

Abbeyfield The Dales Ltd

Resident Survey Results 2019

ABBNEYFIELD THE DALES LTD

Contents

Introduction	3
Demographics Results	5
Responses: Residents & Service Users	7 - 13
Responses: Friends & Relatives	16 - 19
Responses: Professionals	22 - 25
Summary	27

Introduction

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

Firstly, we apologise for the delay in producing this report. As you will appreciate we are in difficult times right now and keeping you, our staff & buildings safe during the COVID-19 outbreak has taken priority.

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. Your responses are confidential, and are a vital part of developing Abbeyfield The Dales Ltd.

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

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

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 2019

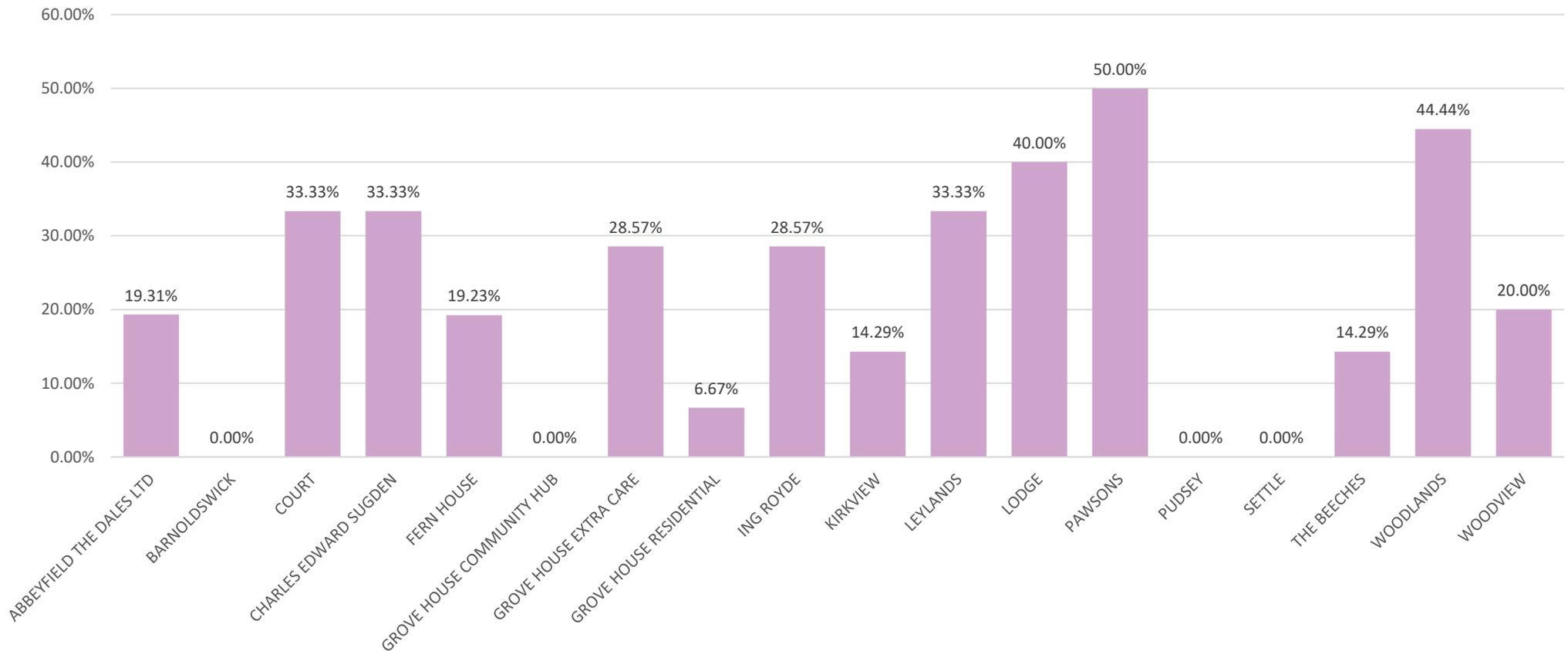
Abbeyfield

The Dales
Making time for older people

DEMOGRAPHICS

Response Rates and Demographics

Response Rates (%)



Over all services across Abbeyfield The Dales Ltd, 321 residents were asked to participate, 62 responses were received. This is an overall response rate of 19.31%.

Resident Survey Results 2019



RESIDENT RESPONSES

Your Care / Experience (Page 7)

The Staff (Page 8)

Your Home (Page 9)

Food (Page 10)

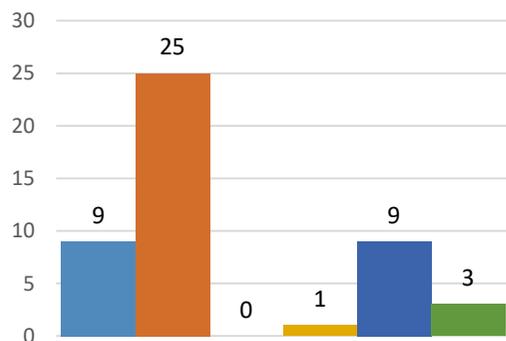
Activities & Connections (Page 11)

Value For Money (Page 12)

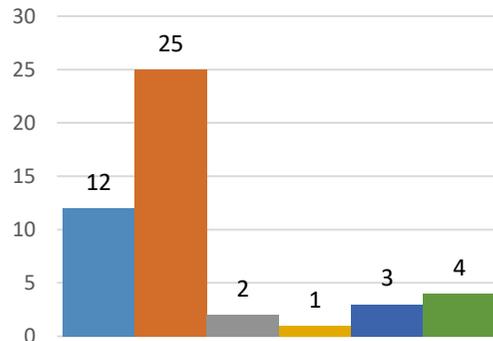
Your Say (Page 13)

Your Care/Experience

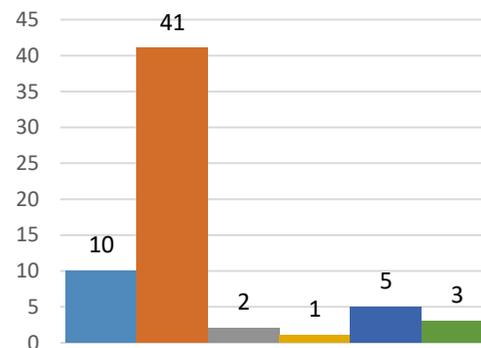
Q1. I feel included in the planning of my care and support.



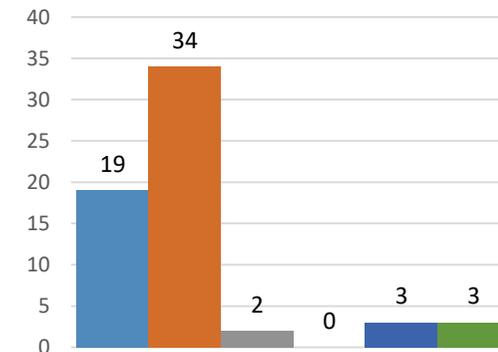
Q2. I feel my overall well-being and needs are met to my satisfaction.



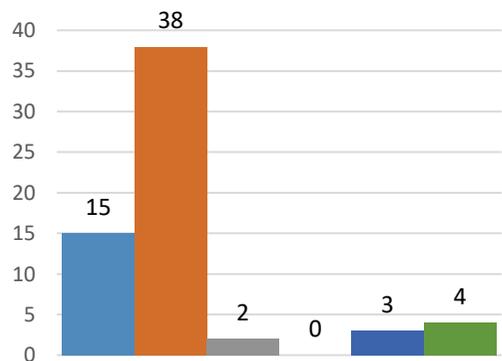
Q3. I am consulted about things that matter to me.



