

Abbeyfield The Dales Ltd

# Resident Survey Results 2018

## GROVE HOUSE COMMUNITY HUB

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# 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

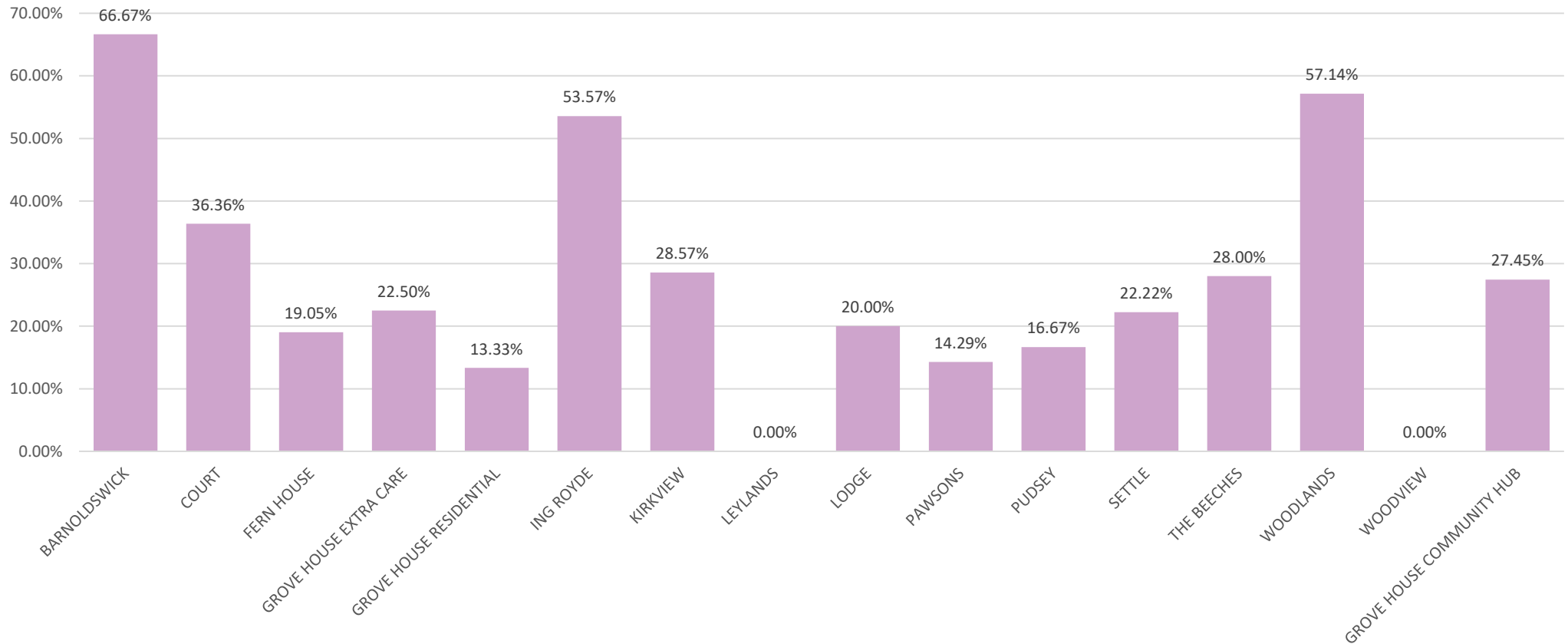
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## DEMOGRAPHICS

### 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%.

**At GROVE HOUSE COMMUNITY HUB, 51 residents were asked to participate, 14 responded. This is an overall response rate of 27.45%.**

# Resident Survey Results 2018

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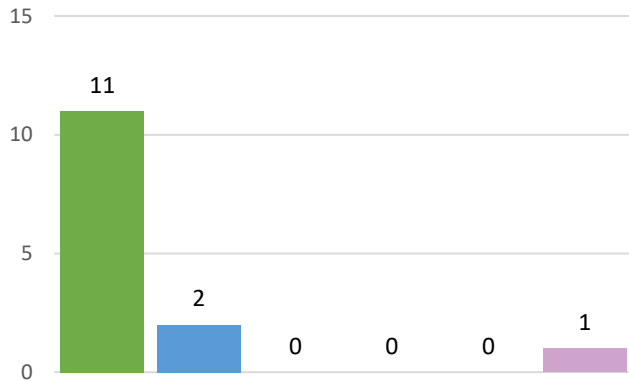
## RESIDENT & SERVICE USER RESPONSES

