

Abbeyfield The Dales Ltd

# Resident Survey Results 2018

## GROVE HOUSE RESIDENTIAL

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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

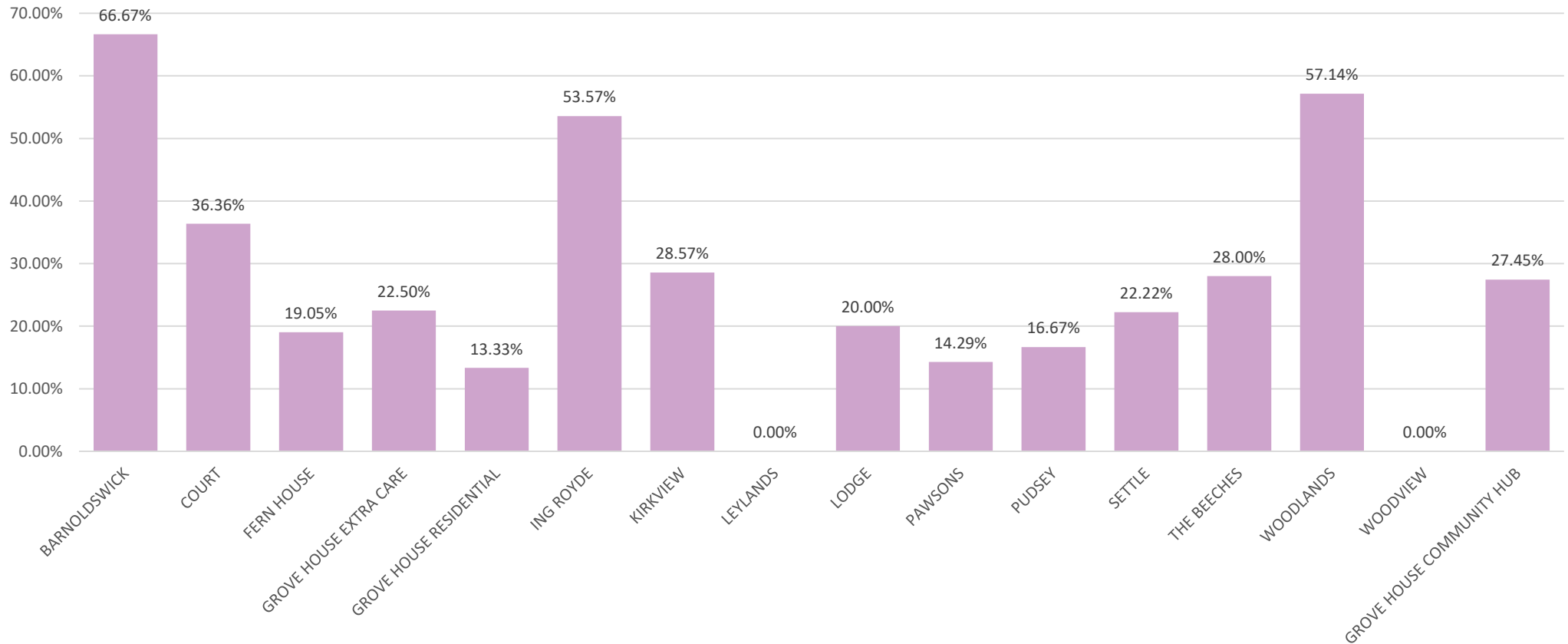
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## DEMOGRAPHICS

### 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 RESIDENTIAL, 15 residents were asked to participate, 2 responded. This is an overall response rate of 13.33%.**

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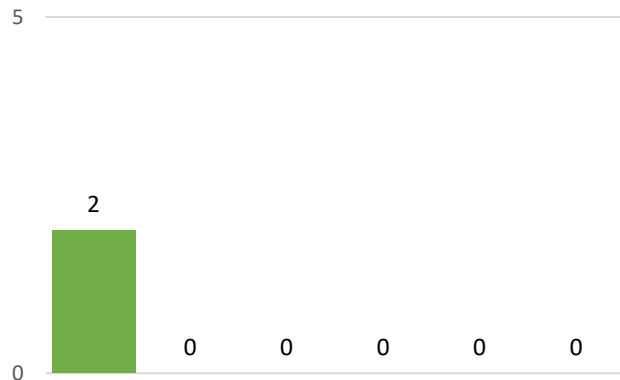
## RESIDENT & SERVICE USER RESPONSES

