

Abbeyfield The Dales Ltd

Resident Survey Results 2019

INDEPENDENT PROPERTIES

Contents

Introduction	3
Demographics Results	5
Responses: Residents	7 - 10
Responses: Friends & Relatives	12 - 14
Summary	15

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

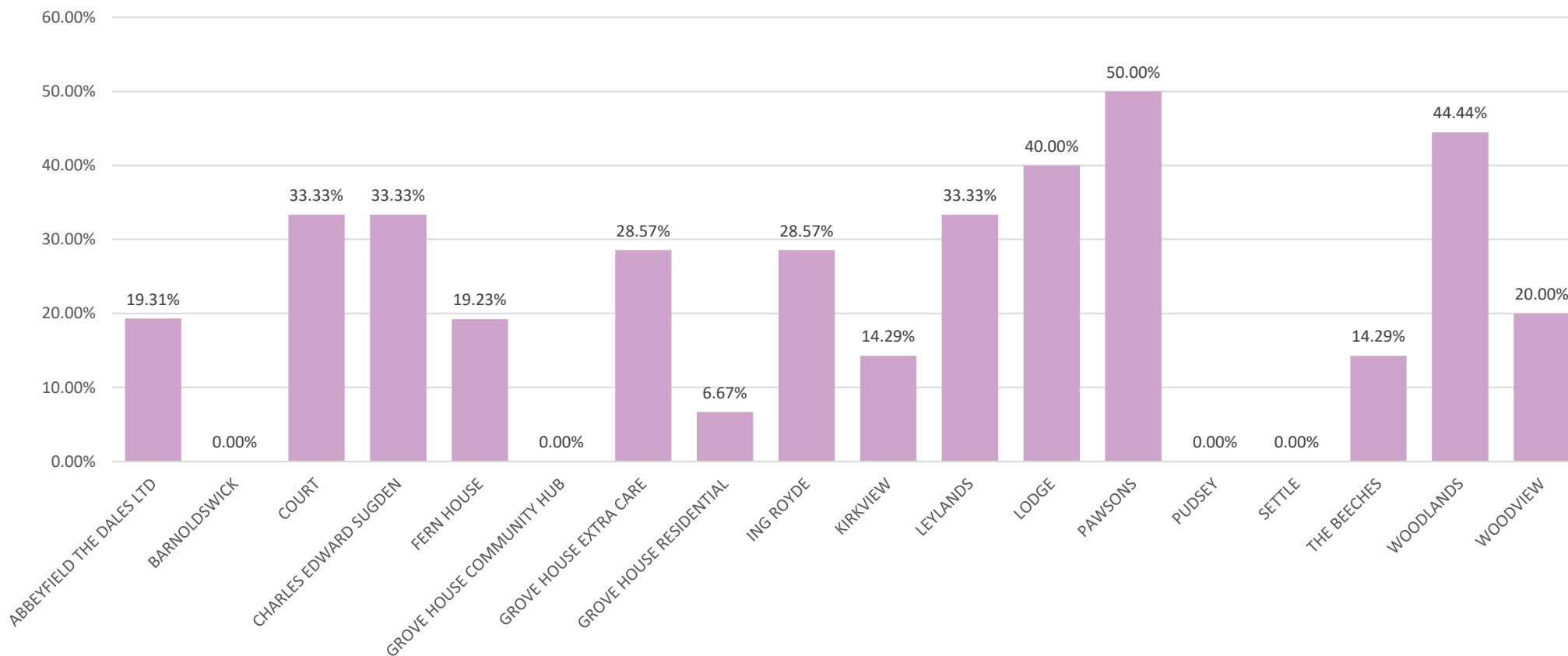
Abbeyfield

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

Abbeyfield

The Dales
Making time for older people

RESIDENT RESPONSES

Your Experience (Page 7)

The Staff (Page 7)