Questions 1 - 15

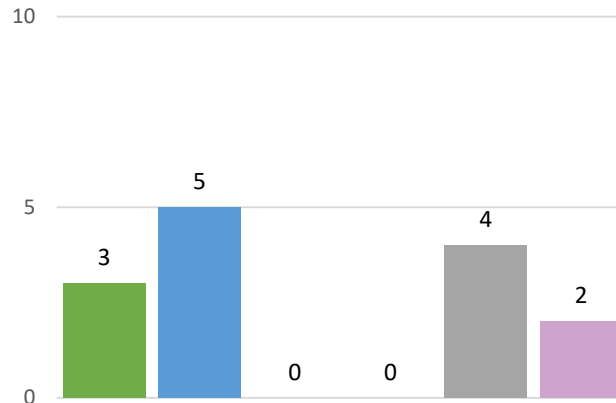
Open question

# Resident & Service User Responses

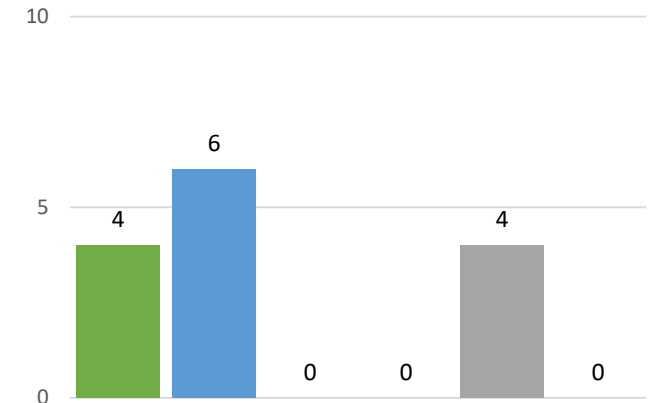
**Q1.** The manager is approachable and responds to questions, or issues promptly and effectively.



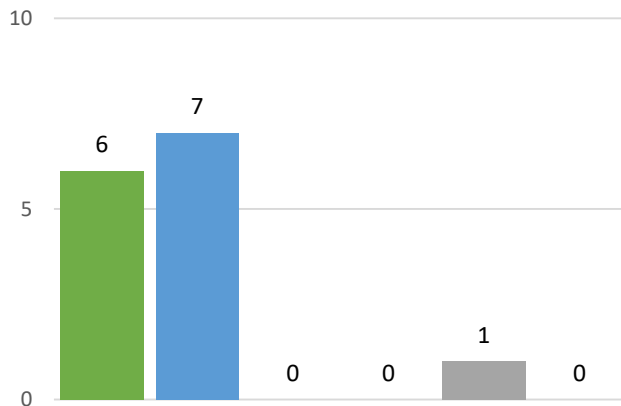
**Q2.** My family/friends feel welcomed when they visit and can visit when they like.



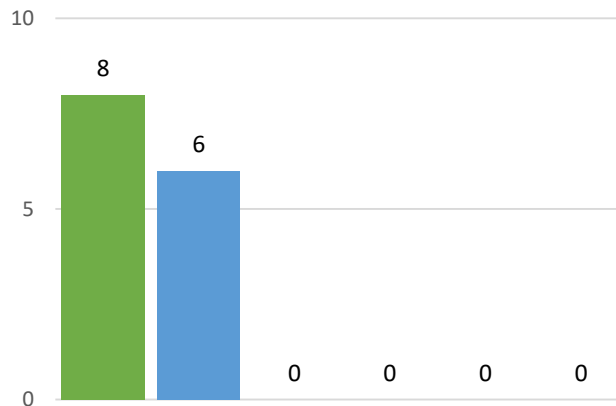
**Q3.** I feel included in the planning of my care and support.



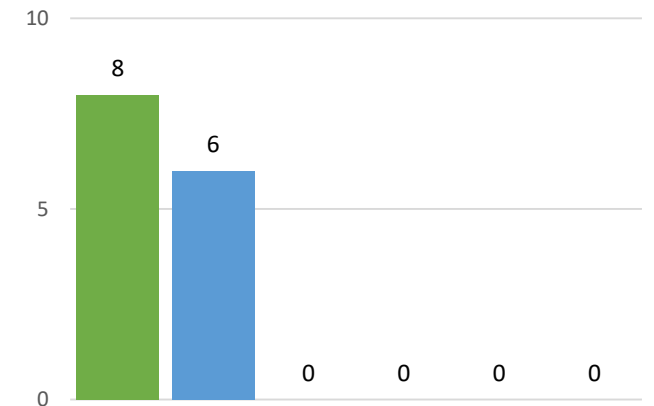
**Q4.** I feel that I am well informed about the care and support I receive.