Questions 1 - 15

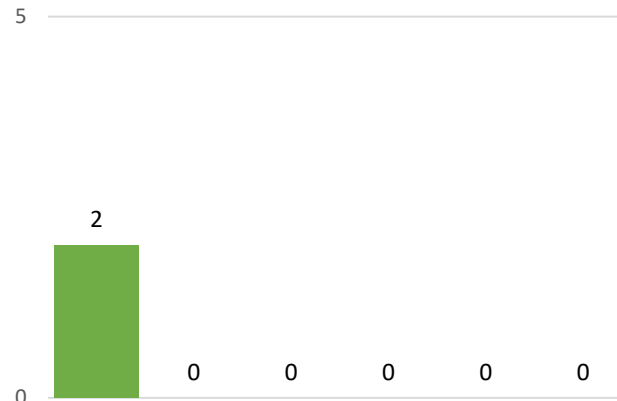
Open question

# Resident & Service User Responses

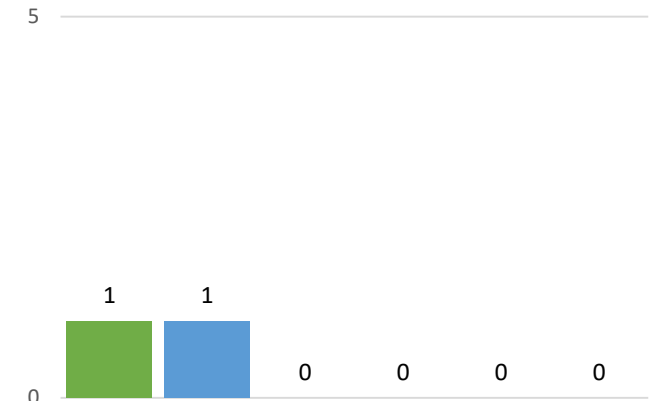
**Q1.** The manager is approachable and responds to questions, or issues promptly and effectively.



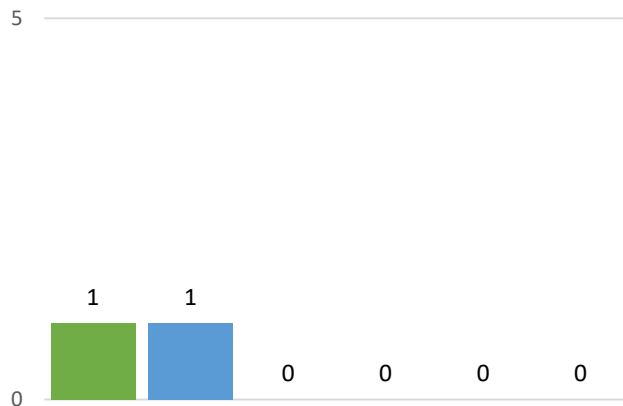
**Q2.** My family/friends feel welcomed when they visit and can visit when they like.



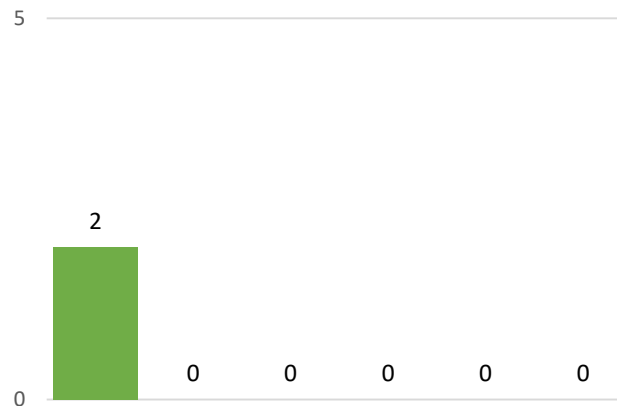
**Q3.** I feel included in the planning of my care and support.



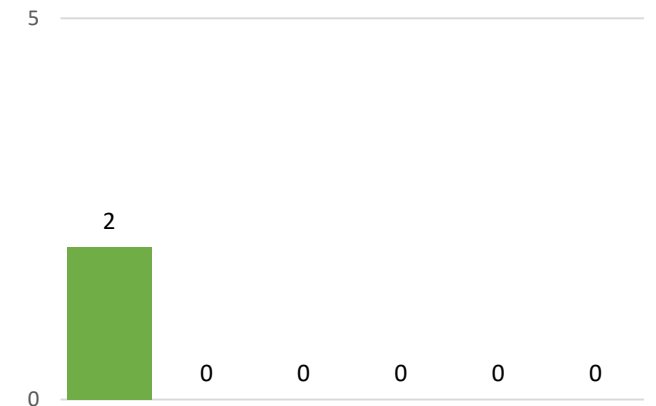
**Q4.** I feel that I am well informed about the care and support I receive.



