-17	2018-19	2022-23	2024-25
Care staff are available when my family member needs them (e.g. continuing care aides, nurses, doctors, therapists)	66%	82%	76%	78%
Staff are willing to follow my family member's preferences or suggestions about their care	71%	81%	76%	79%
My family member has choices regarding their care (e.g. time to wake, what to wear, etc)	63%	74%	68%	73%
Staff support my family member to participate in activities that are meaningful to them	78%	83%	79%	81%
Staff help my family member with personal care when needed (e.g. assisting me to the washroom)	79%	87%	84%	85%
My family member is well cared for 24 hours a day 7 days a week	75%	88%	86%	87%
Staff offer treatment when my family member tells them s/he has pain	80%	84%	78%	81%
Staff encourage my family member to do the things that s/he can do themselves	77%	82%	75%	76%

Food and Mealtime Experience

Residents	2016-17	2018-19	2022-23	2024-25
I receive the help I need to eat and drink throughout the day	82%	65%*	64%*	72%*
There is a good variety of foods and drinks offered to me	80%	81%	79%	82%
The dining experience is pleasant	82%	82%	82%	82%
I get enough to eat and drink	93%	93%	92%	93%
The overall quality of the food & drinks is good	78%	81%	80%	83%

Family Members	2016-17	2018-19	2022-23	2024-25
My family member receives the help needed to eat and drink throughout the day	78%	80%	76%	78%
There is a good variety of foods and drinks offered to my family member	75%	86%	81%	84%
The dining experience is pleasant	69%	83%	77%	82%
My family member gets enough to eat and drink	82%	91%	88%	90%
The overall quality of the food & drinks is good	73%	84%	80%	81%

Home Environment and Services

Residents	2016-17	2018-19	2022-23	2024-25
The home is kept clean	96%	96%	96%	96%
The home is quiet when it should be	81%	85%	84%	86%
The temperature in the home is comfortable	75%	81%	81%	77%
I can talk about personal issues with a staff member if I want to	72%	76%	76%	80%
I can access spiritual services in the home	78%	76%	71%	77%
Staff help me to access other health professionals if needed (provide contact information or make appointments for dentist, chiropractor, massage therapists, PT/OT)	71%	70%	65%	74%
The laundry services are good	84%	85%	87%	83%

Family Members	2016-17	2018-19	2022-23	2024-25
The home is kept clean	86%	94%	94%	94%
The home is quiet when it should be	79%	89%	84%	86%
The temperature in the home is comfortable	77%	88%	89%	84%
My family member can talk about personal issues with a staff member if s/he wants to	66%	72%	65%*	70.5%
My family member can access spiritual services in the home	79%	75%	65%*	70%*
Staff help my family member to access other health professionals if needed (provide contact information or make appointments for dentist, chiropractor, massage therapists, PT/OT)	68%	63%	52%*	59%*
The laundry services are good	72%	82%	84%	84%

Activities Experience

Residents	2016-17	2018-19	2022-23	2024-25
I like the activities provided in this home	78%	77%	76%	78%
I can choose whether or not to participate in activities	93%	92%	92%	94%

Family Members	2016-17	2018-19	2022-23	2024-25
My family member likes the activities provided in this home	62%	69%	62%	66%
My family member can choose whether or not to participate in activities	83%	86%	87%	86%

General Satisfaction

Residents	2016-17	2018-19	2022-23	2024-25
Overall this is a good place to live	88%	85%	89%	90%

Family Members	2016-17	2018-19	2022-23	2024-25
Overall this is a good place to live	83%	83%	88%	88%