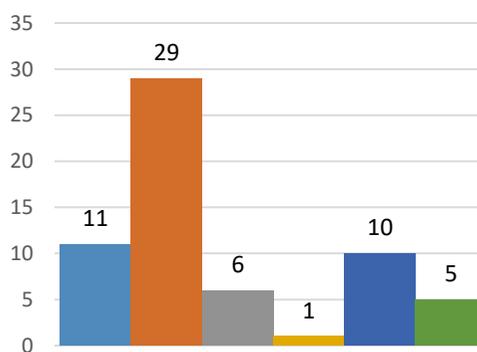
Q4. The service makes me feel safe and secure.



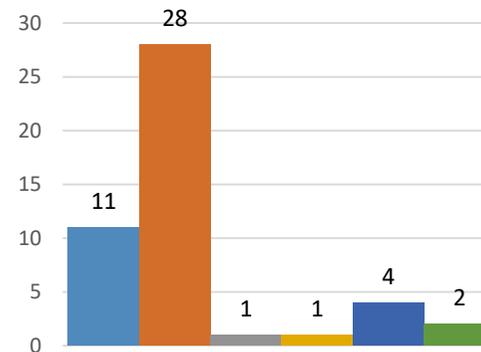
Q5. I can get help easily when I need it.



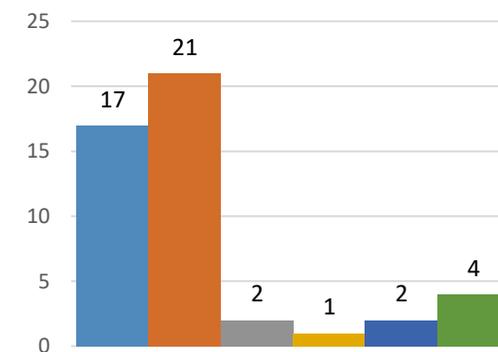
Q6. My views are listened to and acted upon.



Q7. The service supports me to get any additional care I need.

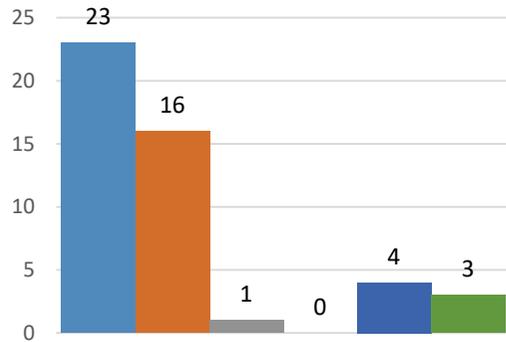


Q8. The service also helps me retain my independence.

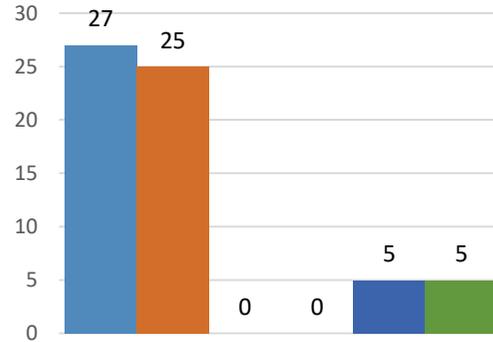


The Staff

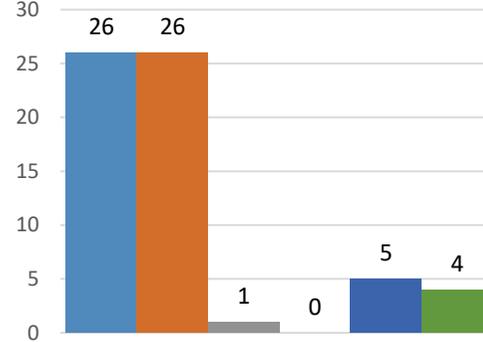
Q9. I have confidence in the staff who care for me.



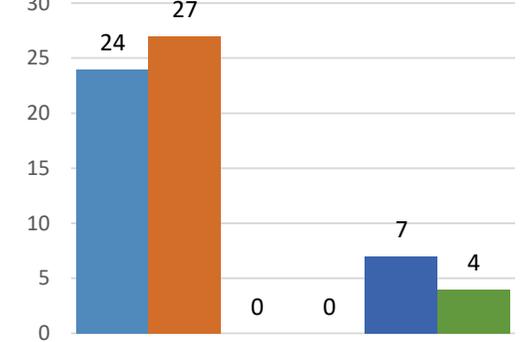
Q10. The staff are kind, caring and approachable.



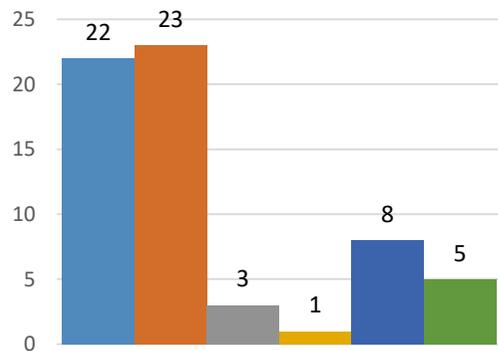
Q11. Staff are professional and well-presented.



Q12. The staff respect my privacy and dignity.



Q13. The staff take time to talk to me.



Outstanding

Good

Req's Improvement

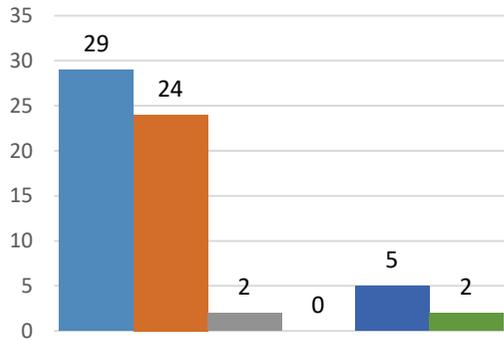
Inadequate

Not Applicable

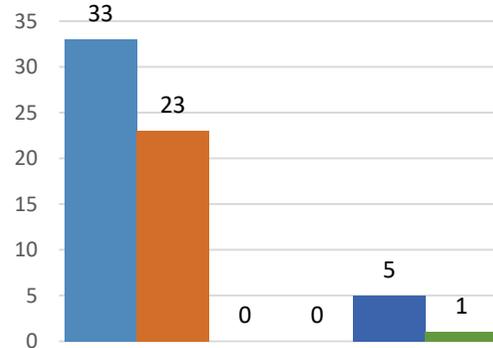
No Answer

Your Home

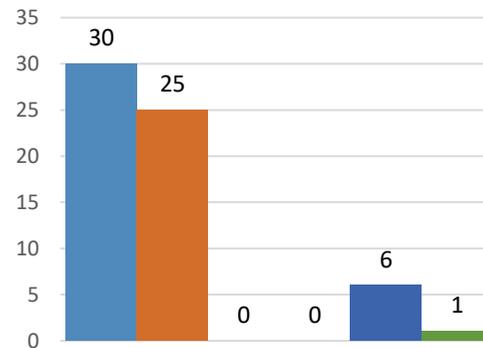
Q14. The environment feels homely.



