

Abbeyfield The Dales Ltd

# Resident Survey Results 2018

**ABBNEYFIELD THE DALES LTD**

# Contents

<b>Introduction</b>	3
<b>Demographics Results</b>	
• Response Rates and Demographics	5
<b>Responses: Residents &amp; Service Users</b>	
• Questions 01 - 06	7
• Questions 07 - 12	8
• Questions 13 - 15	9
• Open question	10
<b>Responses: Friends &amp; Relatives</b>	
• Questions 01 - 06	11
• Questions 07 - 12	12
• Open question	13
<b>Responses: Professionals</b>	
• Questions 01 - 06	14
• Questions 07 - 12	15
• Open question	16
<b>Summary</b>	19

# Introduction

**We recently asked you to take a moment to complete this years Resident, Service Users, Friends & Family and Professional Surveys.**

This was your chance to let us know how you really feel about Abbeyfield The Dales. We cannot stress enough how important your views are to us, without your input we cannot possible grow as an organisation, and we certainly cannot develop the areas where you think we fall down without bringing them to our attention.

Thank you to those of you who took the time to complete this, your feedback is greaty appreciated.

We hope this report is useful and also hope that you will take part in next years survey.

Please remember when completing these surveys you don't have to provide your personal details unless you want to be provided feedback personally. Your responses are confidential, and your responses are a vital part of developing Abbeyfield The Dales Ltd.

Lastly, surveys are not the only way of providing feedback, you can raise concerns at any point with your Service Manager or any other member of staff.

# Resident Survey Results 2018

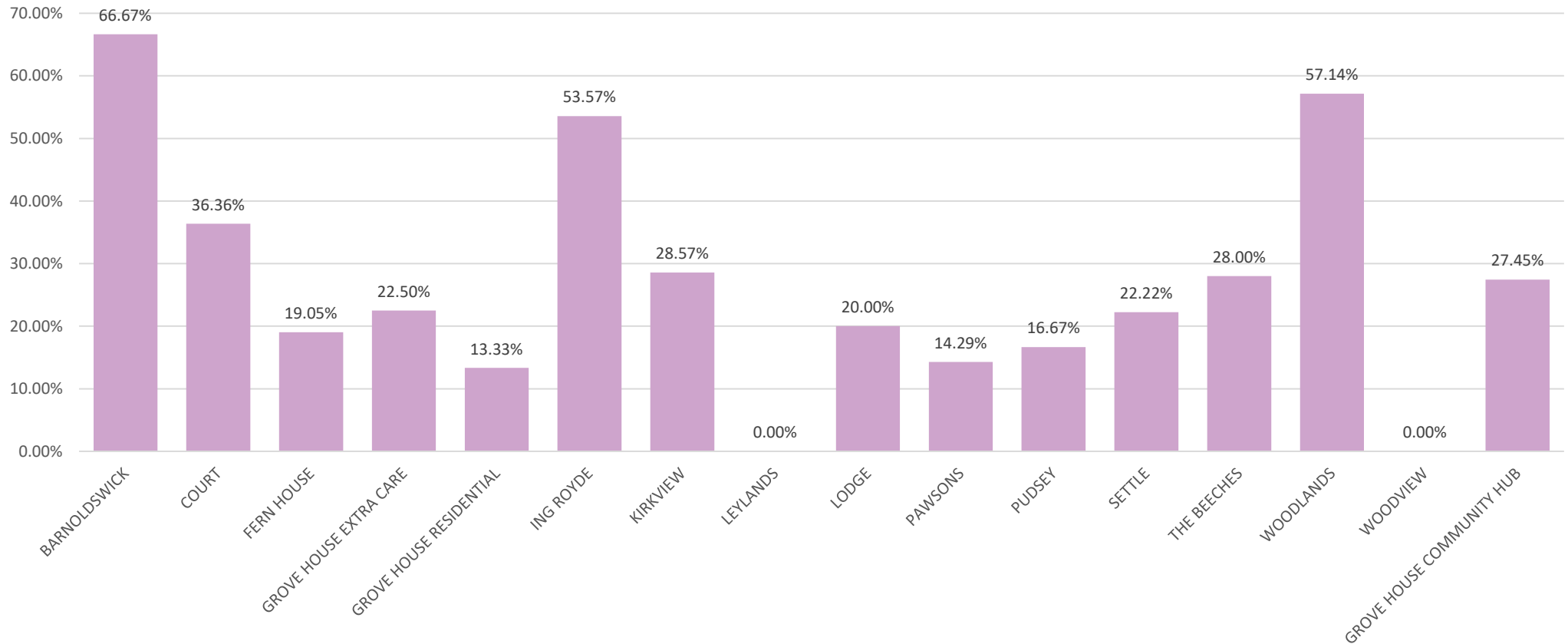
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## DEMOGRAPHICS

### Response Rates and Demographics

# Response Rates (%)



Over all services across Abbeyfield The Dales Ltd, 315 residents were asked to participate, 94 responses were received. This is an overall response rate of 29.84%.

