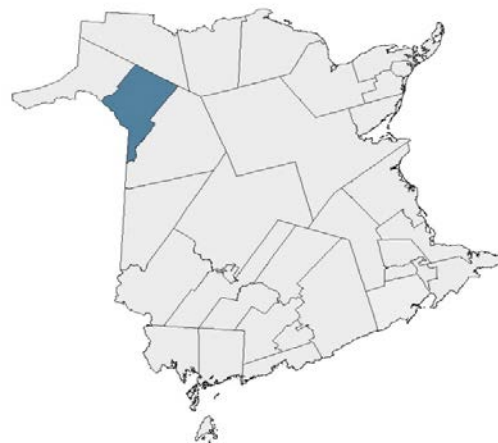


Grand Falls Area

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, delivered by EM/ANB Inc., and managed by Medavie Health Services New Brunswick. 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. The symbol "-" indicates that the survey sample size is too small to report.



	Grand Falls 2018 (%)	New Brunswick 2018 (%)
UNMET NEEDS		
	<i>n=204</i>	<i>n=6,937</i>
Is there anything else that could have been done to help you stay at home? (yes)	12.9	13.2
In this community, 12.9% of citizens receiving home care services (Extra-Mural Program or home support services or both) reported in 2018 that more could have been done to help them stay at home, compared to 17.8% in 2015 and 13.4% in 2012. For this type of indicator, a "better" result is achieved when the indicator has a "lower" value.		
What else could have been done or provided to help you stay at home? (top 3)		
More hours of service such as weeknights and weekends	-	30.9
More equipment such as wheelchairs and shower handles	-	14.1
Staff related – more staff, reliable staff, staff continuity, better trained	-	13.8
FAMILY CAREGIVERS		
	<i>n=204</i>	<i>n=6,937</i>
Does a friend, family member or volunteer help you with your home care? (yes)	58.2	63.2
Who helps the most?		
Spouse or partner	41.2	41.6
Son or daughter	43.8	38.7
Mother or father	19.1	16.7
Friend or volunteer	13.8	13.1
Other family member	5.7	5.4
How often do they help?		
Every day	58.5	56.1
A few times a week	19.2	22.0
Once a week or less	20.9	19.7

Included in this community:

Drummond, Grand Falls / Grand-Sault, Notre-Dame-de-Lourdes, Saint-André, Sainte-Anne, Sainte-Anne-de-Madawaska, Saint-Léonard

Grand Falls Area

	Grand Falls 2018 (%)	New Brunswick 2018 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES		
	<i>n=204</i>	<i>n=6,937</i>
Age group		
Less than 65	39.0	29.1
65-74	20.7	23.4
75-84	26.0	26.1
85 and over	14.3	21.4
Gender		
Male	37.3	40.6
Female	62.7	59.4
Education level		
No high school diploma	57.8	47.7
High school or higher	42.2	52.3
Household income		
Less than \$25,000	67.1	60.5
\$25,000 or more	32.9	39.5
Language of choice for services		
English	29.3	75.3
French	70.7	24.7
Aboriginal		
Yes	3.2	1.8
Self-rated overall health		
Excellent/Very good	11.3	14.0
Good	35.6	29.9
Fair	39.3	40.3
Poor	13.8	15.8
Self-rated mental or emotional health		
Excellent/Very good	30.0	30.3
Good	36.2	38.2
Fair	28.3	25.4
Poor	5.6	6.1
Chronic health conditions		
Hypertension	53.0	53.8
Arthritis	47.8	44.2
Heart disease	29.7	31.0
Chronic pain	37.4	30.8
Diabetes	28.5	30.5
Gastric reflux (or GERD)	23.8	24.6
Cancer	21.1	24.0
Depression	31.8	23.2
Asthma	17.9	19.5
Emphysema or COPD	15.0	17.9
Stroke	12.4	12.6
Dementia	4.7	6.0
Mood disorder other than depression	6.5	4.7
Alzheimer's	2.1	2.6

