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Residents and Families Express Positive Experiences at Bruce County’s Long Term Care Homes!

Bruce County’s long term care residents and families expressed positive overall experiences at Brucelea Haven (Walkerton) and Gateway Haven (Wiarton) in a recent survey.



February 10, 2023

Bruce County’s long term care residents and families expressed positive overall experiences at Brucelea Haven (Walkerton) and Gateway Haven (Wiarton) in a recent survey. In the fall of 2022, both homes conducted their annual resident and family satisfaction surveys, seeking feedback on key long term care services provided, and the results were very positive.

Category	Resident (%)	Family (%)
Overall Satisfaction	94	92
Environment	95	96
Housekeeping Laundry	92	93
Food Service	91	92

Personal Care and Well Being	96	96
Recreation/Activities	94	83
Security and Safety	92	94
Convenience Services	93	89
Overall Assessment of home	95	94
Communication	100	92

“Bruce County Long Term Care Homes are committed to providing quality resident-centred care. We strive to provide our residents and families with choices that meet their unique needs and preferences”, said Megan Garland, Director of Long Term Care & Senior Services. “There are some areas in both homes where improvements can be made, including recreation and communication with families. Each home will develop an action plan in collaboration with Resident and Family Councils and regular updates will be provided to everyone.”

In total, there was 149 surveys completed, 76 from residents and 73 by families. This feedback helps the homes maintain their commitment to service excellence. The responses provide valuable insights into the evolving needs and expectations of residents and families. Families can continue to contact the Brucelea Haven and Gateway Haven Administrators with any questions and concerns.

Discover more about [Long Term Care in Bruce County](#).

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