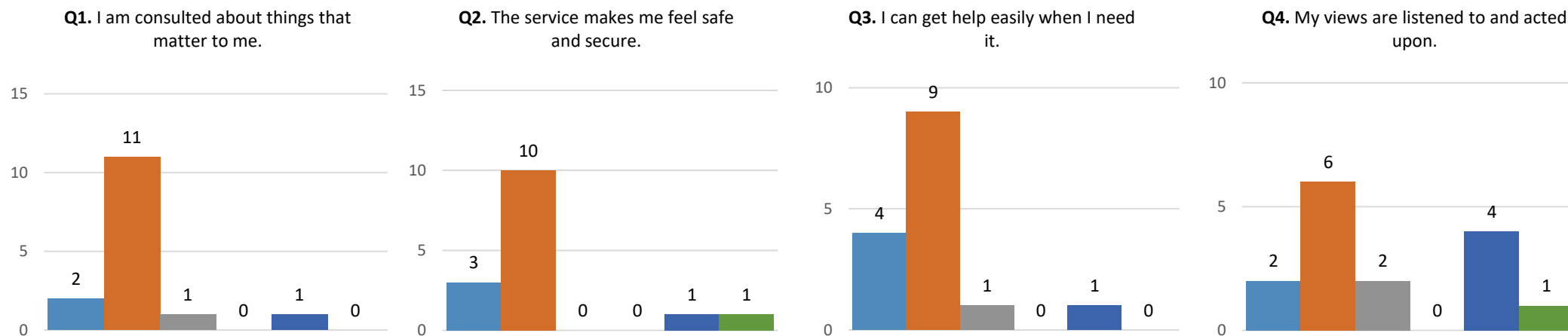
Your Home (Page 8)

Activities & Connections (Page 9)

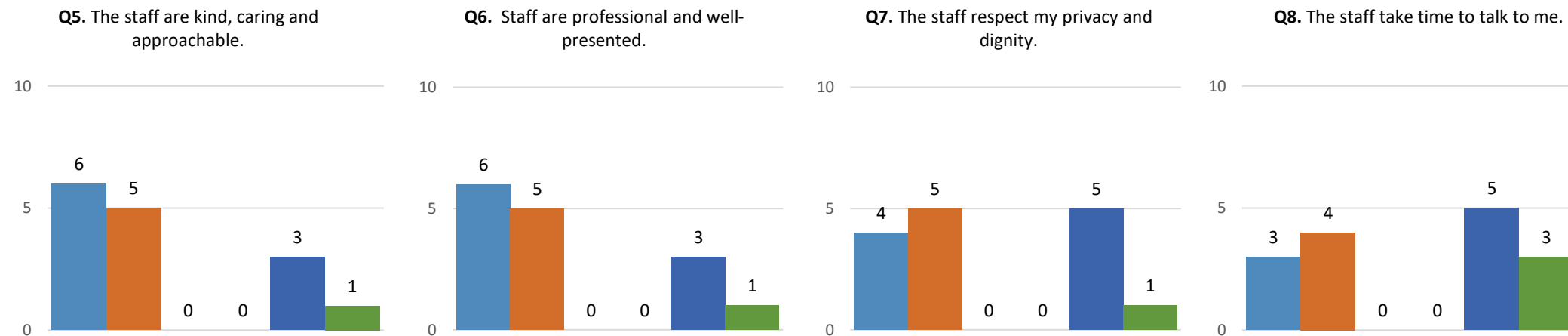
Value For Money (Page 9)

Your Say (Page 10)

Your Experience



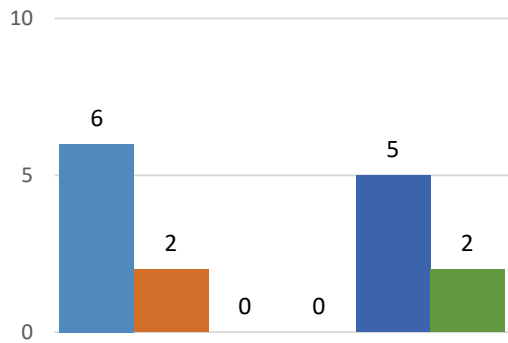
The Staff



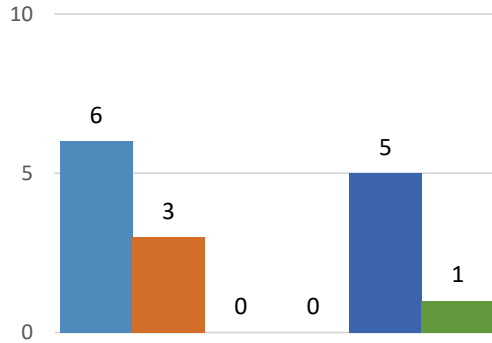
■ Outstanding
 ■ Good
 ■ Req's Improvement
 ■ Inadequate
 ■ Not Applicable
 ■ No Answer