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

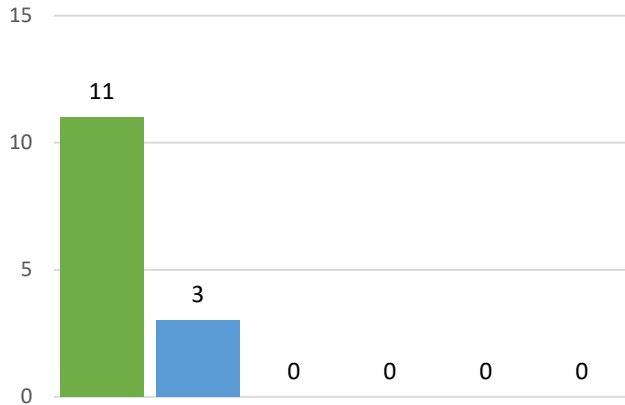


**Q6.** I feel I have good working relationships with staff members.

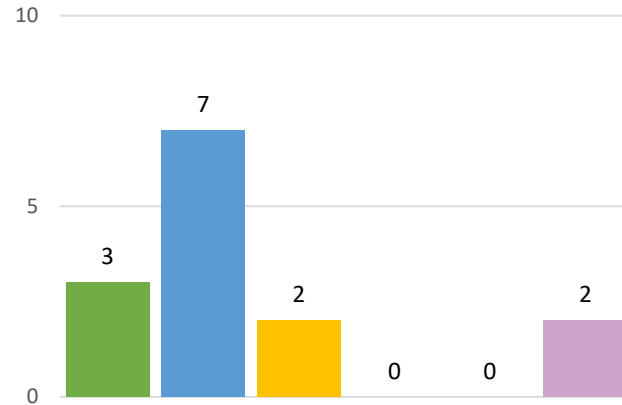


# Resident & Service User Responses *con't...*

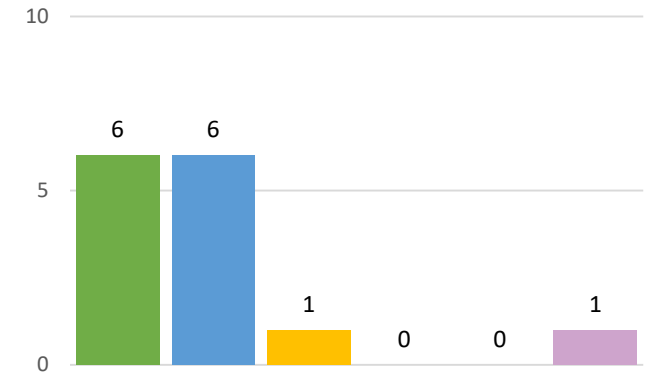
**Q7.** Staff members are well presented and act professionally.



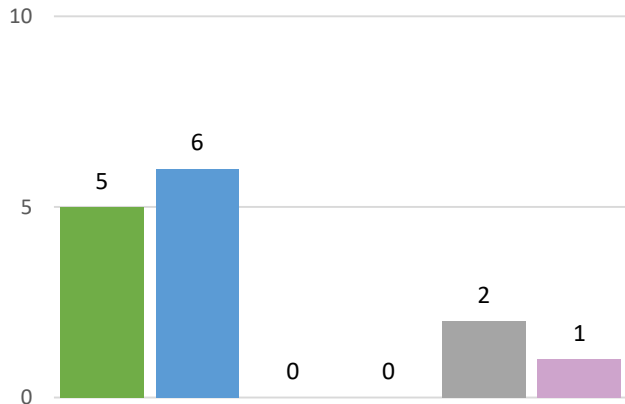
**Q8.** I know how to make a complaint and understand the procedures?



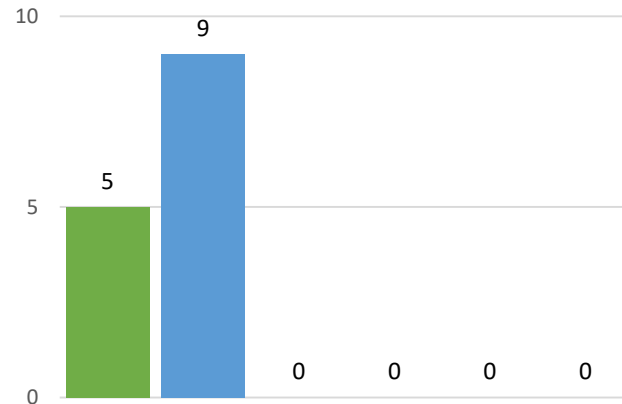
**Q9.** The activities programme is relevant and enjoyable, giving me opportunities to socialise with other residents.



