



Resident Survey Results 2023 Barnoldswick

Updated: 08/11/2023

www.abbeyfieldthedales.co.uk

Abbeyfield The Dales Ltd. Registered Charity Number: 1160258, Company No: 9008680, Home England No: 5066

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 possibly 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 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.

Contents

Response & Satisfaction Rates by Site

Response rates (%)	4
Satisfaction rates (%)	5

Satisfaction Rates by Section

Your Care	6
Onsite Staff	8
Visiting Staff	9
Your Home	10
Activities & Connections	11
Food	12
Value for Money	13
You Say	14

Open Questions

Your comments	15
---------------	----

Response rates (%)

Abbeyfield The Dales Ltd

46.2%

Registered Services

40.1%

Fern House, Bingley	26.5%
Grove House, Ilkley (Extra Care)	52.4%
Grove House, Ilkley (Residential)	50.0%
Ing Royde, Halifax	33.3%
The Beeches, Menston	46.4%
Woodlands, Skipton	77.4%

Supported Living Services

39.5%

Barnoldswick	41.7%
Elbolton, Grassington	72.7%
Harriet Street, Burnley	27.3%
Settle	44.4%
St Stephen Street, Burnley	45.5%

Independent Properties

45.5%

Abbeyfield Court	38.5%
Abbeyfield Lodge	0.0%
Charles Edward Sugden	100.0%
Kirkview	28.6%
Leylands	75.0%
Pawson Cottage Homes	0.0%
Pudsey	50.0%
Woodview	40.0%

Satisfaction rates (%)

Abbeyfield The Dales Ltd

94.5%

Registered Services

94.2%

Fern House, Bingley

92.3%

Grove House, Ilkley (Extra Care)

94.5%

Grove House, Ilkley (Residential)