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

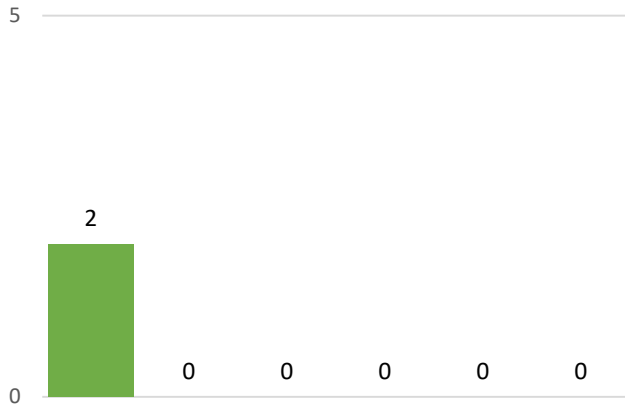


**Q6.** I feel I have good working relationships with staff members.

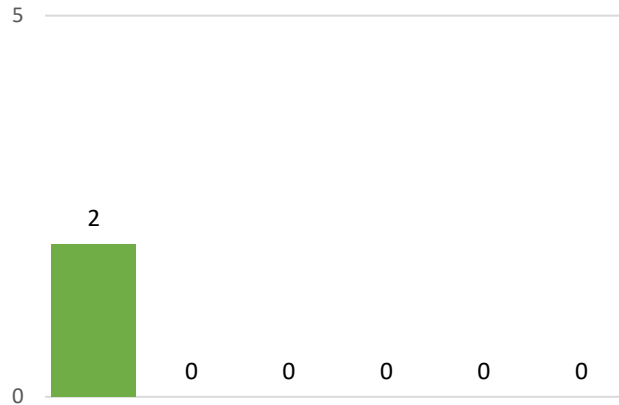


# Resident & Service User Responses *con't...*

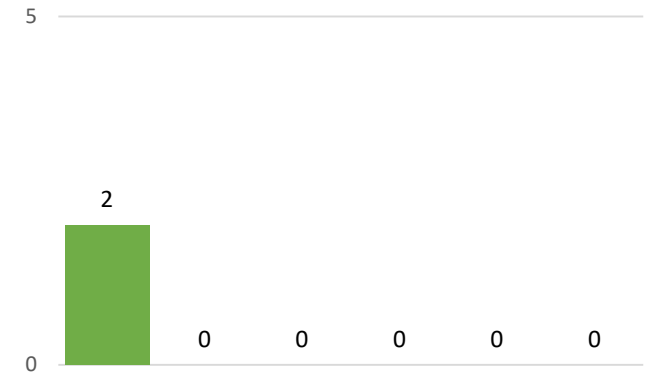
**Q7.** Staff members are well presented and act professionally.



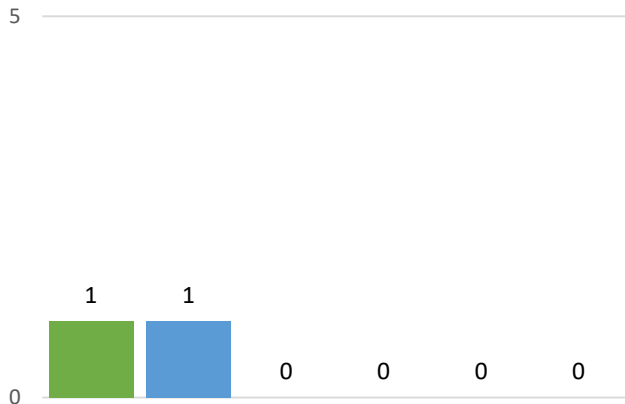
**Q8.** I know how to make a complaint and understand the procedures?



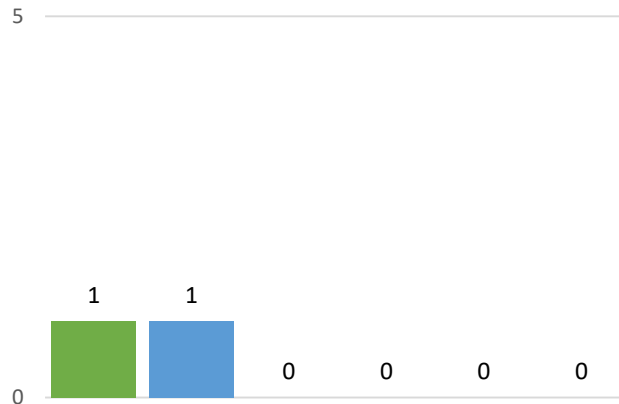
**Q9.** The activities programme is relevant and enjoyable, giving me opportunities to socialise with other residents.