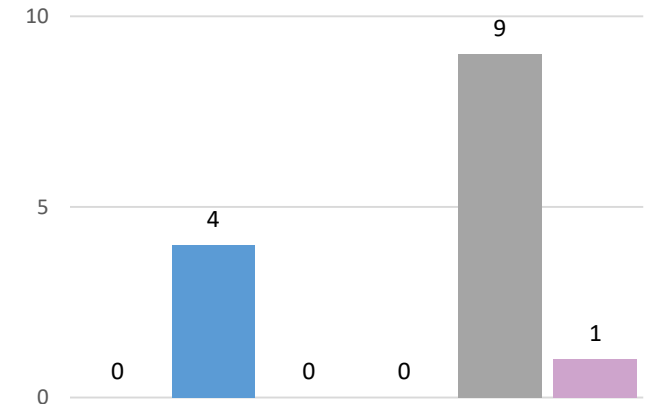
**Q10.** The grounds and gardens are well maintained.



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



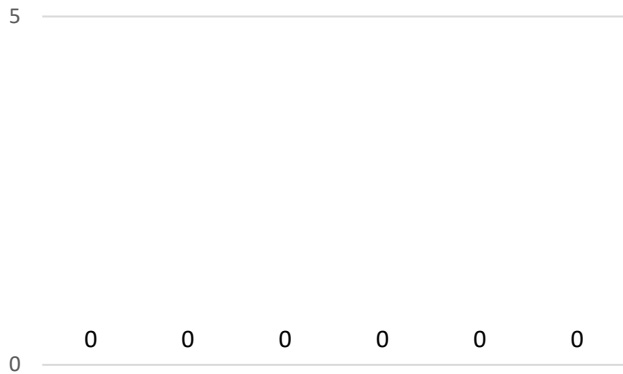
**12.** Any special dietary needs I have are catered for.



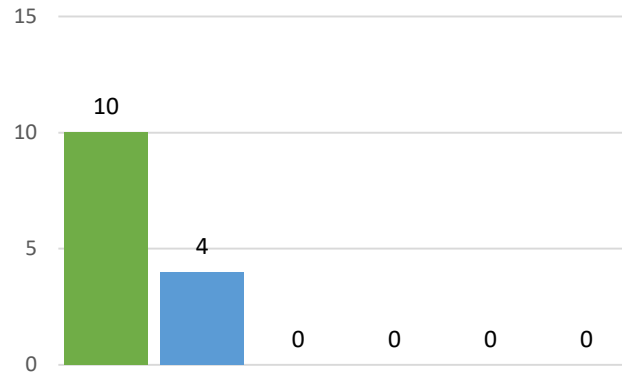


# Resident & Service User Responses *con't...*

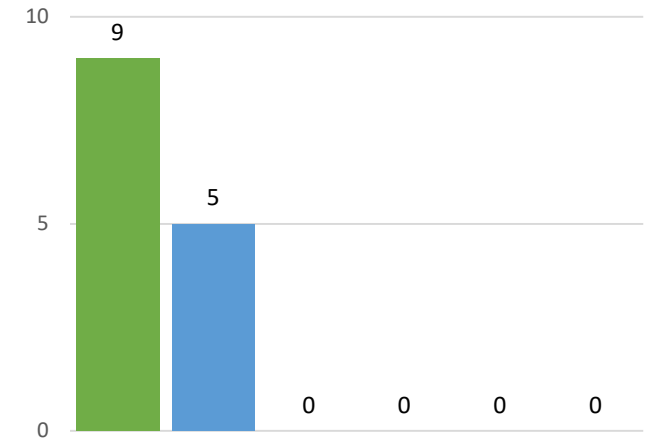
**Q13.** If you have a cleaning service with Abbeyfield The Dales, how would you rate this? *(Residents Only)*



**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.

The responses from our service users has been really positive, thankyou for taking the time to provide your feedback. It is great to hear that those of you who use our services, but do not necessarily live with us here at Abbeyfield The Dales, enjoy your experiences with us, find our staff caring and helpful and that you feel welcome when you visit.

Some of your comments are as follows:

- "The staff are very helpful and always cheerful ... They are so good to me and others like me, in a wheelchair permanently. Always good things to do, craft, knitting and much more."
- "Extremely happy with all staff and service provided."
- "I always feel welcomed by the staff."

As with some of our other sites, some of you are unsure about our complaints procedure. The manager of the Community Hub has spoken to those who have raised the issue and our procedures should be on notice boards around the property.

A concern was raised with a specific, hard to reach window, and requested a cherry picker. We do have window cleaners and gutters are cleaned, however discussions about the feasibility of hiring someone for these specific tasks and other tasks while they are here have taken place.