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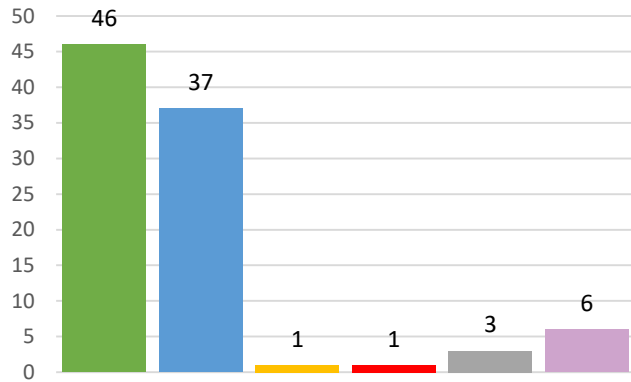
## RESIDENT & SERVICE USER RESPONSES

Questions 1 - 15

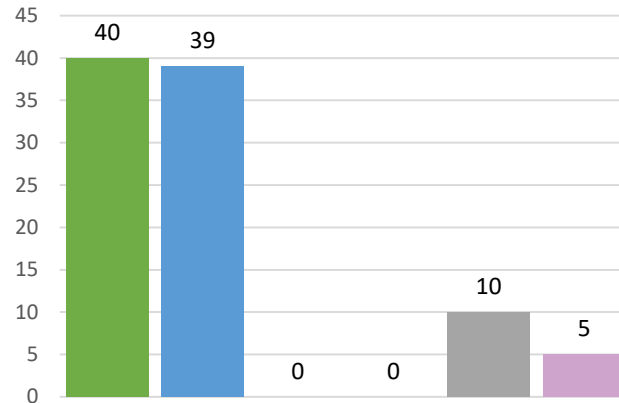
Open question

# Resident & Service User Responses

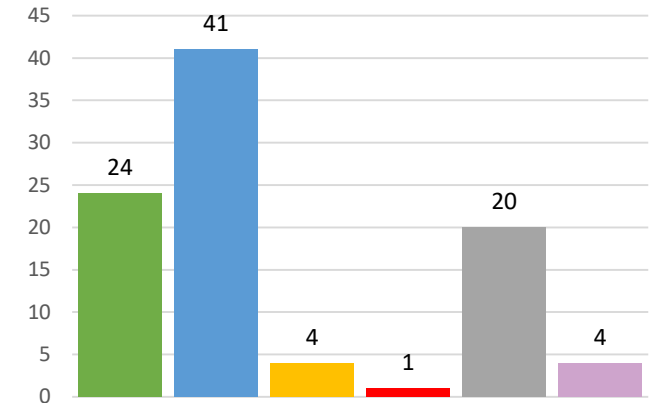
**Q1. The manager is approachable and responds to questions, or issues promptly and effectively.**



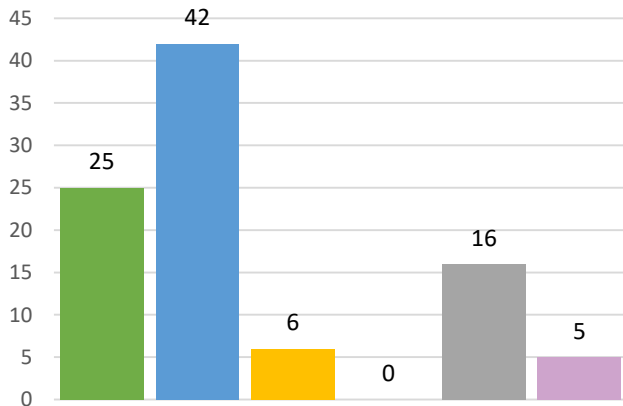
**Q2. My family/friends feel welcomed when they visit and can visit when they like.**



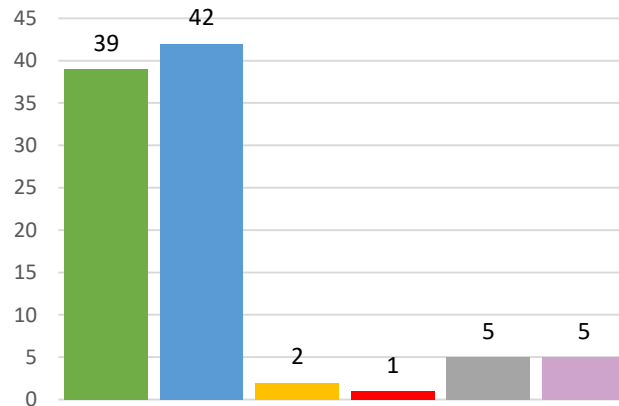
**Q3. I feel included in the planning of my care and support.**



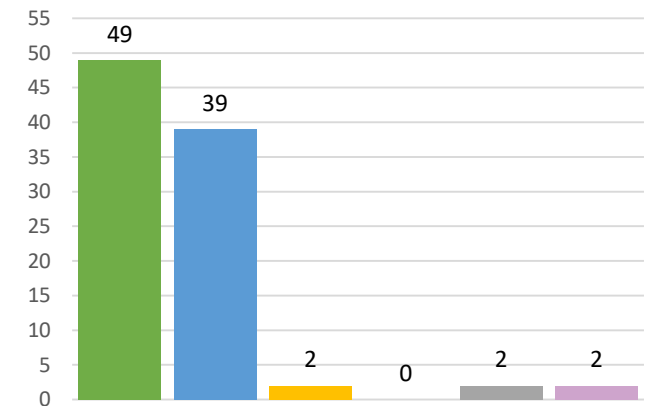
**Q4. I feel that I am well informed about the care and support I receive.**