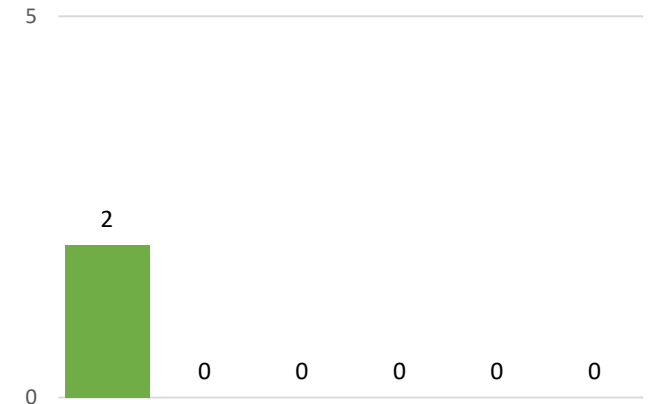
**Q10.** The grounds and gardens are well maintained.



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



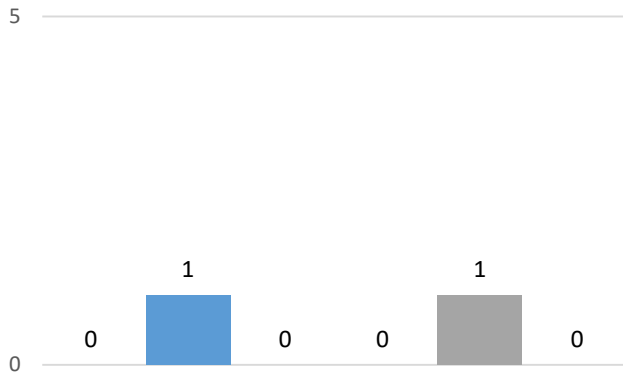
**12.** Any special dietary needs I have are catered for.



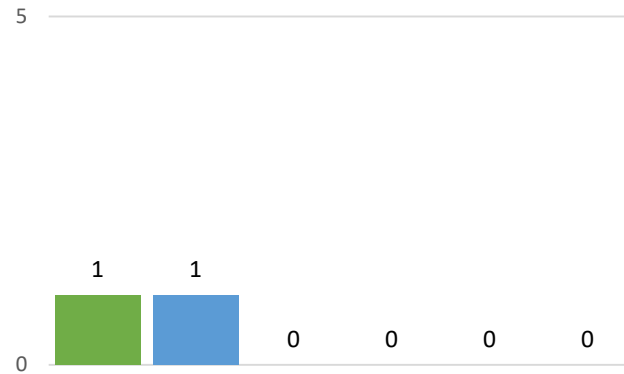


# Resident & Service User Responses *con't...*

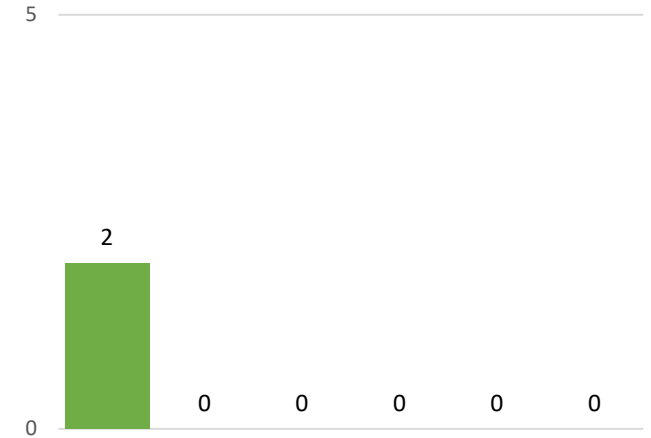
**Q13.** If you have a cleaning service with Abbeyfield The Dales, how would you rate this? *(Residents Only)*



**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.

Well what can I say, all our resident seem to be very happy in our Residential Unit at Grove House! Thank you to all our residents who responded you have supplied some very positive feedback most of the responses scored our services as 'Outstanding' which is great to hear, thank you.