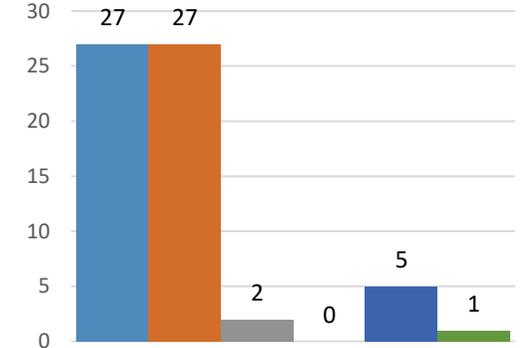
Q15. I am happy with the comfort of my room.



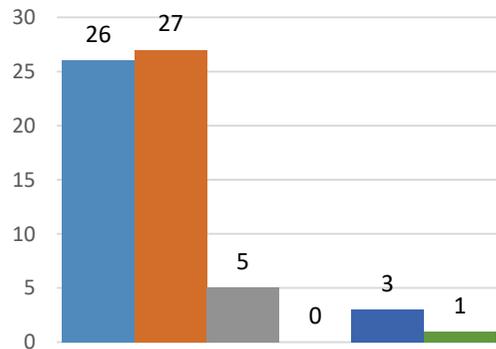
Q16. Communal areas are clean, tidy and smelling fresh.



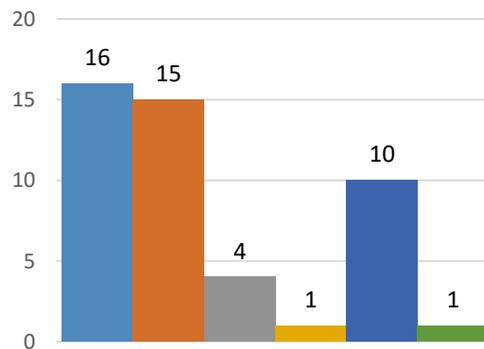
Q17. The home is well maintained.



Q18. The grounds and gardens are well maintained.

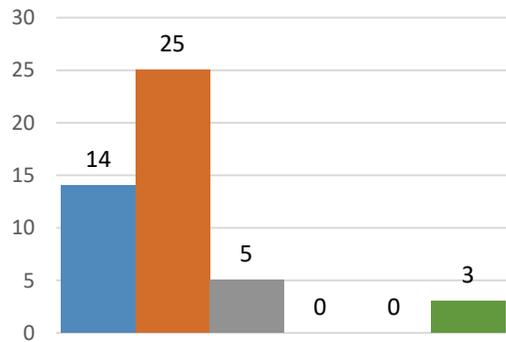


Q19. I am happy with the laundry service.

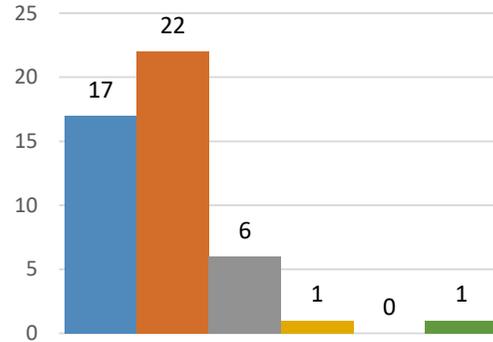


Food

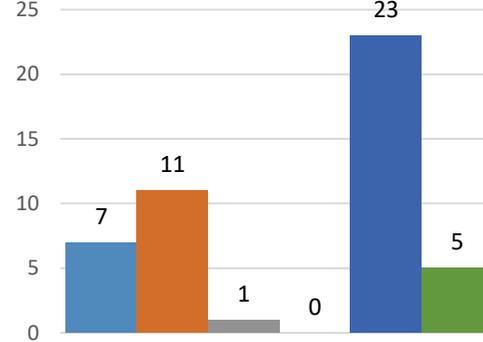
Q20. I enjoy the quality of the food provided.



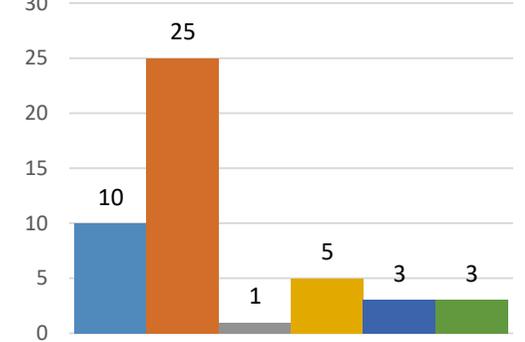
Q21. I am happy with the choice of food.



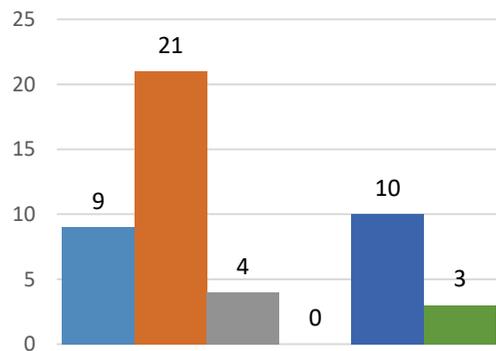
Q22. My special dietary needs are catered for.



Q23. There is enough flexibility around mealtimes.

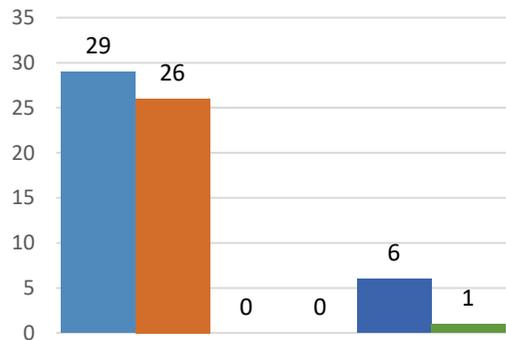


Q24. I can get drinks and snacks easily if I want them.

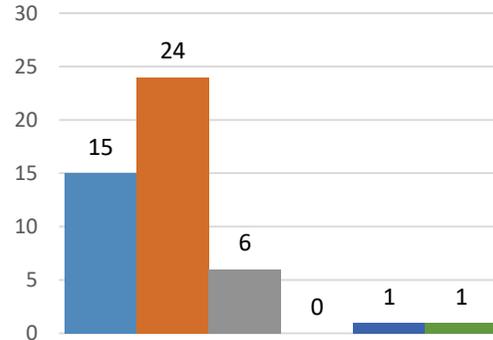


Activities & Connections

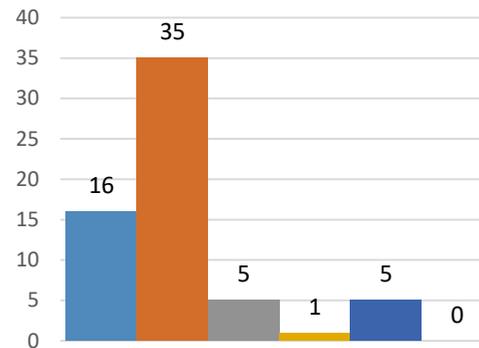
Q25. This is a place where I can choose to live privately and to 'join in' when I wish.



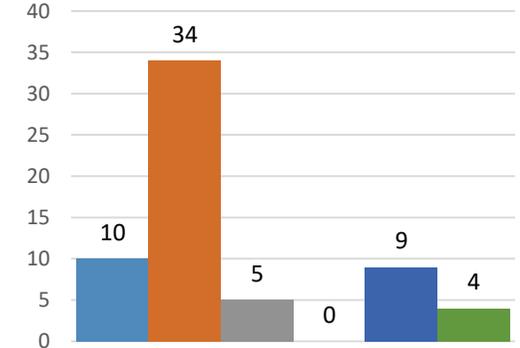
Q26. There is a good choice of relevant and enjoyable social activities.