**Q5. I feel that my overall well-being and needs are met to my satisfaction.**

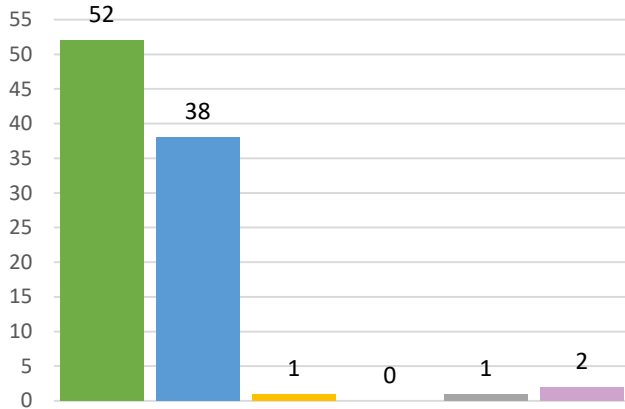


**Q6. I feel I have good working relationships with staff members.**

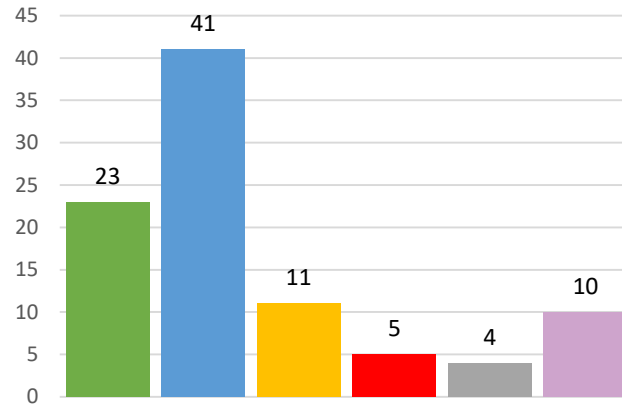


# Resident & Service User Responses *con't...*

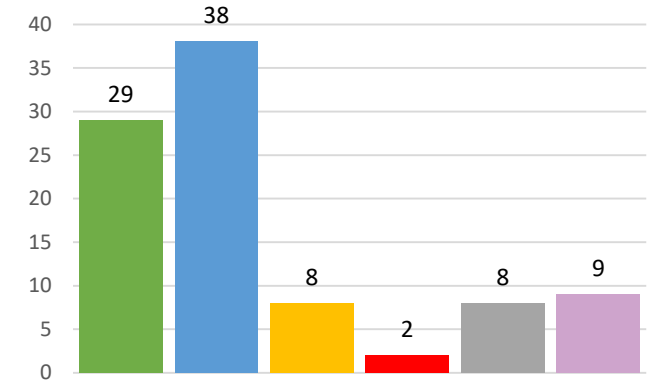
**Q7. Staff members are well presented and act professionally.**



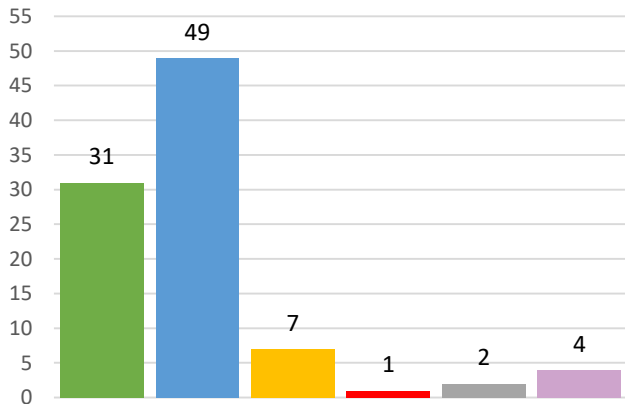
**Q8. I know how to make a complaint and understand the procedures?**



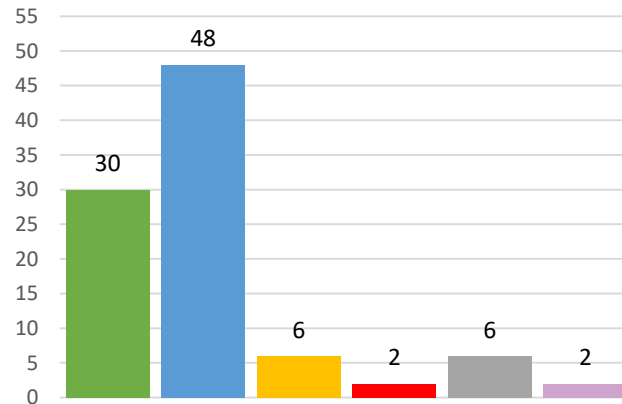
**Q9. The activities programme is relevant and enjoyable, giving me opportunities to socialise with other residents.**



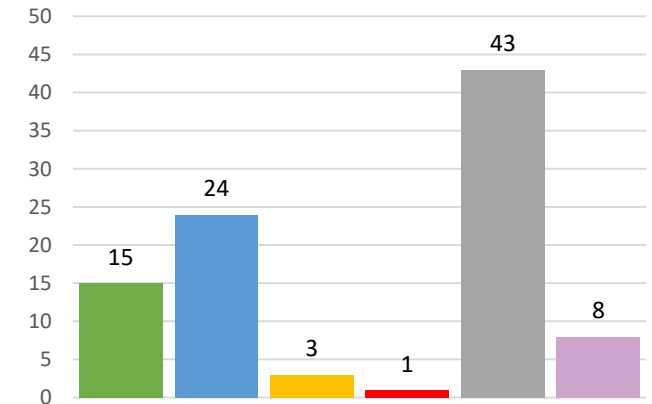
**Q10. The grounds and gardens are well maintained.**