Your Home

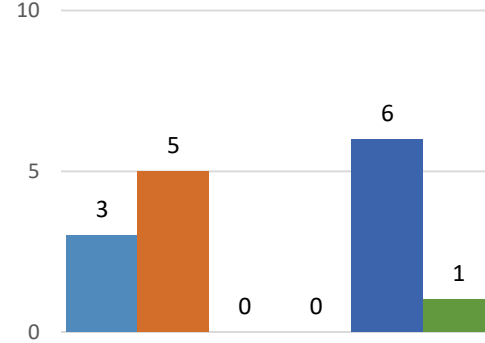
Q9. The environment feels homely.



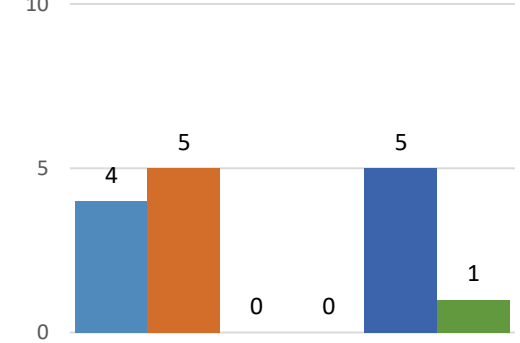
Q10. I am happy with the comfort of my room.



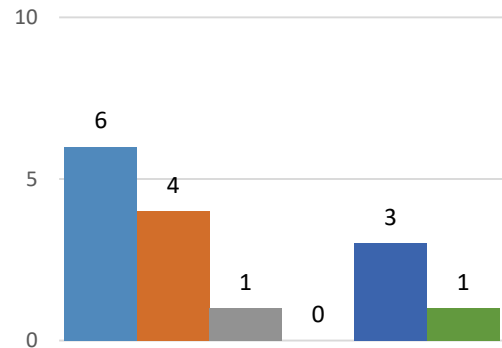
Q11. Communal areas are clean, tidy and smelling fresh.



Q12. The home is well maintained.



Q13. The grounds and gardens are well maintained.



Outstanding

Good

Req's Improvement

Inadequate

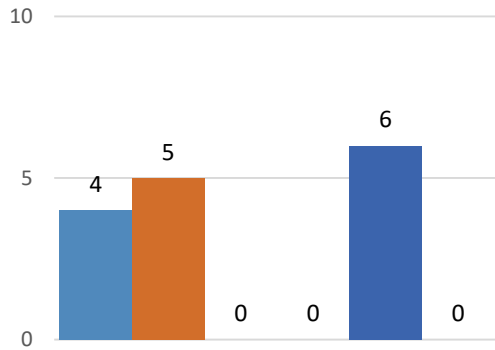
Not Applicable

No Answer

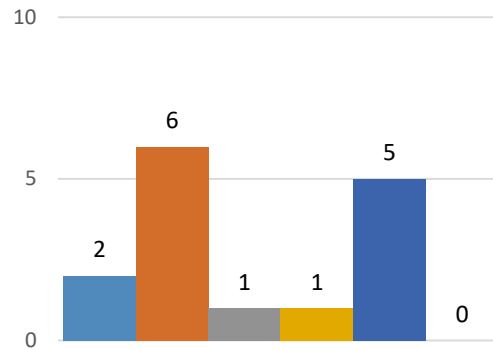


Activities & Connections

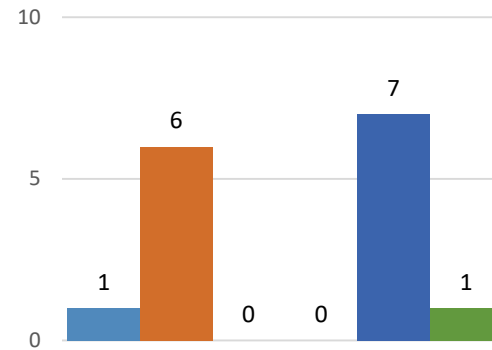
Q14. This is a place where I can choose to live privately and to 'join in' when I wish.