# Resident Survey Results 2018

## FRIENDS & RELATIVE RESPONSES

Questions 1 - 11

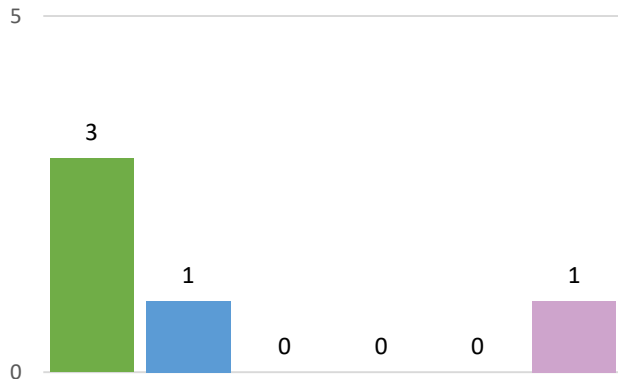
Open question

Abbeyfield

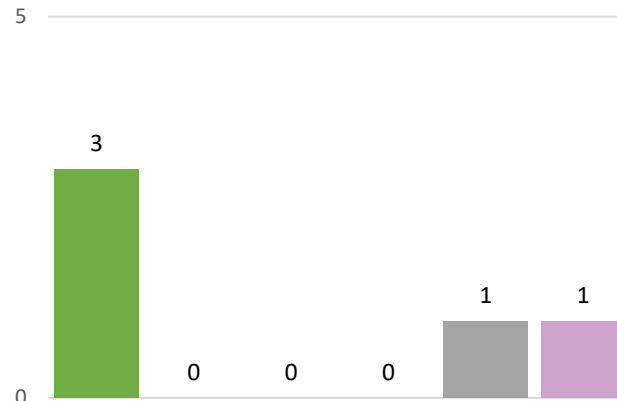
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# Friends & Relative Responses

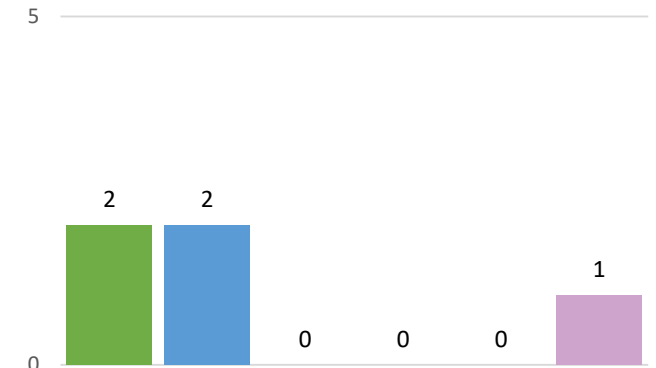
**Q1.** The Manager is approachable and responds to questions or issues promptly and effectively.



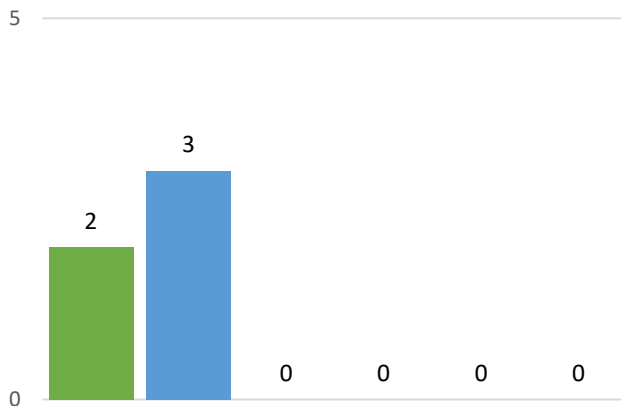
**Q2.** I feel welcome when I visit and can visit when I like.



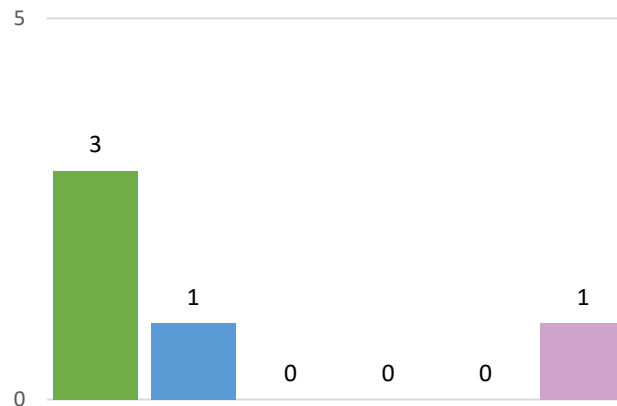
**Q3.** Where appropriate and with consent, I feel included in the planning of care and support for my relative / friend.



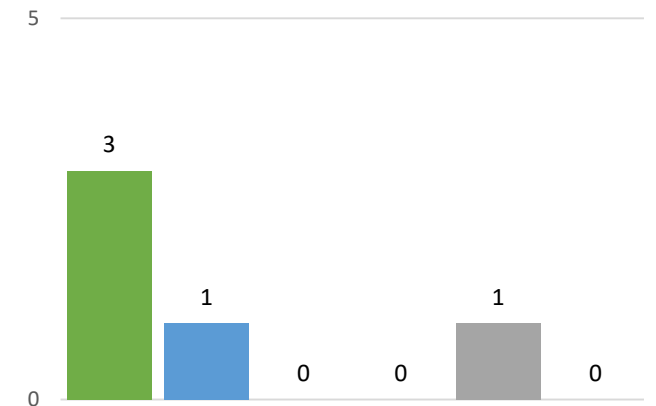
**Q4.** I feel the well-being and needs of my relative / friend are met to their satisfaction.