**Q11. The food served is appetising with a good variety of choices available.**



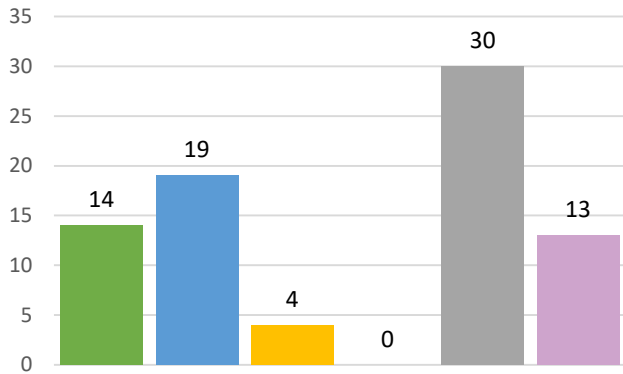
**12. Any special dietary needs I have are catered for.**



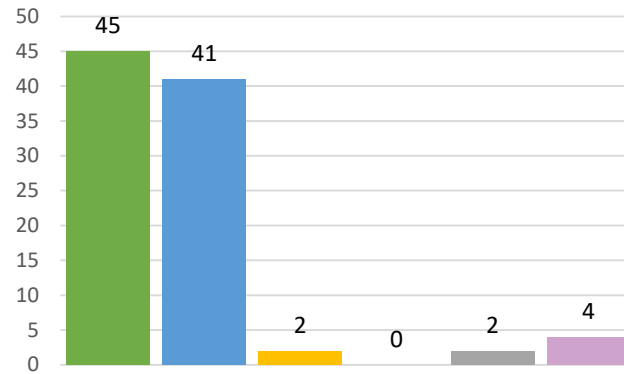


# Resident & Service User Responses *con't...*

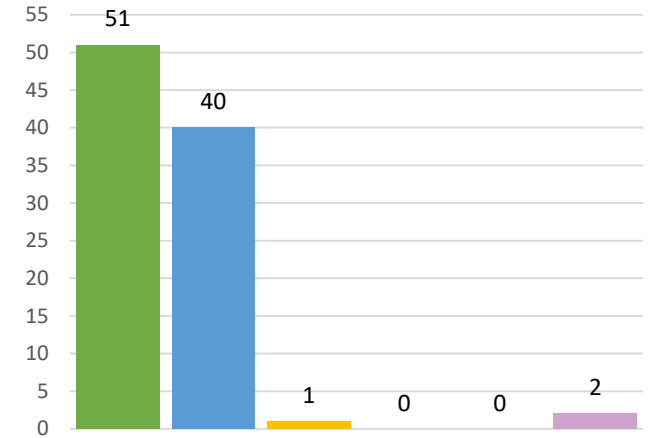
**Q13.** If you have a cleaning service with Abbeyfield The Dales, how would you rate this? *(Residents Only)*



**Q14.** Communal rooms are well maintained, clean, tidy, well-furnished, odour free and secure.



**15.** Overall I would rate the service as being.



# Open question

## What you said and what we did.

Thank you to all our residents across the various sites for participating in the 2018 survey. We have received so many amazing comments about staff and services we are deeply grateful, all your comments have been shared with the individual teams.

So how did we do? Well, the results speak for themselves, of the 94 responses; 51 of you gave us an overall rating of 'Outstanding' and 40 rated us 'Good', which is fantastic. In fact, as you can see from each question this has mostly been the response throughout. The 2 questions with the highest 'Outstanding' responses are for our staff, you feel you have good working relationships with staff and feel they act professionally at all times, after all staff are a key element in making Abbeyfield the Dales a great place to live, and work!.

The main areas where you think we need to focus on are as follow:

- A number of you are unsure of our complaints procedures. Our managers have provided individual feedback, and all notice boards should have this information displayed, please speak to a member of staff should you need further guidance.
- There were a number of comments made about our activities. Some properties do not have activities staff, but we continually recruit volunteers to help you get involved. An activities survey was carried out at 2 sites to see what it is residents would like to see happening, you should start to see changes on the back of this very soon.

If you wish to discuss the survey further please speak to your service manager.

# Resident Survey Results 2018

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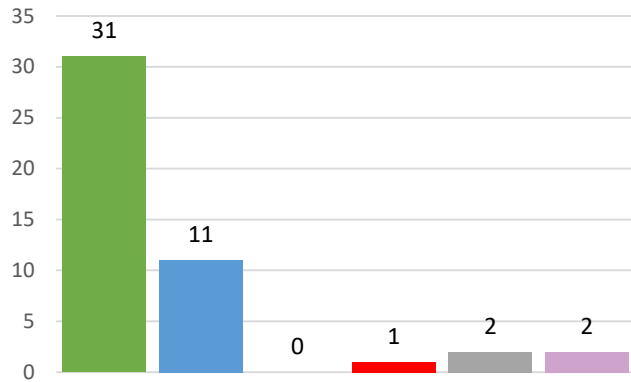
## FRIENDS & RELATIVE RESPONSES