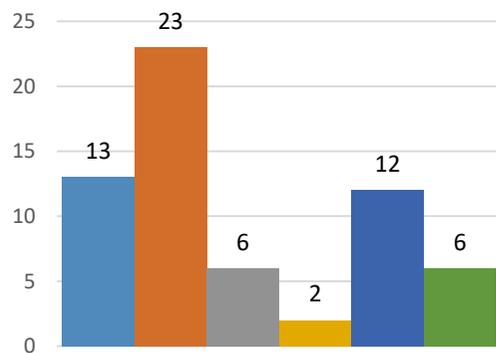
Q27. I am kept informed about activities and events.



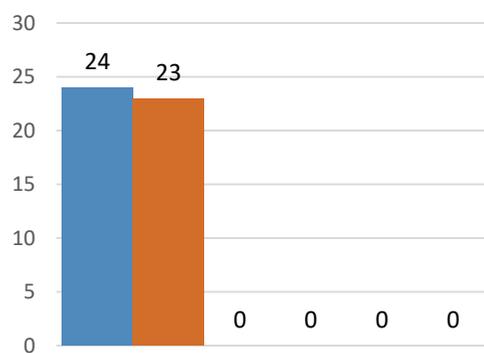
Q28. This is a good place to meet new friends.



Q29. I feel part of the wider community.



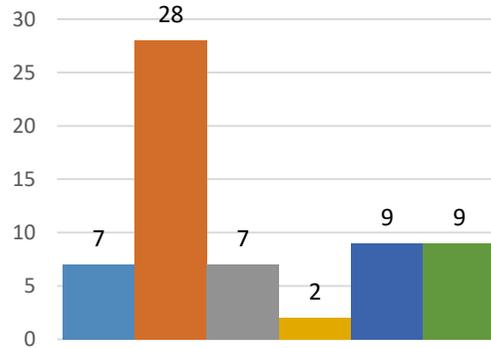
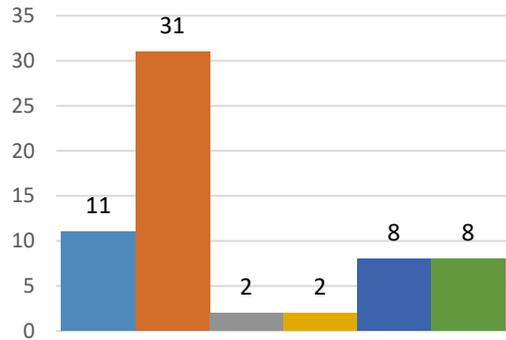
Q30. My friends and family feel welcome and can visit when they like.



Value For Money

Q31. My rent provides value for money.

Q32. The service charges provide value for money.



■ Outstanding

■ Good

■ Req's Improvement

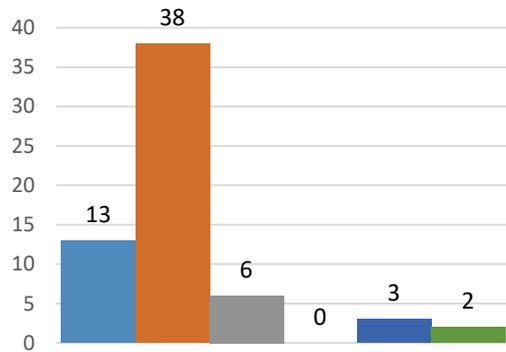
■ Inadequate

■ Not Applicable

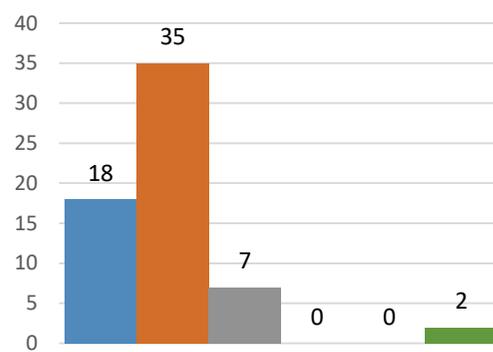
■ No Answer

Your Say

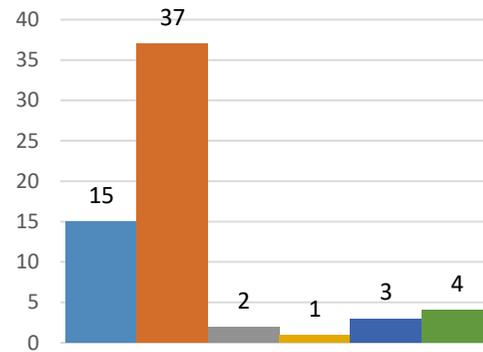
Q33. I know how to make a complaint.



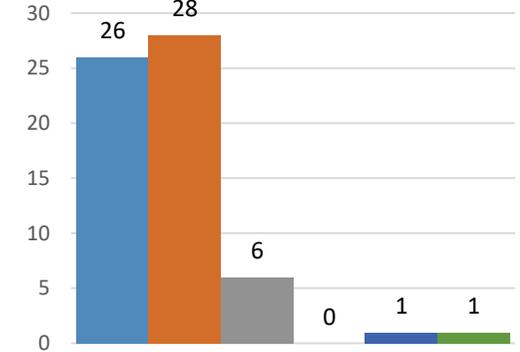
Q34. I am confident someone will listen if I have a complaint.



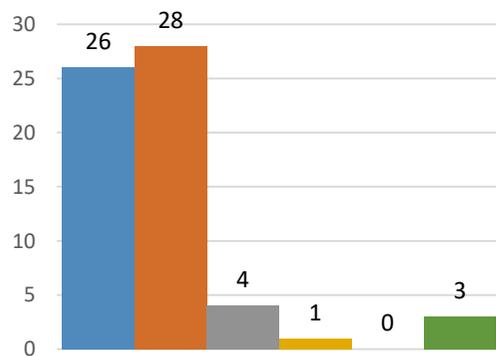
Q35. I am invited to attend regular service meetings.



Q36. Based on my experiences, I would recommend Abbeyfield the Dales.



Q37. Overall, I would rate the service as being:



Resident Survey Results 2019

FRIENDS & RELATIVE RESPONSES

Your Experience (Page 16)

The Staff (Page 17)