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

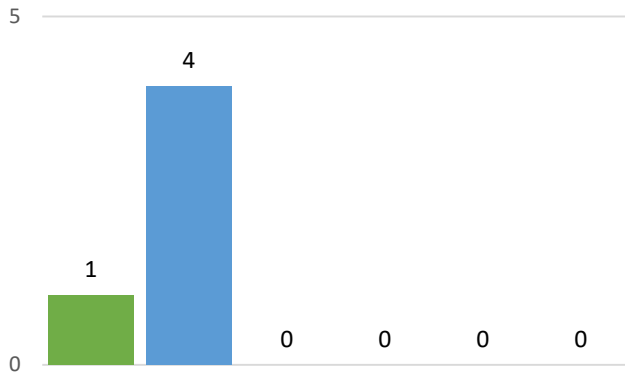


**Q6.** Staff members are well presented and act professionally.

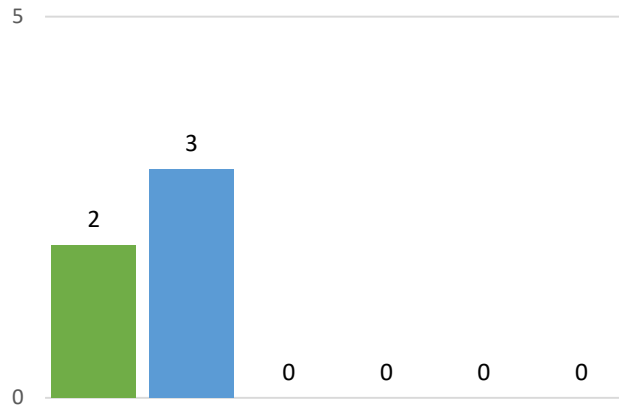


# Friends & Relative Responses *con't...*

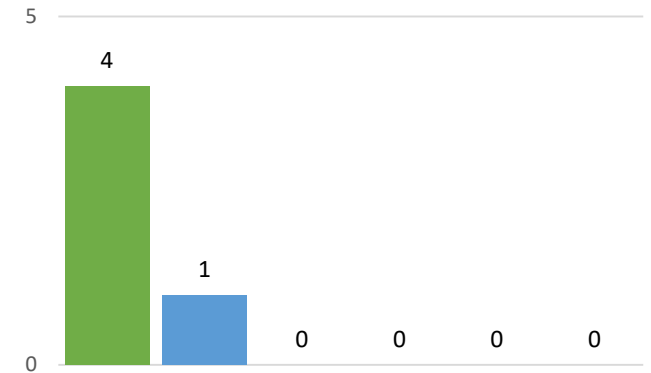
**Q7.** The activities programme is relevant and enjoyable, giving my relative/friend opportunities to socialise with other residents.



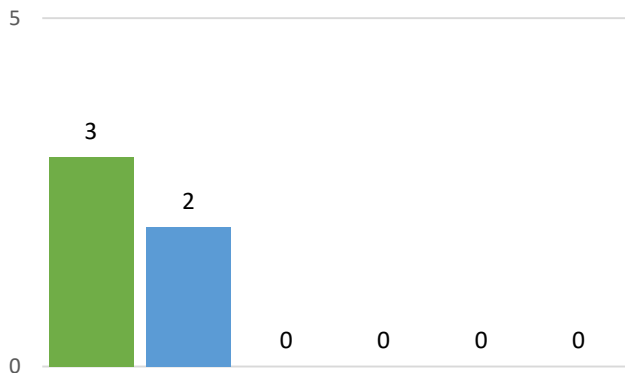
**Q8.** The grounds / gardens are well maintained.



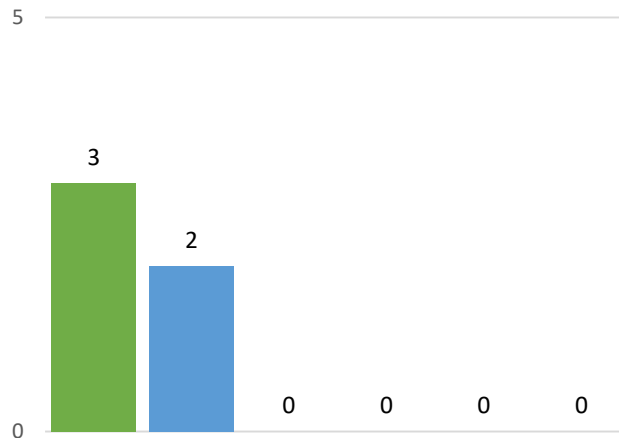
**Q9.** The food served to my relative / friend is appetising with a good variety of choices available.