Questions 1 - 11

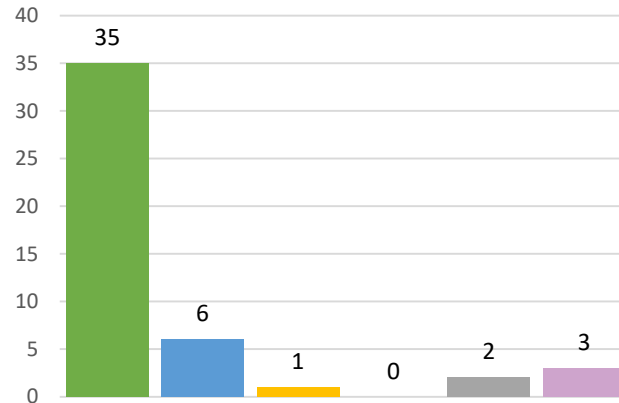
Open question

# Friends & Relative Responses

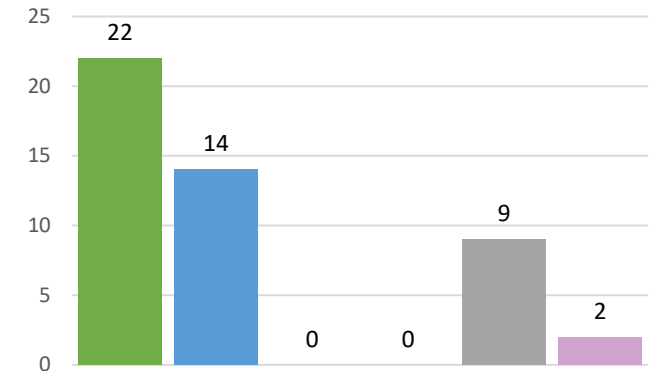
**Q1. The Manager is approachable and responds to questions or issues promptly and effectively.**



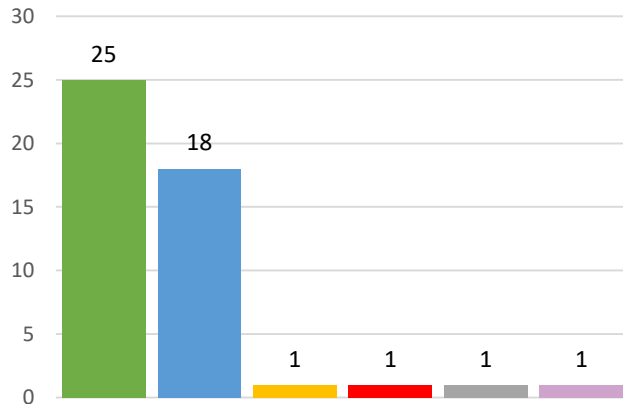
**Q2. I feel welcome when I visit and can visit when I like.**



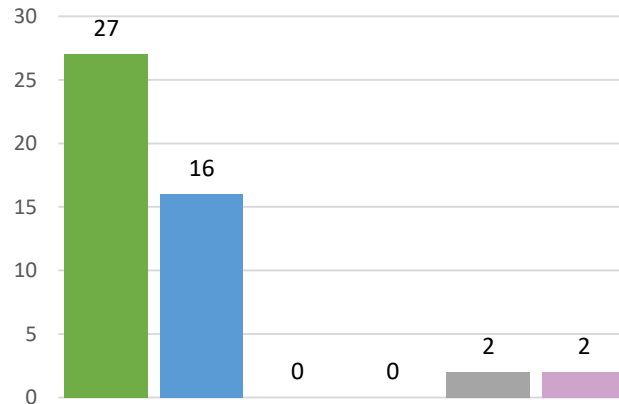
**Q3. Where appropriate and with consent, I feel included in the planning of care and support for my relative / friend.**



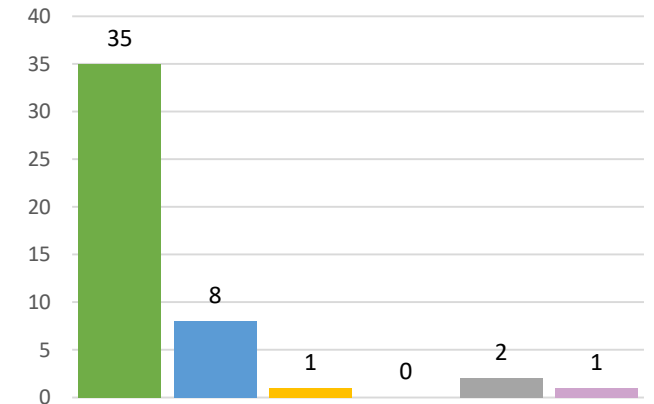
**Q4. I feel the well-being and needs of my relative / friend are met to their satisfaction.**