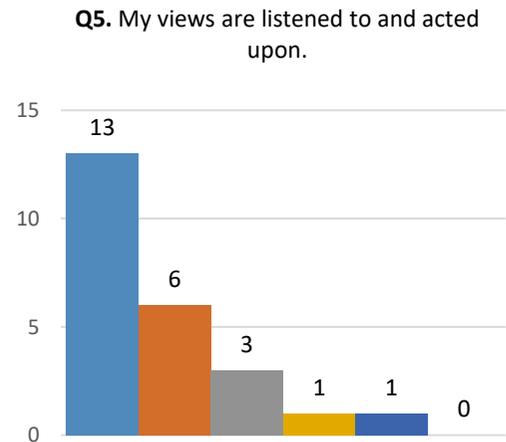
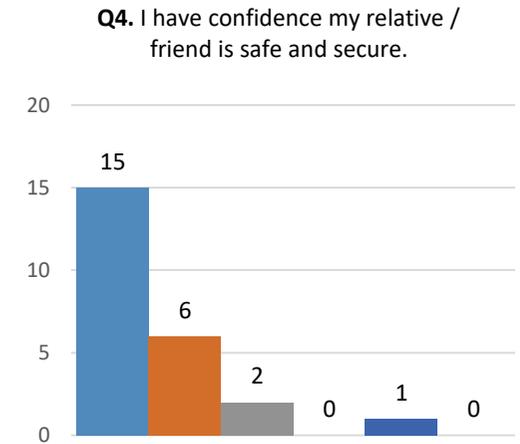
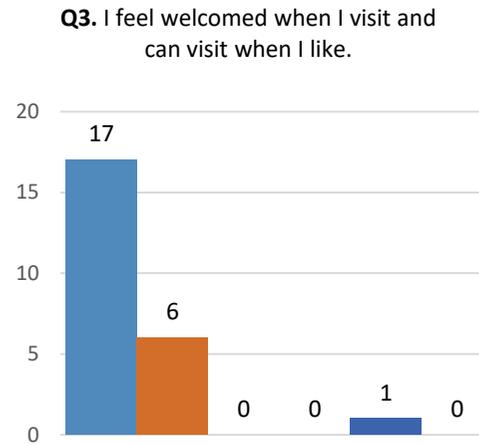
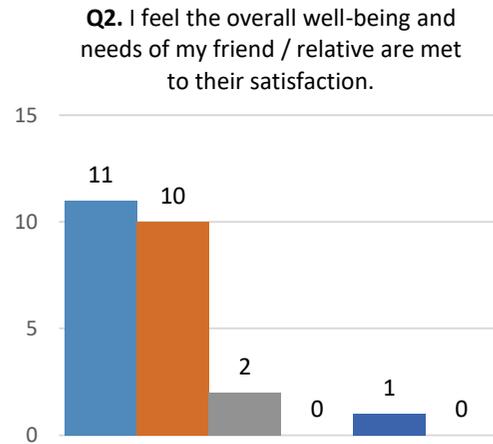
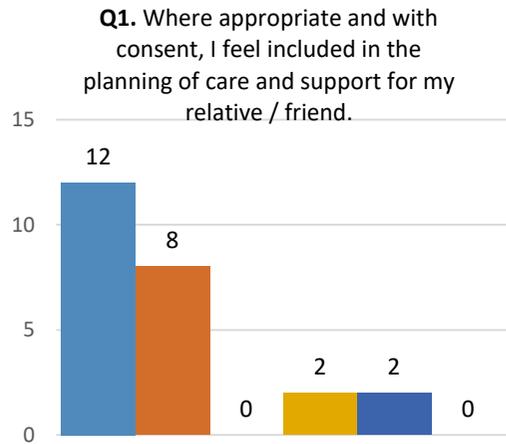
The Home (Page 18)

Food (Page 18)

Activities & Connections (Page 19)

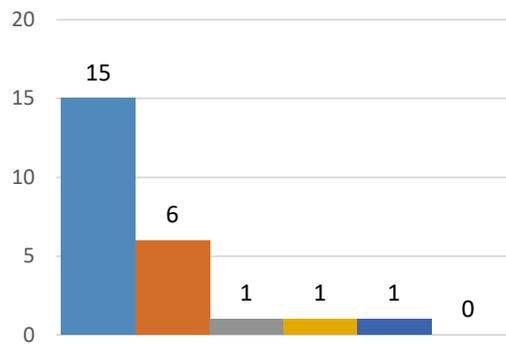
Your Say (Page 19)

Your Experience

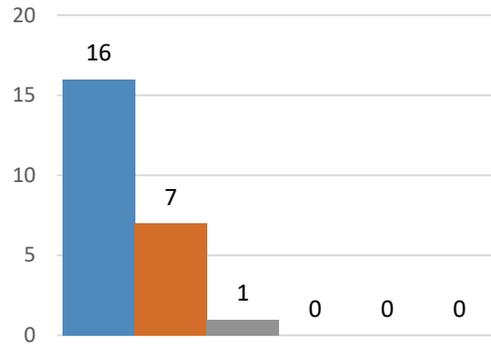


The Staff

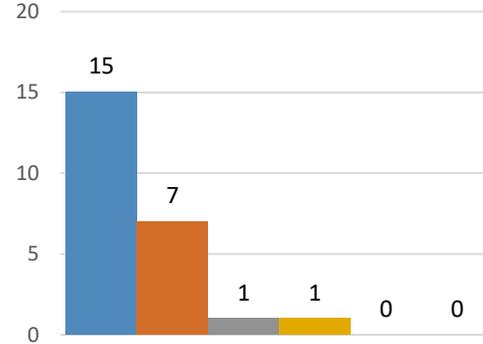
Q6. I have confidence in the staff who care for my relative / friend.



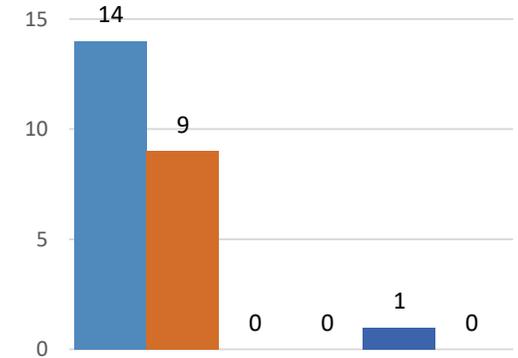
Q7. The staff are kind, caring and approachable.



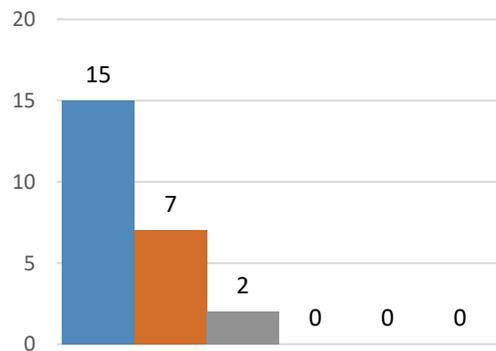
Q8. Staff are professional and well-presented.



Q9. The staff respect my relative/friend's privacy and dignity.



Q10. The staff take time to talk to me.



Outstanding

Good

Req's Improvement

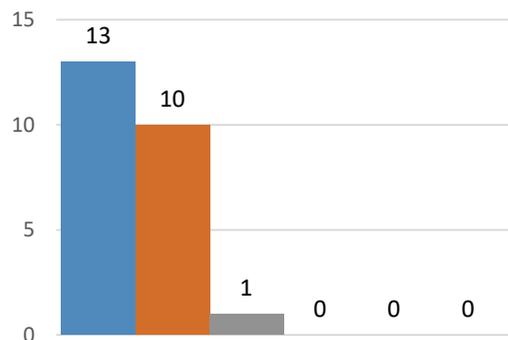
Inadequate

Not Applicable

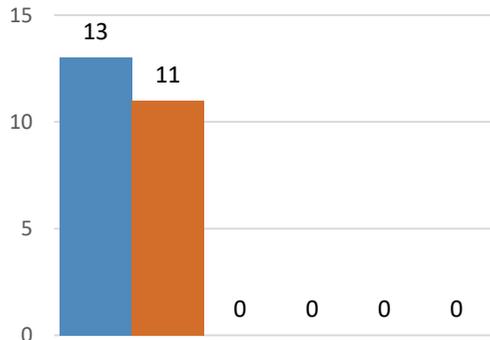
No Answer

The Home

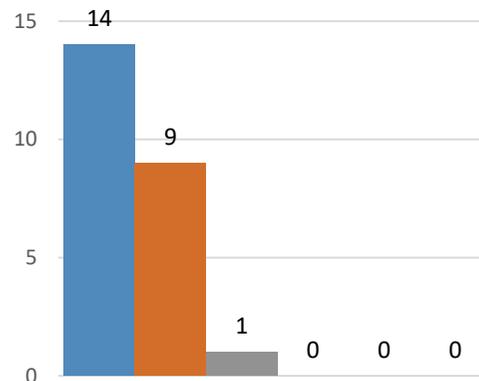
Q11. The environment feels homely.