**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 Service Users' family and friends have been really positive, scoring us either 'Good' or 'Outstanding' which is great to hear, thank you.

A lot of your comments were very positive and there were even a few suggestion in there, we always welcome you feedback and any ideas you have are welcome.

We had a request for a quarterly newsletter, we do produce newsletter and these should be available in the coffee bar or on notice boards.

Some of your comments were as follows:

- "Joanne does an excellent job and seems well respected and liked by the residents and certainly by me. She has handled the changes in funding admirably well."
- "Always welcoming and cheerful. Aware of my father's needs. Enjoy the meals."
- "We are fairly new residents (just over a year) but have been very happy living in the flat and so close to The Grove. Staff are so helpful and kind - nothing is too much trouble for them! My husband has Alzheimer's and is very happy and settled here to."

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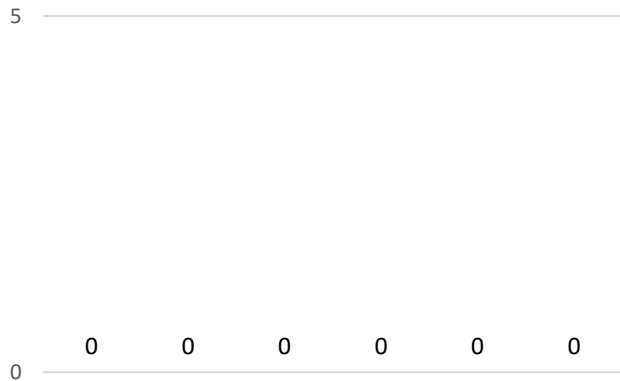
## PROFESSIONAL RESPONSES

Questions 1 - 9

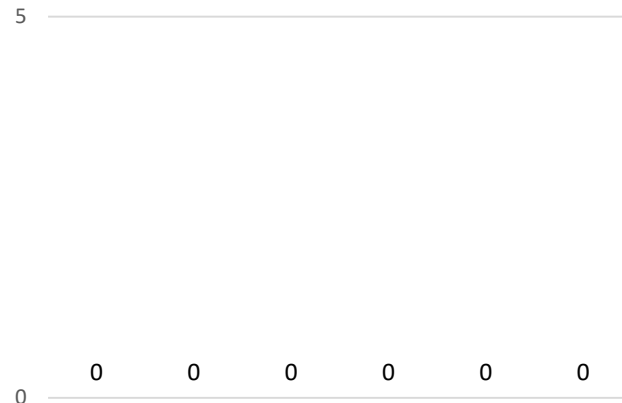
Open question

# Professional Responses

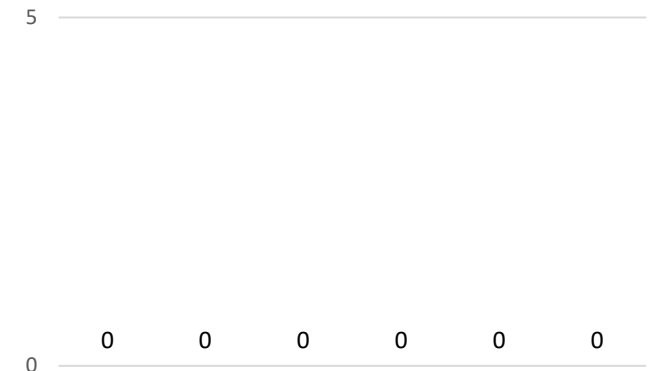
**Q1.** The Manager is approachable and responds to questions or issues promptly and effectively.



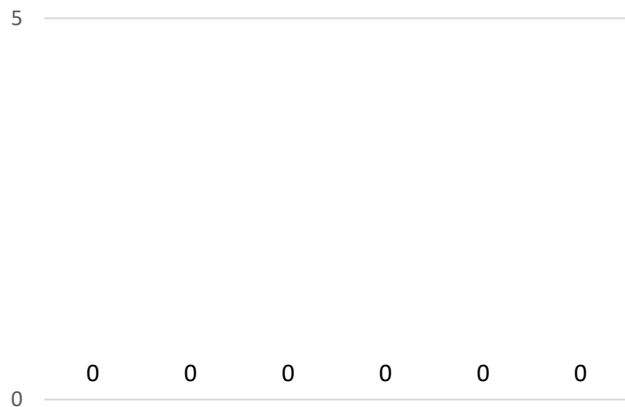
**Q2.** I am given appropriate access to the building when required.