**Q5. From my observations I feel my relative / friend has appropriate relationships with staff.**

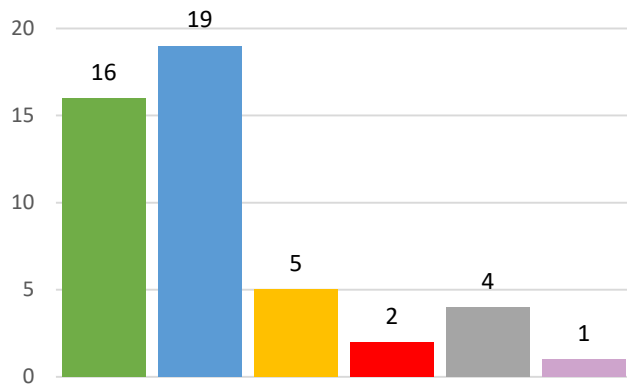


**Q6. Staff members are well presented and act professionally.**

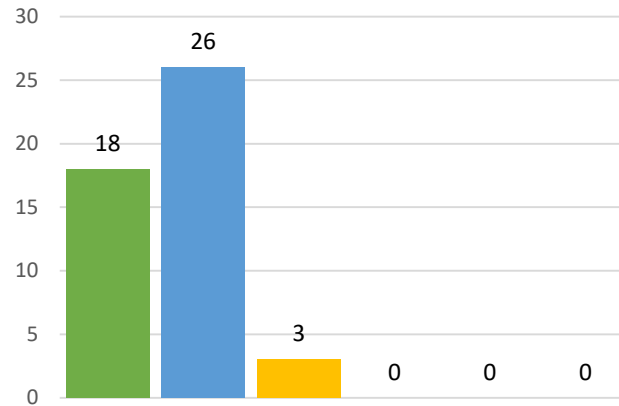


# Friends & Relative Responses *con't...*

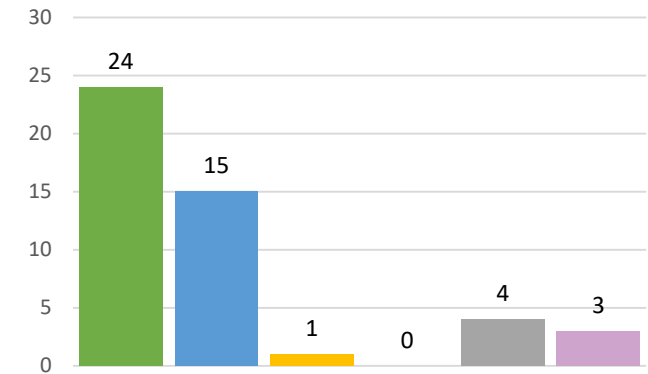
**Q7.** The activities programme is relevant and enjoyable, giving my relative/friend opportunities to socialise with other residents.



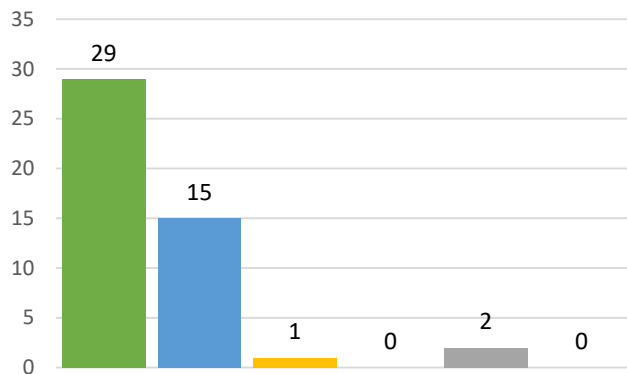
**Q8.** The grounds / gardens are well maintained.



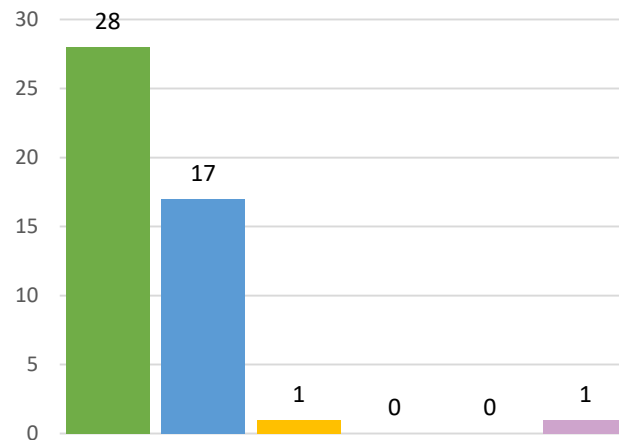
**Q9.** The food served to my relative / friend is appetising with a good variety of choices available.



**Q10.** The Communal rooms are well maintained, clean, tidy, well-furnished, odour free and secure.



**Q11.** Overall I would rate the service as being.



# Open question

## What you said and what we did.

The responses from our resident's family and friends have been extremely positive, scoring us either 'Good' or 'Outstanding' which is great to hear, thank you. It is very important to us to gain the feedback of family and friends as the services we provide to our resident often extend to you, we want to support and reassure you too, and we appreciate you want to know your family member or friend is safe and well looked after.

We received so many positive comments we thought we would share a few.