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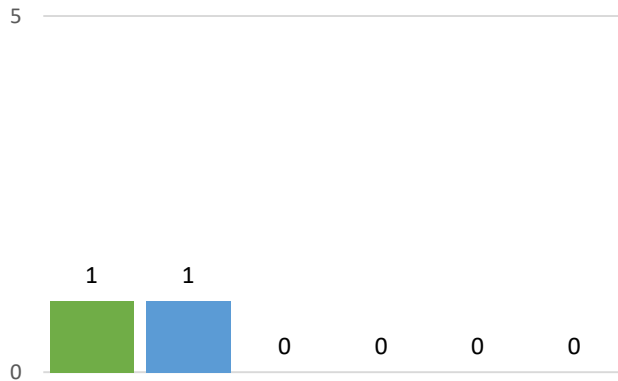
## FRIENDS & RELATIVE RESPONSES

Questions 1 - 11

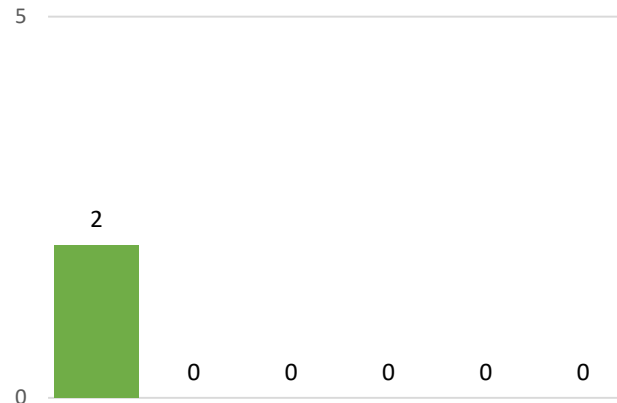
Open question

# Friends & Relative Responses

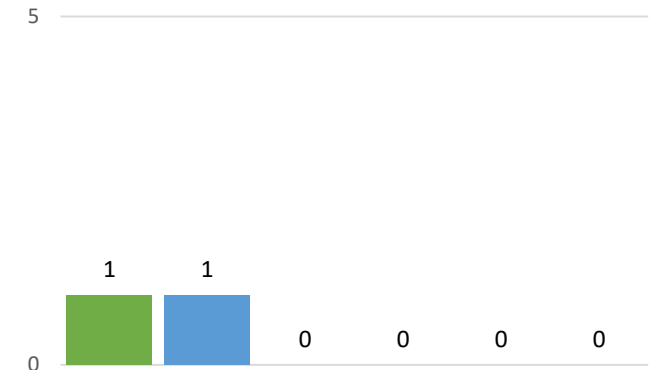
**Q1.** The Manager is approachable and responds to questions or issues promptly and effectively.



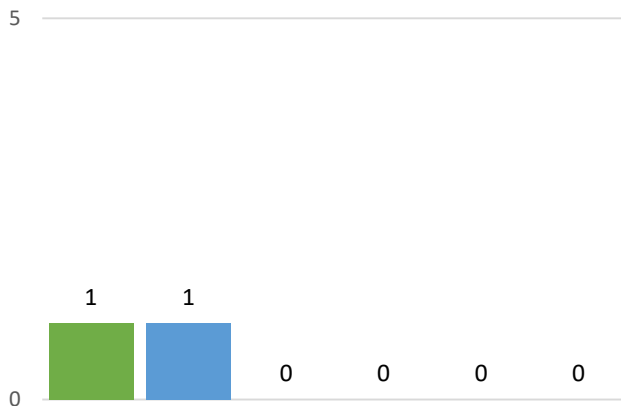
**Q2.** I feel welcome when I visit and can visit when I like.



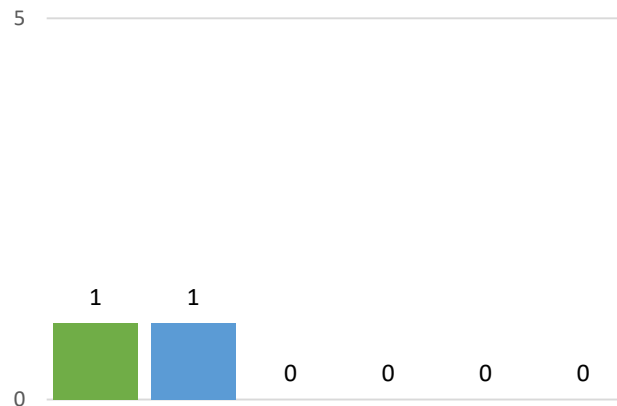
**Q3.** Where appropriate and with consent, I feel included in the planning of care and support for my relative / friend.