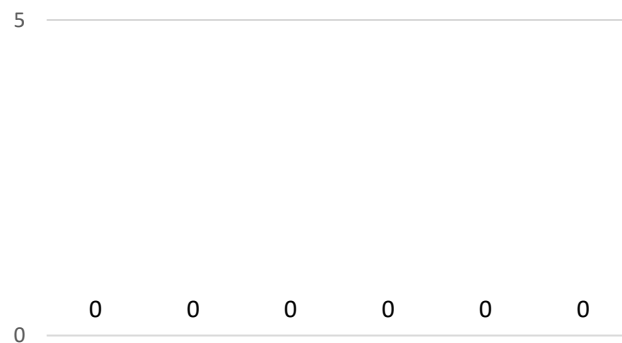
**Q3.** Staff follow my professional advice and instructions (e.g. DN/GP's) in the delivery of care and support.



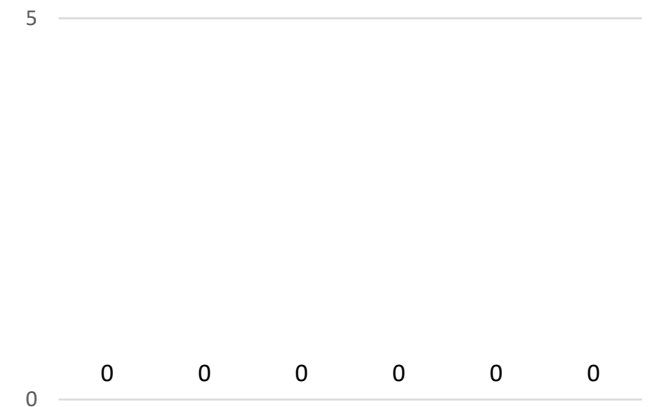
**Q4.** I feel that I am well informed about people I offer a service to.



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



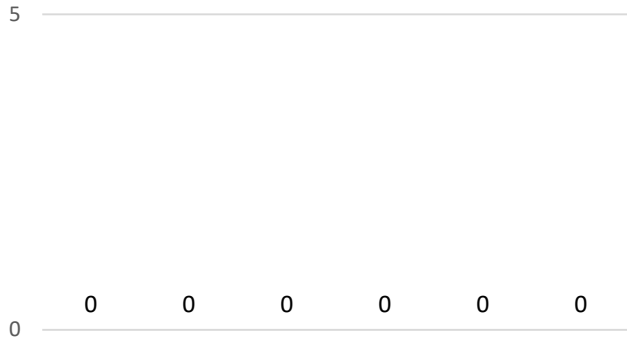
**Q6.** Staff members are well presented and act professionally.



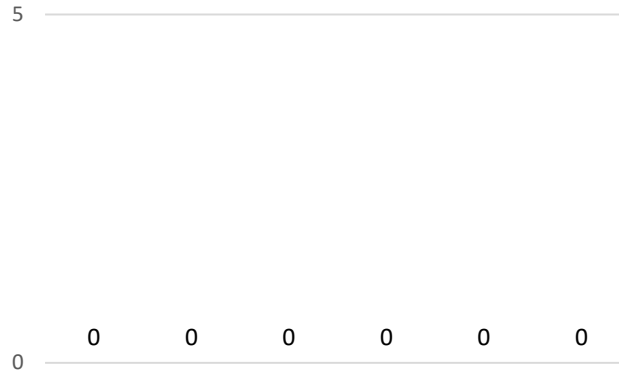


# Professional Responses *con't...*

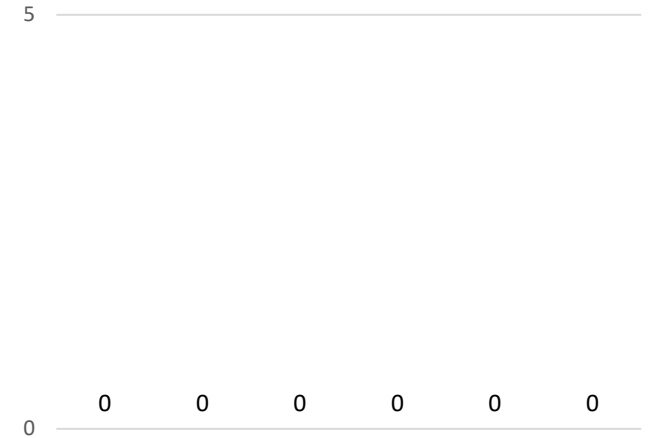
**Q7.** I have observed the food being served and it is appetising with a good variety of choices available with any personal dietary needs catered for.



**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.

No professional surveys were received from this site.

# Resident Survey Results 2018

## SUMMARY

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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'.

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