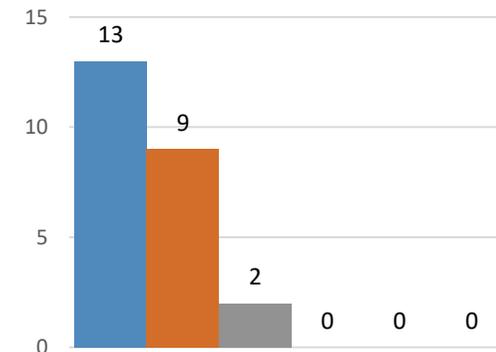
Q12. Communal areas are clean, tidy and smelling fresh.



Q13. The home is well maintained.

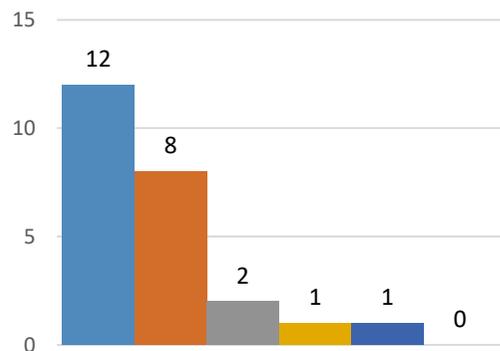


Q14. The grounds and gardens are well maintained.

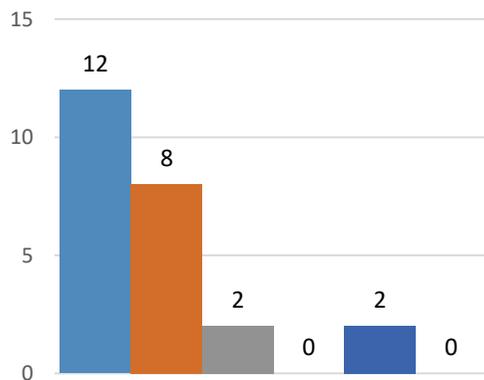


Food

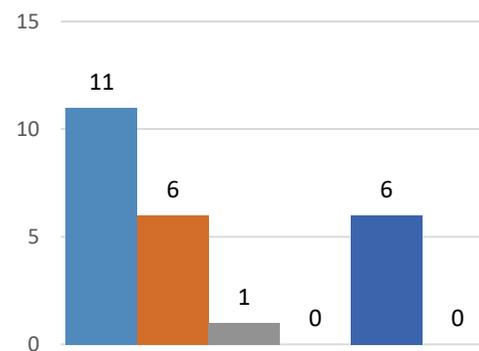
Q15. The food served to my relative/friend is of good quality.



Q16. There is a good choice of food.



Q17. The special dietary needs of my relative/friend are catered for.



Outstanding

Good

Req's Improvement

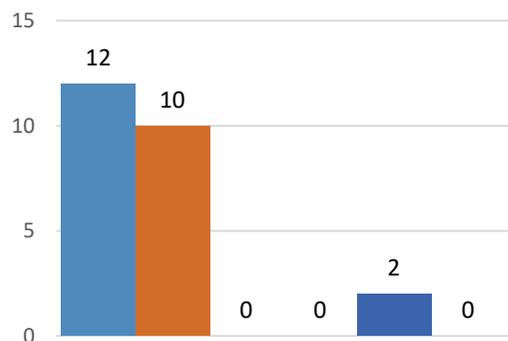
Inadequate

Not Applicable

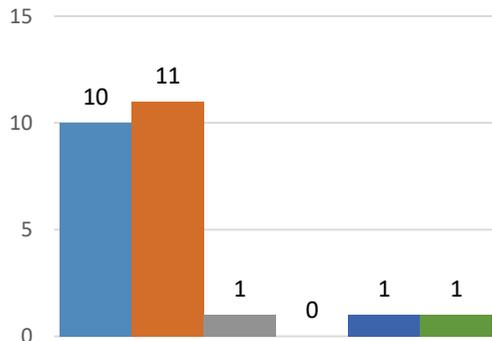
No Answer

Activities & Connections

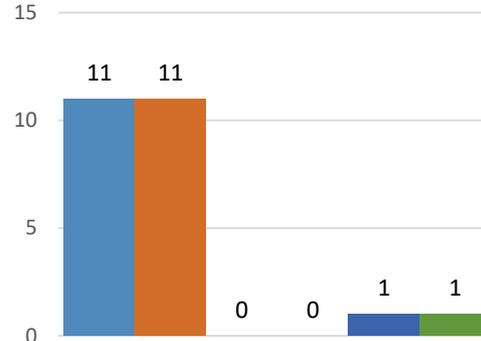
Q18. This is a place where my relative / friend can choose to live privately and to 'join in' when they wish.



Q19. There is a good choice of relevant and enjoyable social activities.

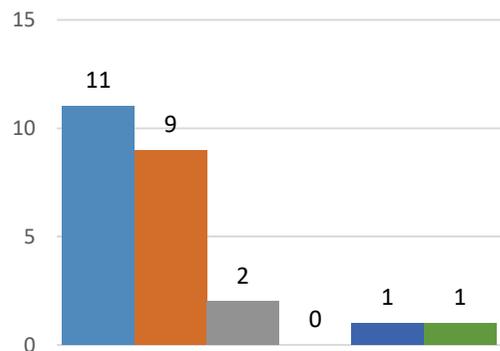


Q20. Activities and events are well communicated.

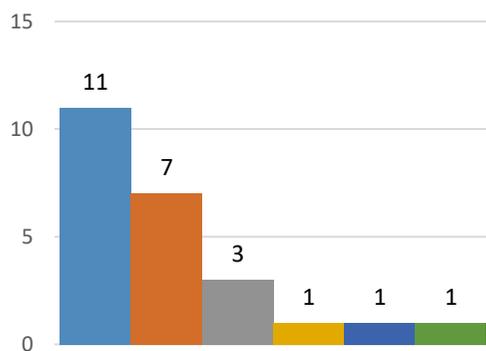


Your Say

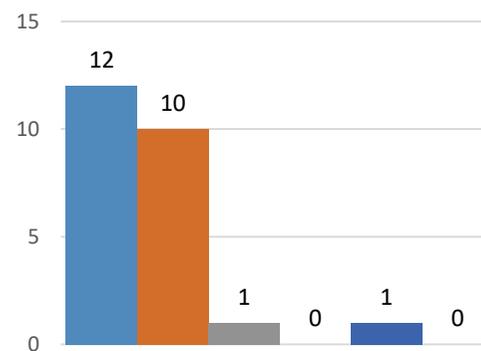
Q21. I know how to make a complaint.



Q22. I am confident someone will listen if I have a complaint.