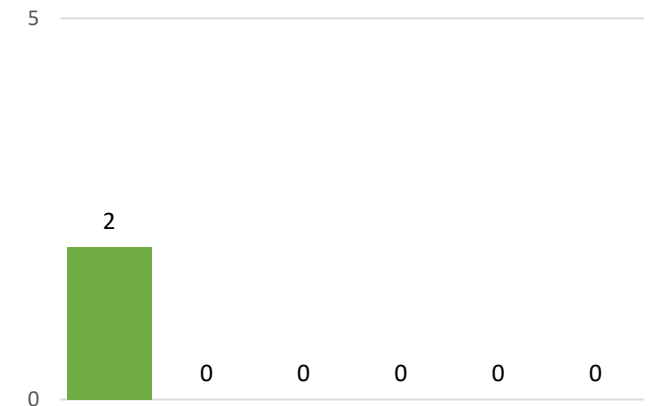
**Q4.** I feel the well-being and needs of my relative / friend are met to their satisfaction.



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

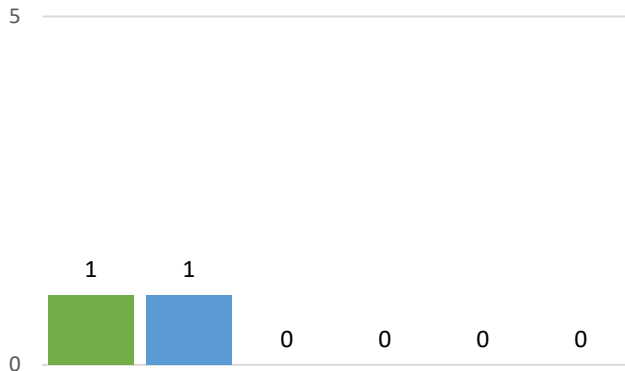


**Q6.** Staff members are well presented and act professionally.

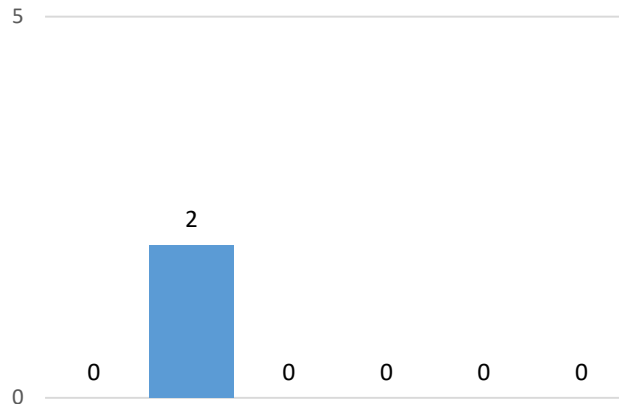


# Friends & Relative Responses *con't...*

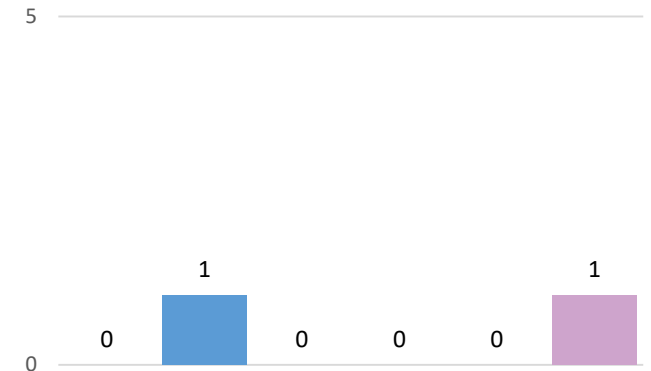
**Q7.** The activities programme is relevant and enjoyable, giving my relative/friend opportunities to socialise with other residents.



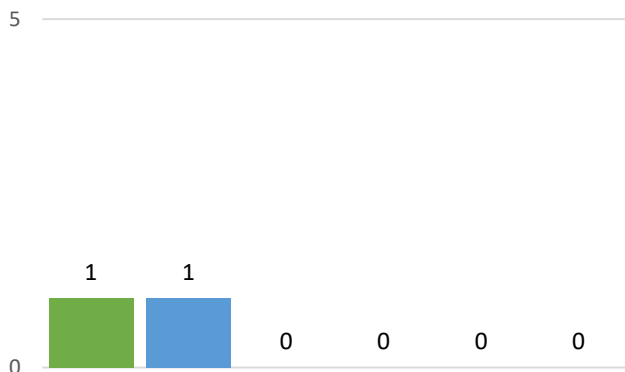
**Q8.** The grounds / gardens are well maintained.