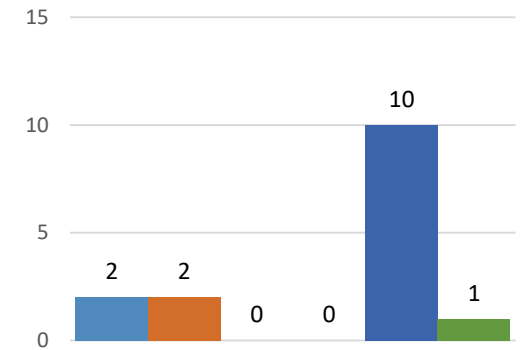
Q15. I am kept informed about activities and events.



Q16. This is a good place to meet new friends.

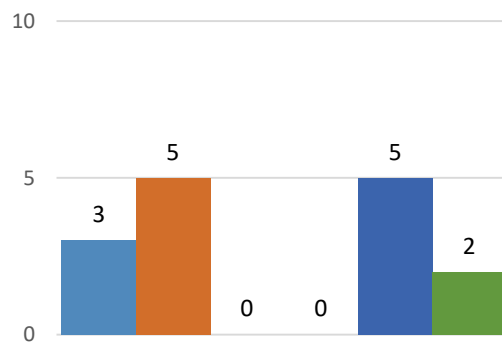


Q17. I feel part of the wider community.

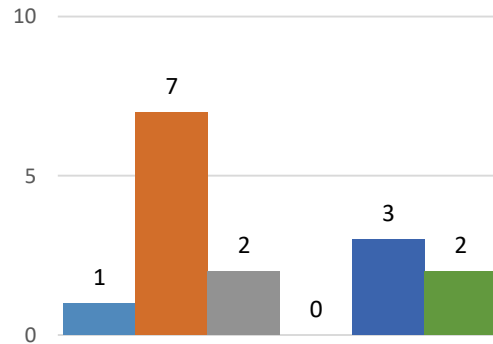


Value For Money

Q18. My rent provides value for money.



Q19. The service charges provide value for money.



Outstanding

Good

Req's Improvement

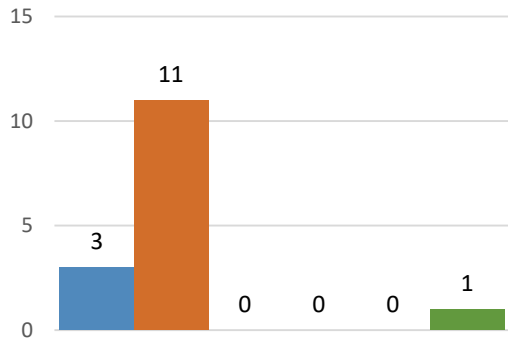
Inadequate

Not Applicable

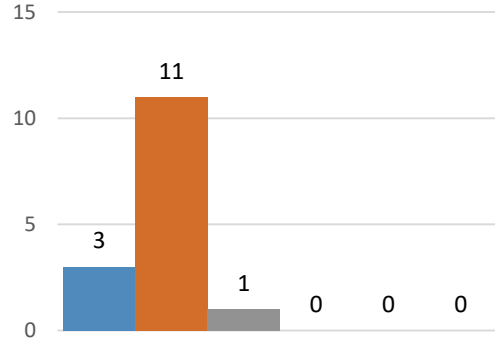
No Answer

Your Say

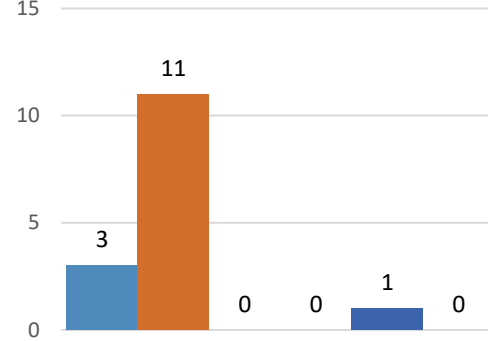
Q20. I know how to make a complaint.



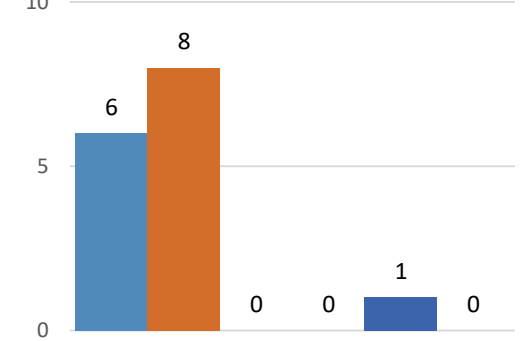
Q21. I am confident someone will listen if I have a complaint.