Grand Falls Area

	Grand Falls 2018 (%)	New Brunswick 2018 (%)
USE OF SERVICES (Extra-Mural Program)		
	<i>n=144</i>	<i>n=5,053</i>
Service received in the last two months		
Nurse	79.2	76.2
Physiotherapist	23.9	20.6
Respiratory therapist	29.5	20.4
Dietitian	18.5	16.3
Occupational therapist	9.9	16.2
Social worker	23.1	14.6
Speech language pathologist	3.4	3.6
Rehabilitation assistant	5.6	2.4
How long have you been getting services?		
More than 1 year	53.2	48.4
How often do you receive services?		
Every day	3.1	5.0
A few times a week	22.7	20.7
Once a week or less	74.2	74.3

	Grand Falls 2018 (%)	New Brunswick 2018 (%)
USE OF SERVICES (Home Support Services)		
	<i>n=99</i>	<i>n=2,993</i>
Service received in the last two months		
Housekeeping (cleaning, laundry)	94.2	92.1
Meal preparation	73.6	71.0
Bathing	39.3	42.7
Grooming or dressing	40.5	40.4
Respite/Relief to family, friends or volunteers	13.0	22.9
Transferring (from place to place, inside the home)	19.5	19.0
Feeding or nutrition care	20.6	17.8
How long have you been getting services from this home support worker?		
More than 1 year	81.9	68.4
How often do you receive services?		
Every day	45.8	48.1
A few times a week	36.2	39.7
Once a week or less	18.0	12.2

	Grand Falls 2015 (%)	Grand Falls 2018 (%)	New Brunswick 2018 (%)
QUALITY OF SERVICES (Extra-Mural Program)			
	<i>n=184</i>	<i>n=144</i>	<i>n=5,053</i>
Accessibility			
Did home care services start as soon as you thought you needed it? (yes)	94.7	95.5	94.1
Always got help when contacting the office (yes)	97.4	100.0 ■	96.6
How often service was received in language of choice (always)	English	English	English
	96.9	95.0	96.9
	French	French	French
	89.7	95.8	92.0

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

▲ ▼ = Favourable change from 2015 to 2018
 ▲ ▽ = Unfavourable change from 2015 to 2018

■ = Favourable result compared to NB
 □ = Unfavourable result compared to NB

Grand Falls Area

	Grand Falls 2015 (%)	Grand Falls 2018 (%)	New Brunswick 2018 (%)
QUALITY OF SERVICES (Home Support Services)			
	<i>n=114</i>	<i>n=99</i>	<i>n=2,993</i>
Accessibility			
Ease or difficulty getting information about home care services before starting (<i>very easy</i>)	14.6	28.7	32.9
Did home care services start as soon as you thought you needed it? (<i>yes</i>)	75.1	77.8	81.5
Ease or difficulty contacting agency office or home support worker for help (<i>very easy</i>)	43.8	42.0 ▣	61.5
	English	English	English
How often service was received in language of choice (<i>always</i>)	-	-	95.2
	French	French	French
	97.8	88.2	91.1
Appropriateness			
How often home support workers seemed informed about all care received at home (<i>always</i>)	41.3	40.1	51.9
How often clients received conflicting information from different providers (<i>never</i>)	69.2	72.9	71.4
Family caregivers were given information they wanted when they needed it (<i>strongly agree</i>)	15.1	23.4	26.6
Safety			
Do you believe you were harmed because of an error or mistake? (<i>yes</i>)	-	-	2.5
Communication			
How often home support workers explained things in a way that was easy to understand (<i>always</i>)	75.6	79.0	77.2
How often home support workers treated clients with courtesy and respect (<i>always</i>)	84.3	85.8	85.5
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	87.2	91.5	87.0
Would recommend agency or home support worker to family or friends (<i>definitely yes</i>)	79.1	74.1	69.4
Satisfaction with number of times care was received (<i>very satisfied</i>)	47.3	56.1	64.4
Availability of services			
Have you ever found the cost for home care services too high? (<i>yes</i>)	16.0	25.4	21.2
Experienced limits or reductions in...			
Types of service/care available (<i>yes</i>)	33.0	24.9	22.5
Duration of service or hours available (<i>yes</i>)	31.5	25.8	27.9

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

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