"I can't speak highly enough of the care and attention the staff pay to my friend in respite at Abbeyfield Ilkley. It seems like a big family and the carers and staff are all working together to the welfare of their residents." (Grove House, Residential)

- "I have been so grateful for the way the staff at Woodlands have given me and my mum support throughout my dad's illness, around the time of his death and ongoing care for my mum now through her period of grieving. The kindness, sensitivity and consideration shown has been truly outstanding. Knowing mum is in such a caring, friendly environment has certainly helped me get through a very difficult time. It is difficult to think of any ways in which the service can be improved." (Woodlands)

- "My mother feels secure, comfortable and happy both with fellow residents plus staff. Staffing seems stable and happy. There is a family 'feel' to the establishment. Social activities are numerous and regular which is brilliant! 24hs/day staff presence gives great re-assurance to me. Whilst looking after my mother's affairs including finance & general day to day tasks such as shopping I felt my mother still feels independent and at 93 that is amazing". (Ing Royde)

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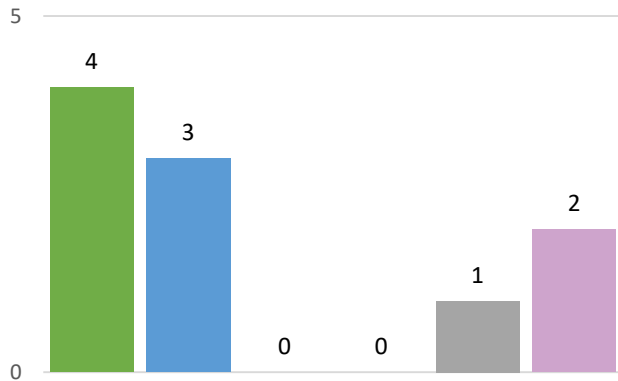
## PROFESSIONAL RESPONSES

Questions 1 - 9

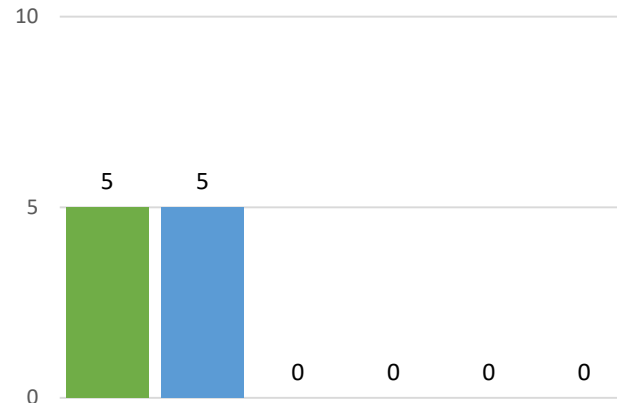
Open question

# Professional Responses

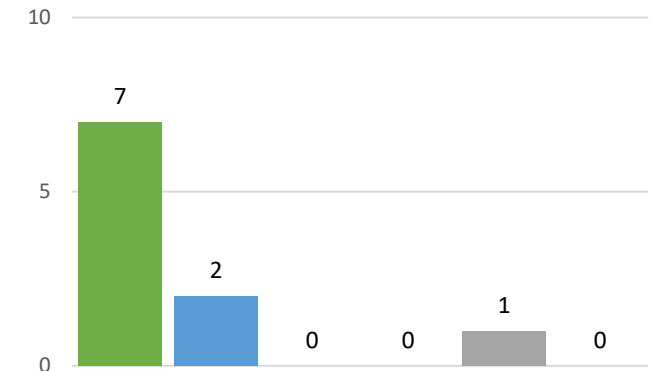
**Q1.** The Manager is approachable and responds to questions or issues promptly and effectively.



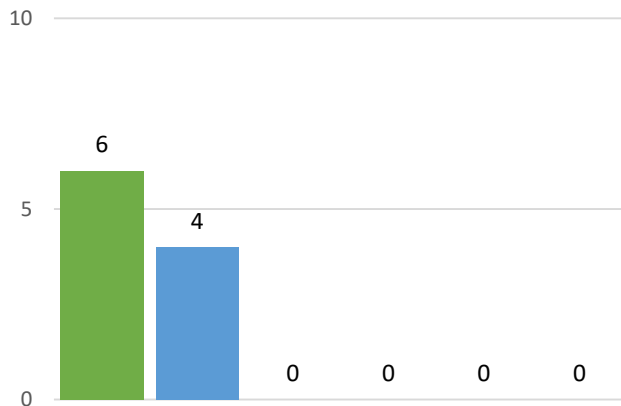
**Q2.** I am given appropriate access to the building when required.



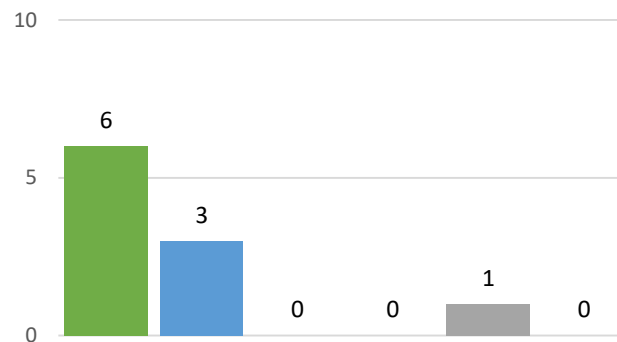
**Q3.** Staff follow my professional advice and instructions (e.g. DN/GP's) in the delivery of care and support.