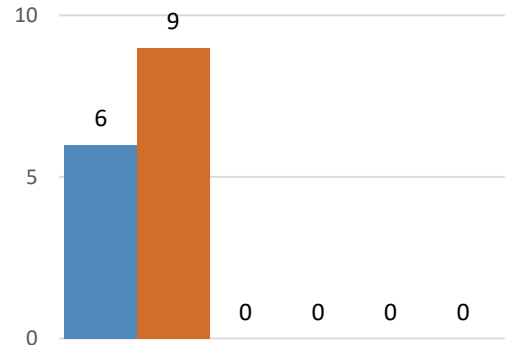
Q22. I am invited to attend regular service meetings.



Q23. Based on my experiences, I would recommend Abbeyfield the Dales.



Q24. Overall, I would rate the service as being:



Resident Survey Results 2019

Abbeyfield

The Dales
Making time for older people

FRIENDS & RELATIVE RESPONSES

Your Experience (Page 12)

The Staff (Page 12)

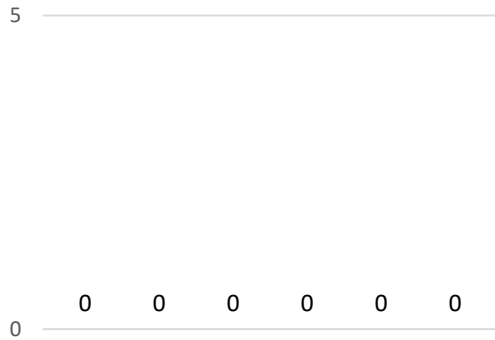
The Home (Page 13)

Activities & Connections (Page 13)

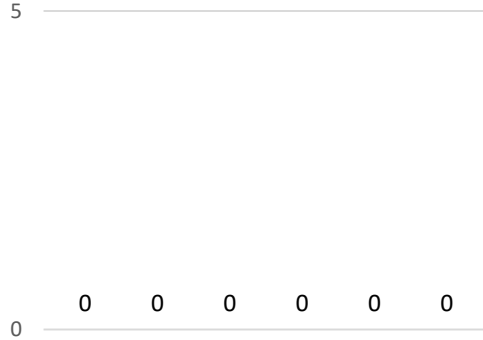
Your Say (Page 14)

Your Experience

Q1. I have confidence my relative / friend is safe and secure.

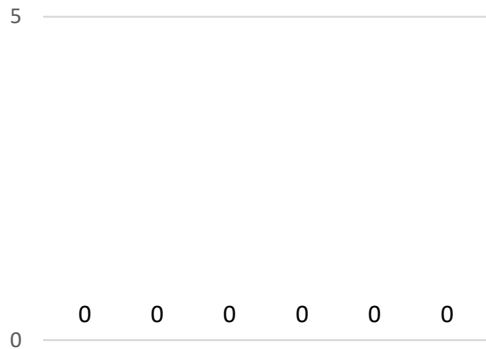


Q2. My views are listened to and acted upon.