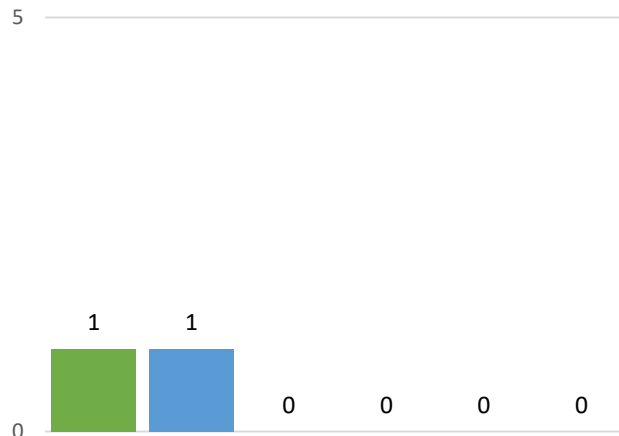
**Q9.** The food served to my relative / friend is appetising with a good variety of choices available.



**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 residents' family and friends have been really positive, most of the responses scored our services as 'Outstanding' which is great to hear, thank you.

One of the comments is as follows:

"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."

# Resident Survey Results 2018

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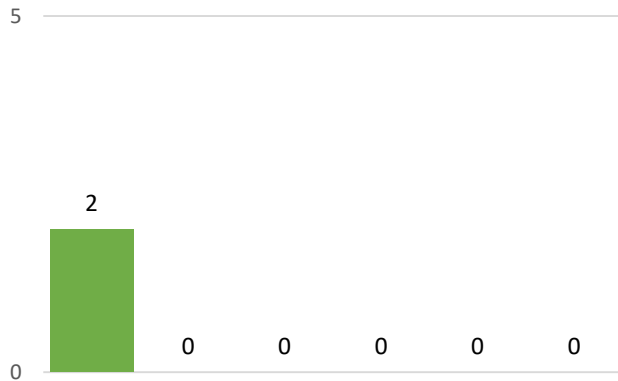
## PROFESSIONAL RESPONSES

Questions 1 - 9

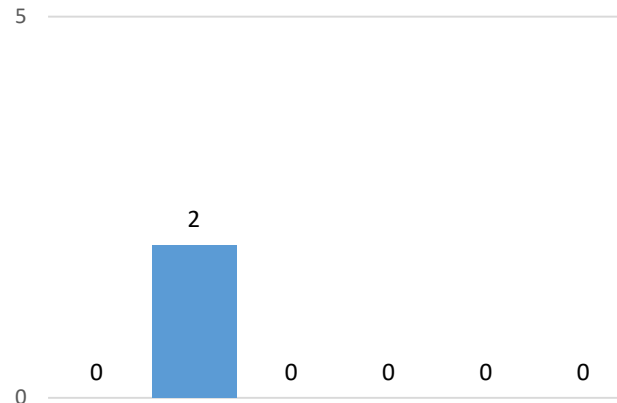
Open question

# Professional Responses

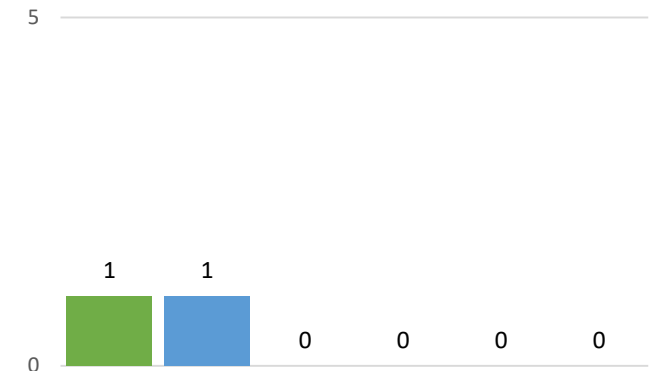
**Q1.** The Manager is approachable and responds to questions or issues promptly and effectively.



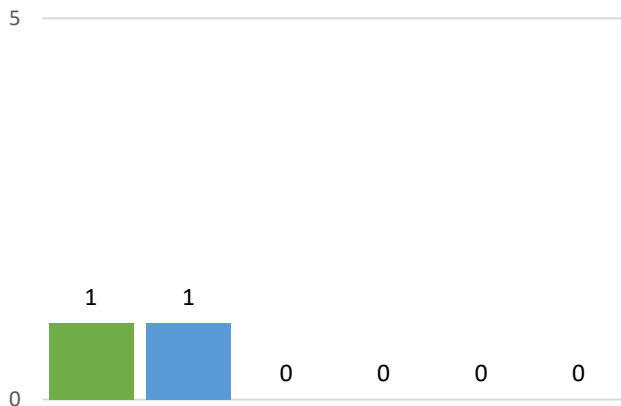
**Q2.** I am given appropriate access to the building when required.