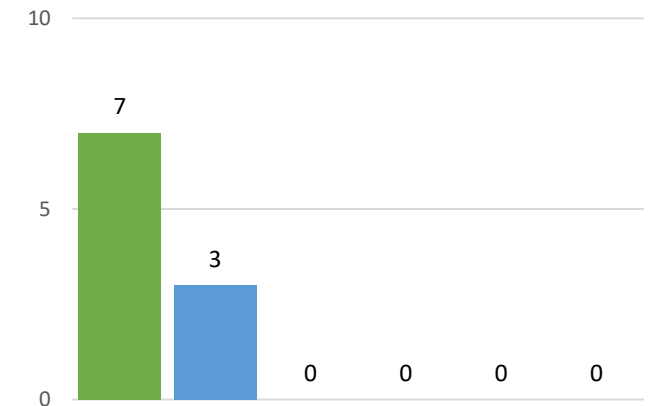
**Q4.** I feel that I am well informed about people I offer a service to.



**Q5.** I have observed people I offer a service to experiencing appropriate relationships and undertaking meaningful activities with staff members and other residents.



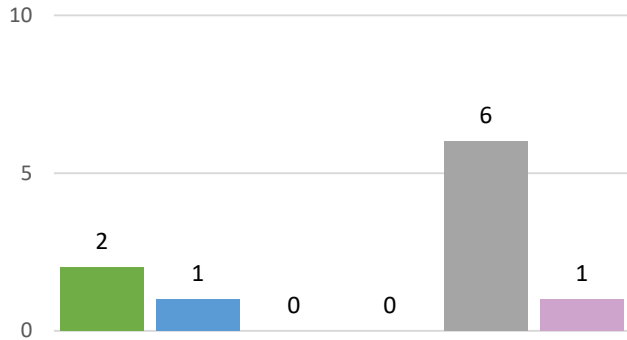
**Q6.** Staff members are well presented and act professionally.



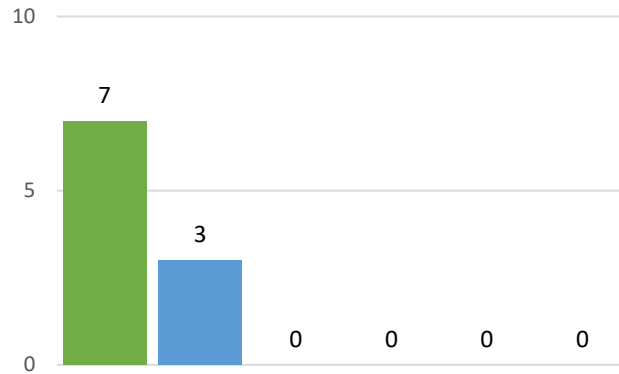


# Professional Responses *con't...*

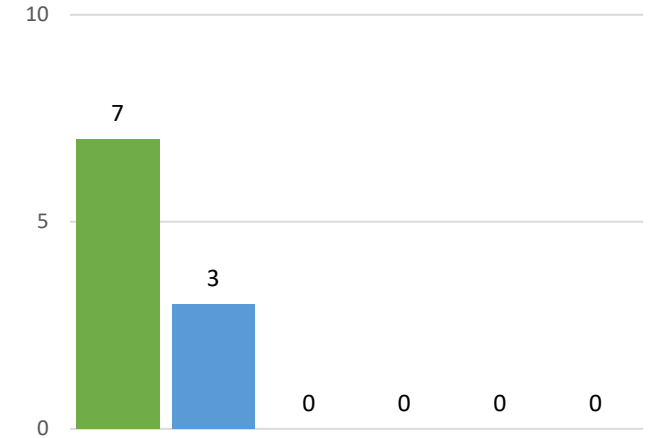
**Q7.** I have observed the food being served and it is appetising with a good variety of choices available with any personal dietary needs catered for.



**Q8.** Communal rooms are well maintained, clean, tidy, well-furnished, odour free and secure.



**Q9.** Overall I would rate the service as being.



# Open question

## What you said and what we did.

It's great to see feedback from professionals outside of Abbeyfield The Dales, we value your opinions about the services we provide and glad you find them either outstanding or good.

There were no negative responses. Thank you.

Some of the feedback is detailed below:

- "I have no issues with the staff at the home. Nursing staff are very caring and supportive." (Ing Royde)
- "Always made to feel welcome, staff good at communicating issues/needs/changes."(Ing Royde)
- "The support the staff give to the clients is outstanding, genuine, caring and supportive. We see many supported living and this comes out on top!."(Ing Royde)
- "well run, a happy place to visit." (Woodlands)
- "Always a pleasure to visit, very professional and welcoming. Residents of Abbeyfield Skipton are very happy and well cared for, the whole place has a wonderful ambiance." (Woodlands)

# Resident Survey Results 2018

## SUMMARY

The logo for Abbeyfield, featuring the word "Abbeyfield" in a blue serif font with a stylized 'i'.The logo for "The Dales" in a white sans-serif font, with the tagline "Making time for older people" in a smaller font below it, all contained within an orange rounded rectangle.

Thank you for taking time to complete our 2018 Resident Annual Survey. Your feedback is greatly appreciated and an essential part of developing and improving your experiences living within Abbeyfield The Dales.

We are pleased with the positive feedback received from our residents, your friends, family and professional bodies. Where we have received negative feedback, our managers have reacted and addressed issues and concerns quickly and effectively.

Your annual survey is not the only opportunity where you can provide feedback or raise issues, your scheme/site manager is always available to discuss and resolve these with you.

Once again, we thank you for your feedback and look forward to your responses later this year.

The logo for Abbeyfield, featuring the word "Abbeyfield" in a blue serif font with a stylized human figure icon integrated into the letter 'i'.

The Dales  
Making time for older people

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