Q23. Overall, I would rate the service as being:



Resident Survey Results 2019

PROFESSIONAL RESPONSES

Your Experience (Page 22)

The Staff (Page 23)

The Home (Page 24)

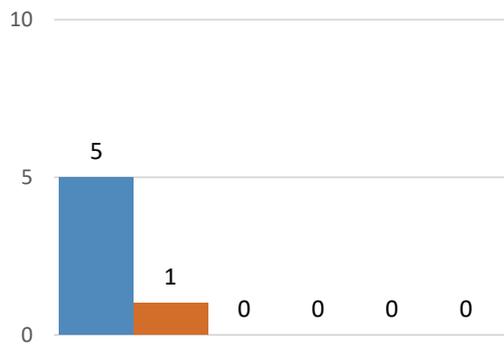
Food (Page 24)

Activities & Connections (Page 25)

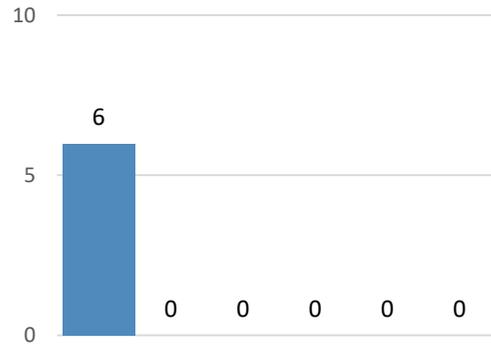
Your Say (Page 25)

Your Experience

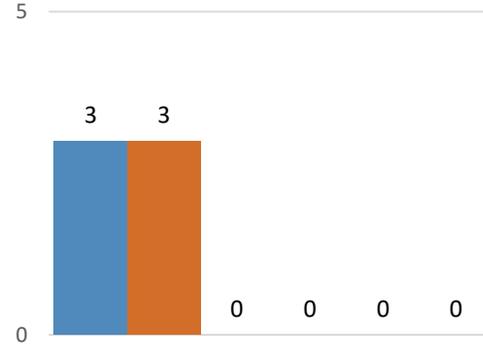
Q1. I feel welcomed when I visit.



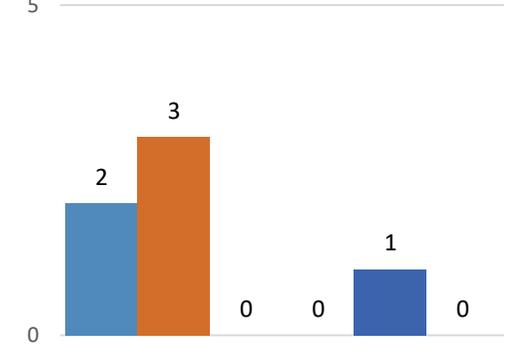
Q2. I am given appropriate access to the building when required.



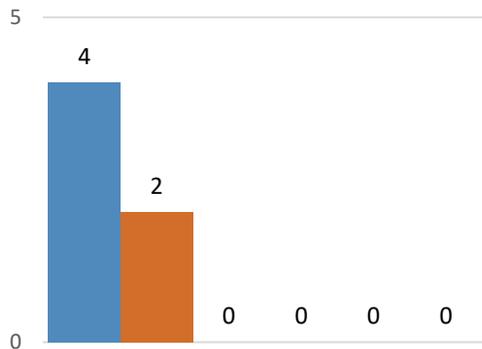
Q3. I feel that I am well informed about the people I offer a service to.



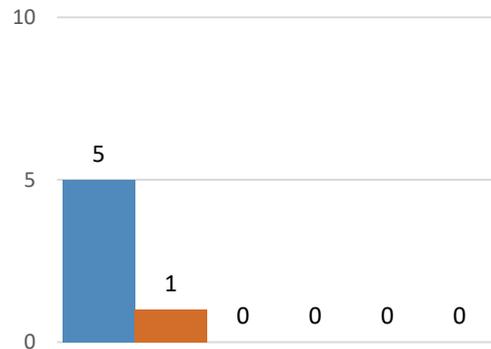
Q4. Staff follow my professional advice and instructions (e.g. DN/GP's) in the delivery of care and support.



Q5. I feel the overall well-being and needs of the residents are met to their satisfaction.

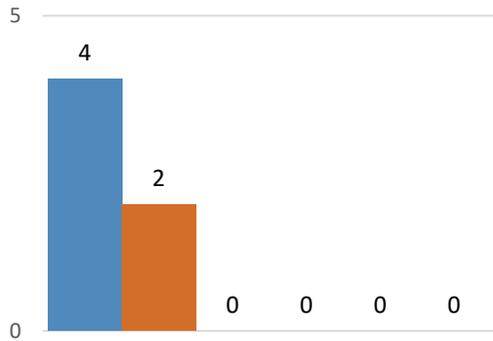


Q6. I have confidence residents are safe and secure.

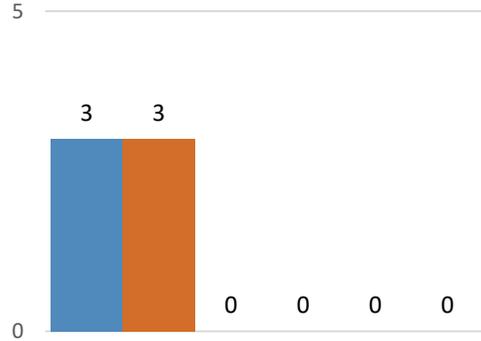


The Staff

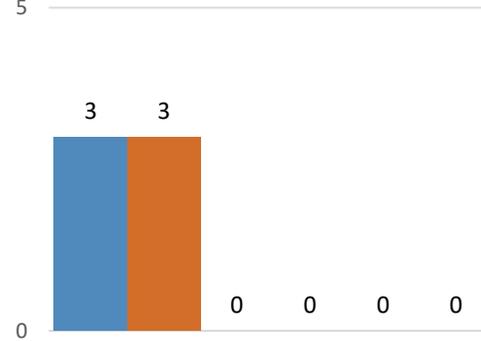
Q7. I have confidence in the care provided by the staff.



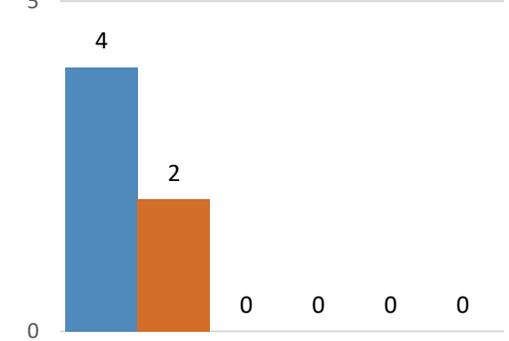
Q8. The staff are kind, caring and approachable.



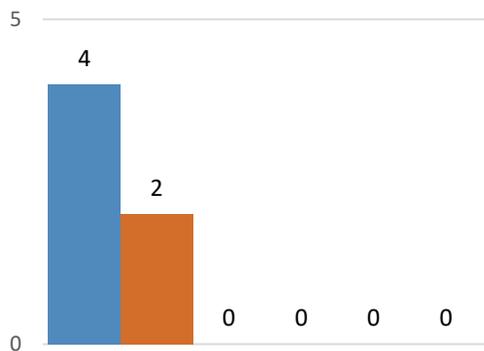
Q9. Staff are professional and well-presented.



Q10. The staff respect the resident's privacy and dignity.



Q11. The staff take time to talk to me.