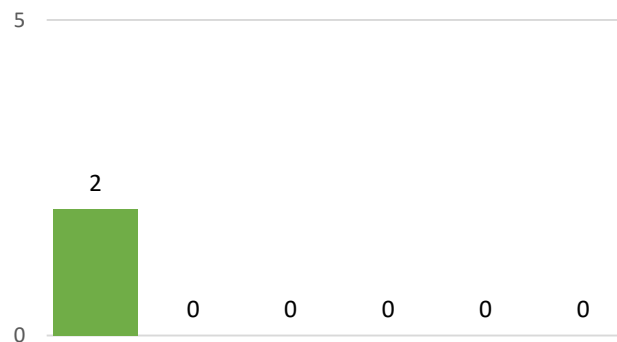
**Q3.** Staff follow my professional advice and instructions (e.g. DN/GP's) in the delivery of care and support.



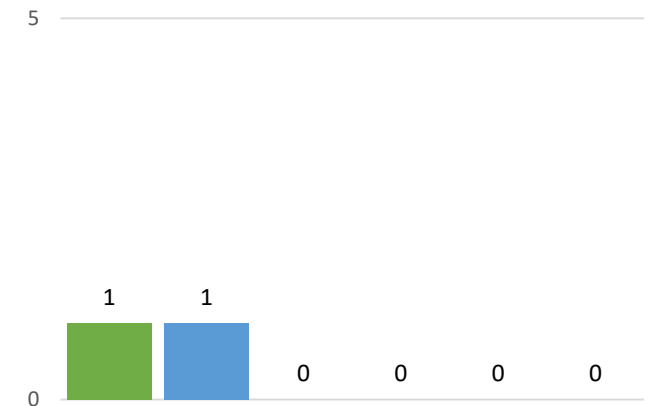
**Q4.** I feel that I am well informed about people I offer a service to.



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



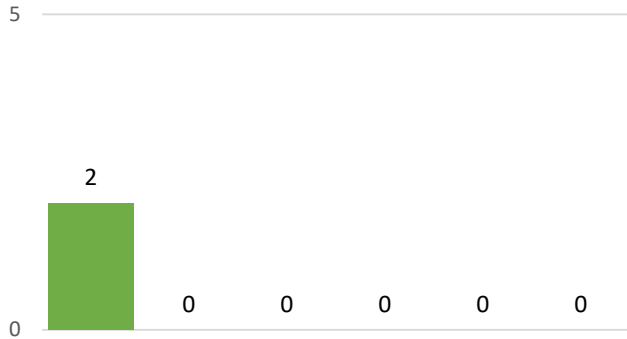
**Q6.** Staff members are well presented and act professionally.



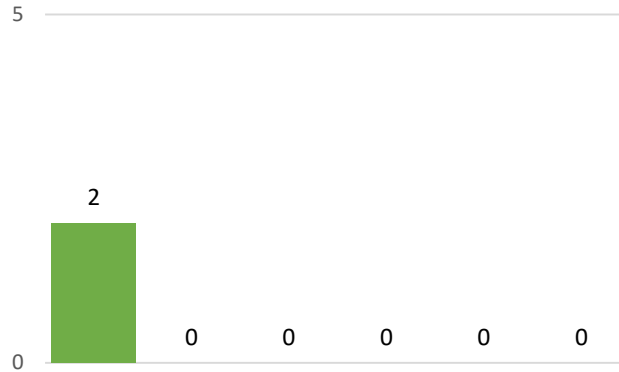


# Professional Responses *con't...*

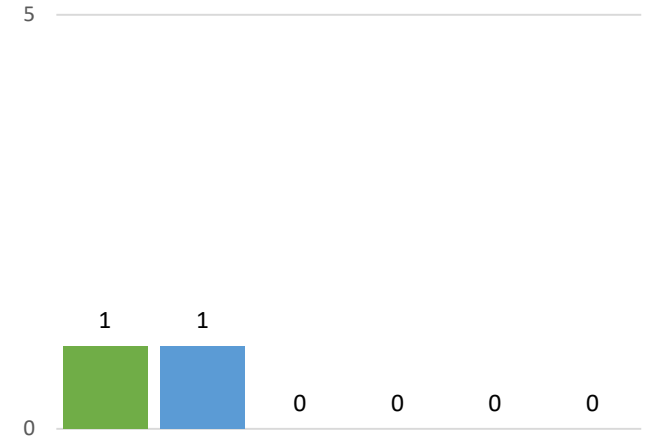
**Q7.** I have observed the food being served and it is appetising with a good variety of choices available with any personal dietary needs catered for.



**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.

# 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'.

The Dales  
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[www.abbeyfieldthedales.co.uk](http://www.abbeyfieldthedales.co.uk)