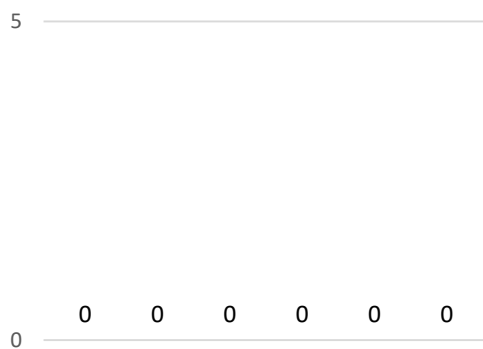


The Staff

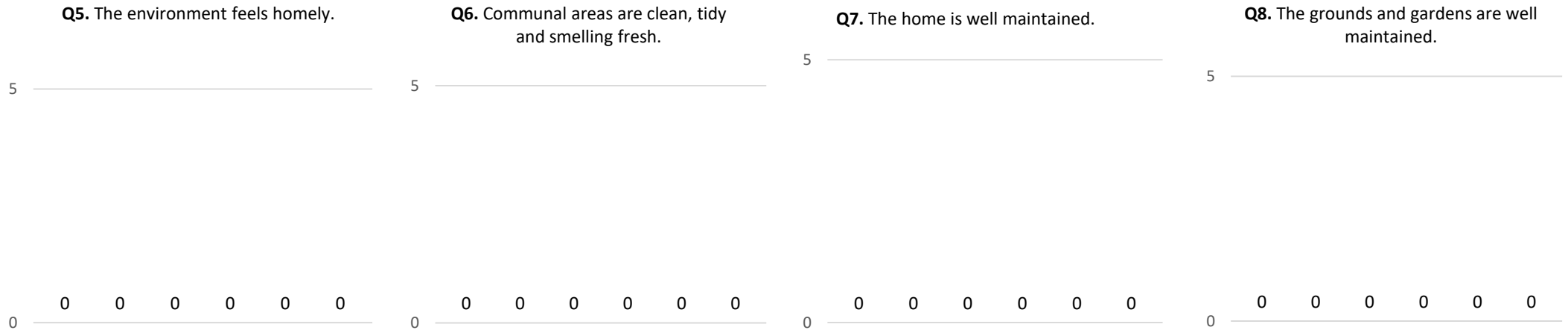
Q3. Staff are professional and well-presented.



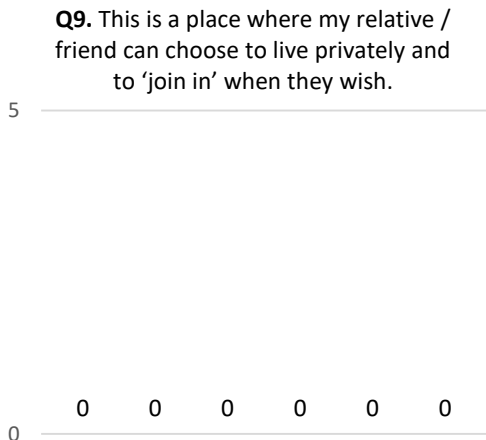
Q4. The staff respect my relative/friend's privacy and dignity.



The Home



Activities & Connections

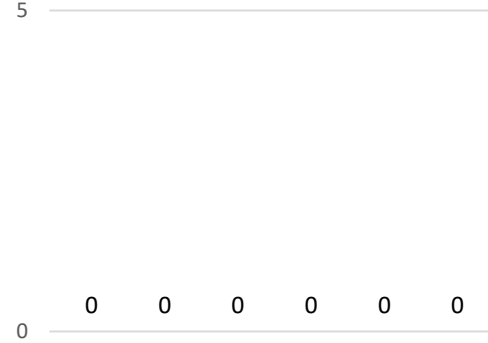
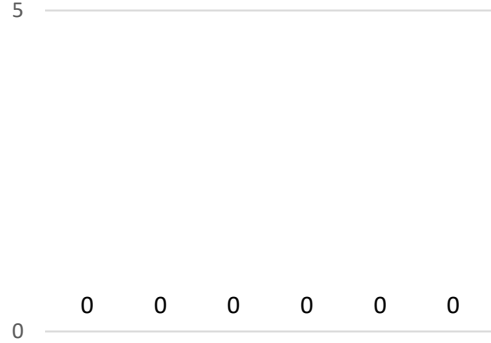
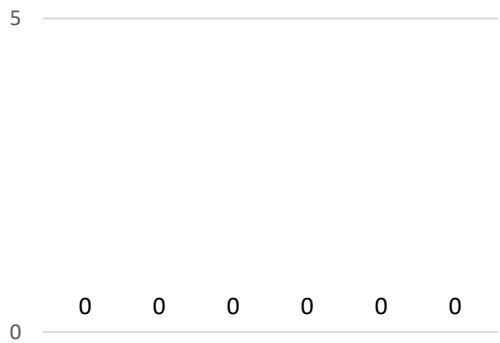


Your Say

Q10. I know how to make a complaint.

Q11. I am confident someone will listen if I have a complaint.

Q12. Overall, I would rate the service as being:



■ Outstanding

■ Good

■ Req's Improvement

■ Inadequate

■ Not Appliable

■ No Answer

Resident Survey Results 2019

SUMMARY

Abbeyfield

The Dales
Making time for older people

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.

ward 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