Outstanding

Good

Req's Improvement

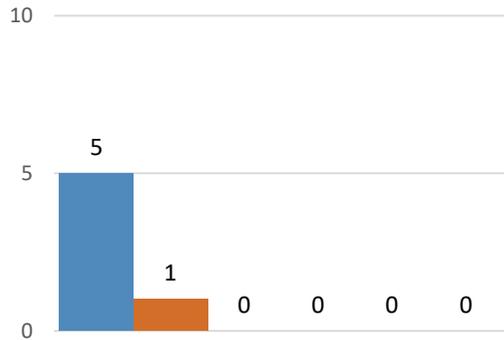
Inadequate

Not Applicable

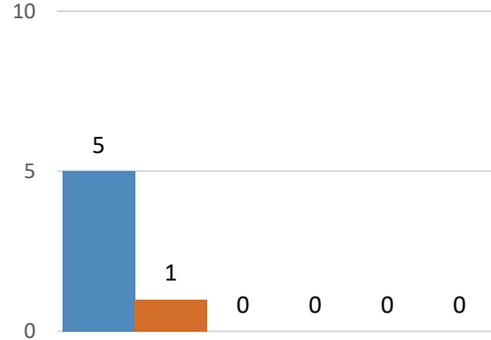
No Answer

The Home

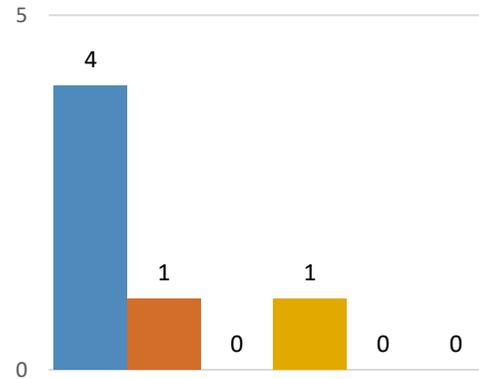
Q12. The environment feels homely.



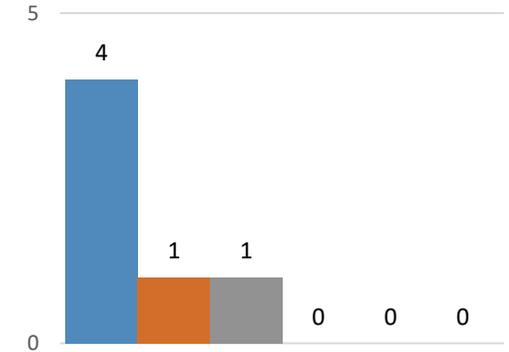
Q13. Communal areas are clean, tidy and smelling fresh.



Q14. The home is well maintained.

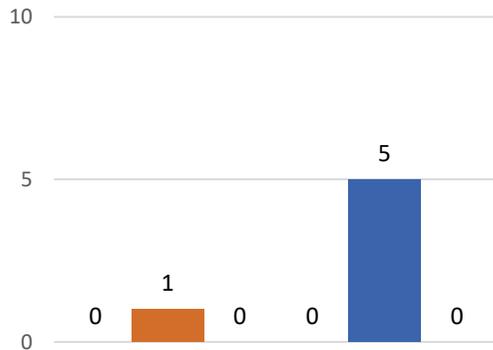


Q15. The grounds and gardens are well maintained.

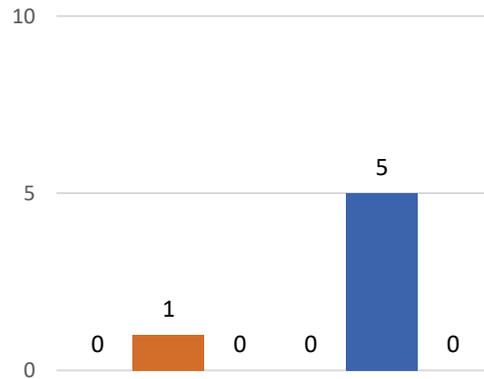


Food

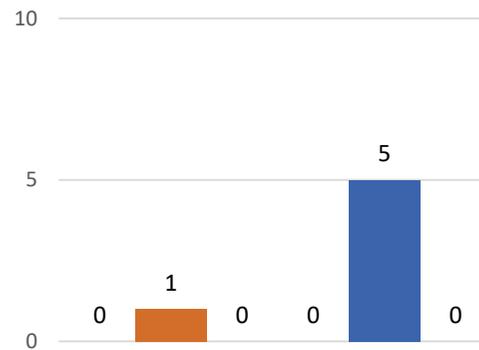
Q16. I have observed the food being served and it is of good quality.



Q17. There is a good choice of food.

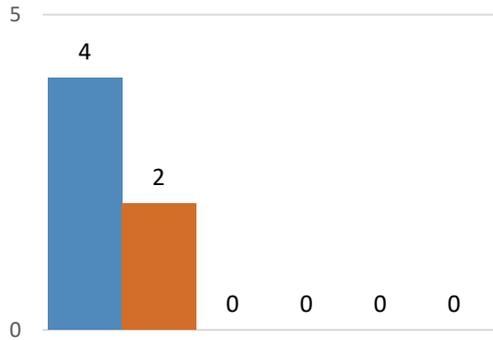


Q18. The special dietary needs of the residents are catered for.

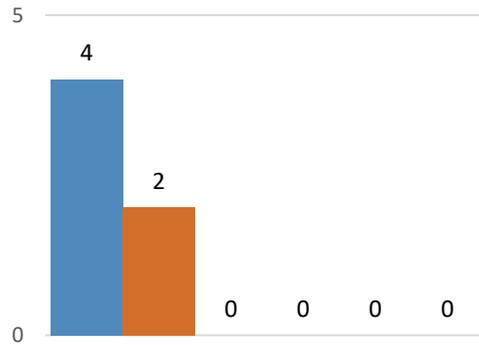


Activities & Connections

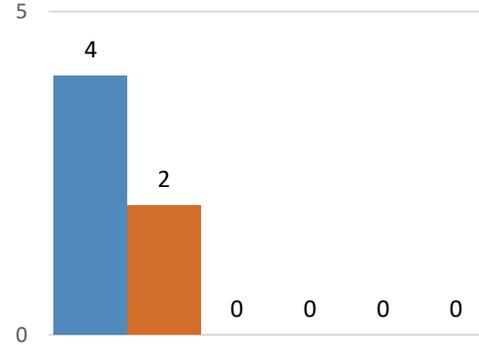
Q19. This is a place where residents can choose to live privately and to 'join in' when they wish.



Q20. There is a good choice of relevant and enjoyable social activities.

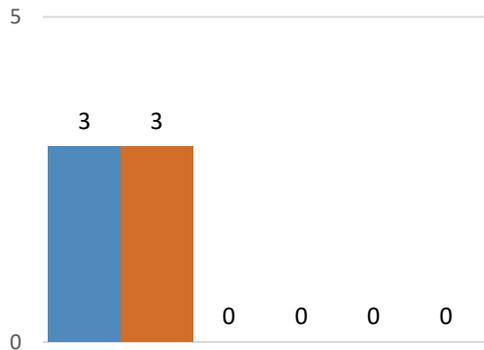


Q21. Activities and events are well communicated.



Your Say

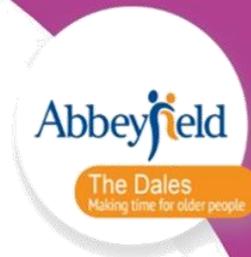
Q22. Overall, I would rate the service as being:



■ Outstanding
 ■ Good
 ■ Req's Improvement
 ■ Inadequate
 ■ Not Applicable
 ■ No Answer

Resident Survey Results 2019

SUMMARY



Thank you for taking time to complete our 2019 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. However, if you feel your feedback and queries have not resolved please speak to your site managers and they will be happy to assist you.

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 small orange dot above the 'i'.

The Dales
Making time for older people

Abbeyfield The Dales Ltd, Grove House, 12 Riddings Road, Ilkley, LS29 9BF.

01943 886000

www.abbeyfieldthedales.co.uk