94.4%

Ing Royde, Halifax

94.1%

The Beeches, Menston

95.5%

Woodlands, Skipton

86.4%

Supported Living Services

95.5%

Barnoldswick

99.3%

Elbolton, Grassington

96.2%

Harriet Street, Burnley

100.0%

Settle

89.4%

St Stephen Street, Burnley

96.3%

Independent Properties

91.5%

Abbeyfield Court

93.8%

Abbeyfield Lodge

-

Charles Edward Sugden

94.5%

Kirkview

98.2%

Leylands

-

Pawson Cottage Homes

73.5%

Pudsey

95.5%

Woodview

100.0%

Community Hub

100.0%

Fern House, Community Hub

100.0%

Grove House, Community Hub

100.0%

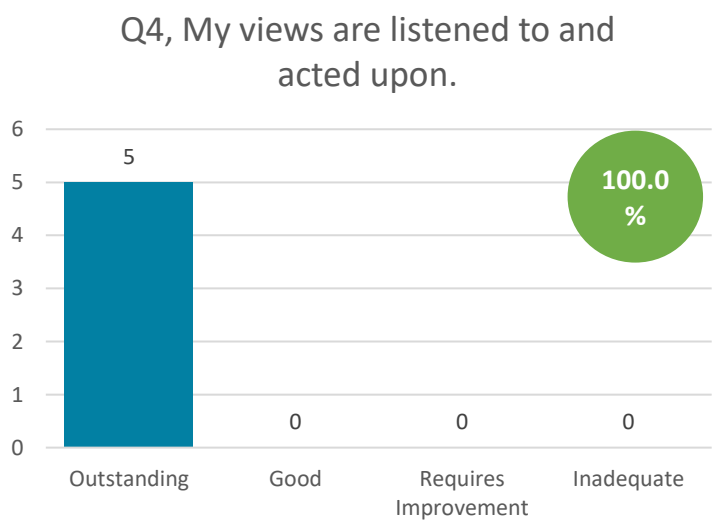
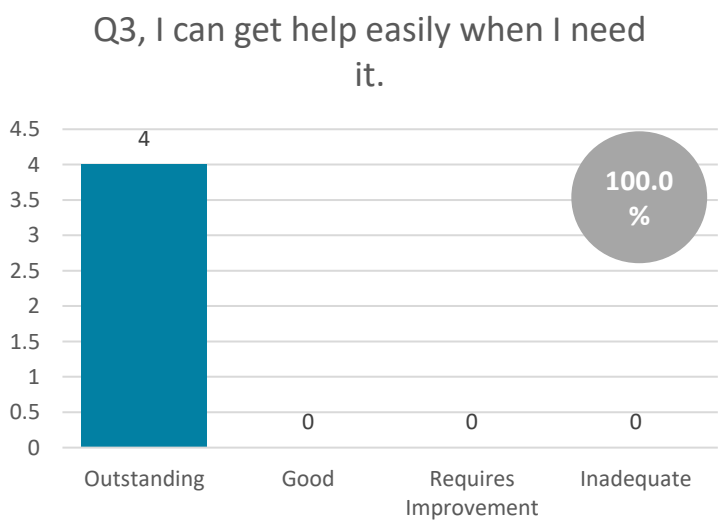
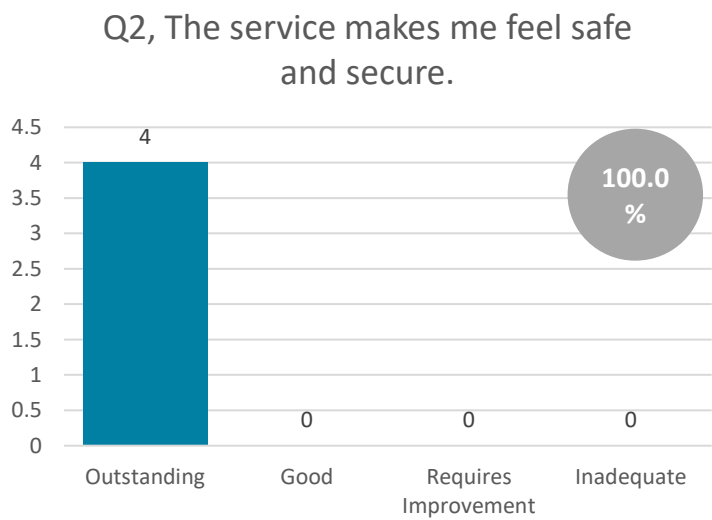
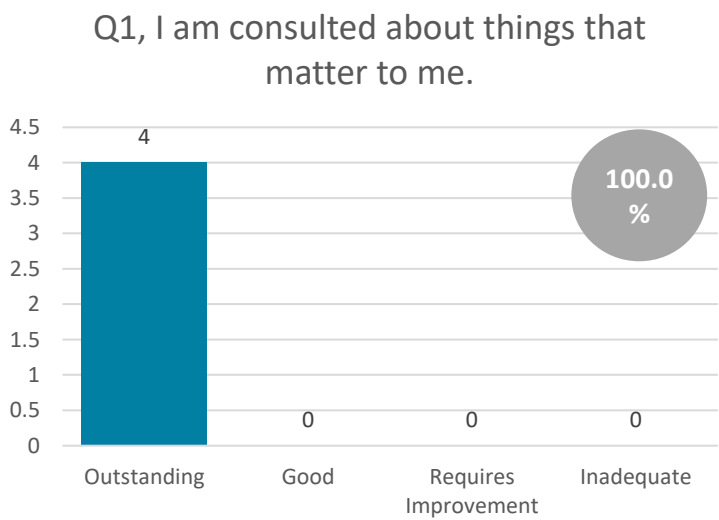
Your Experience



Response volumes and satisfaction rates (%) by question.

Within each section of this report each question is displayed with a chart containing the volumes for all response types, the Satisfaction rate (%) for the question is in each circle. The circle are coloured **RED** for the lowest scoring question within each section and **GREEN** for the highest. Total responses for questions may differ as due to no response.

The satisfaction rate is a percentage based on the total combined responses for 'Outstanding' and 'Good', divided by the combined total of all response types.

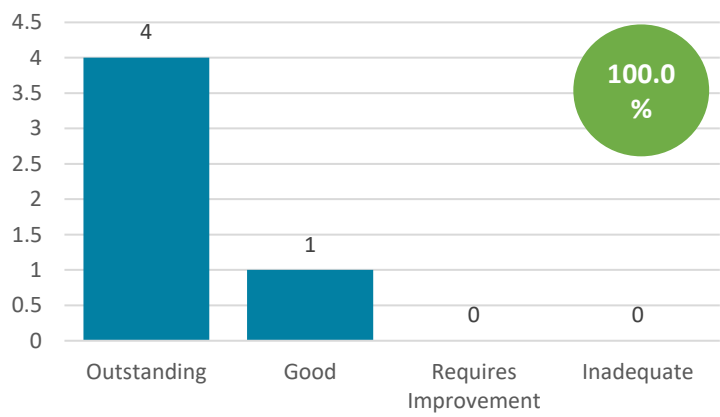


On-site Staff

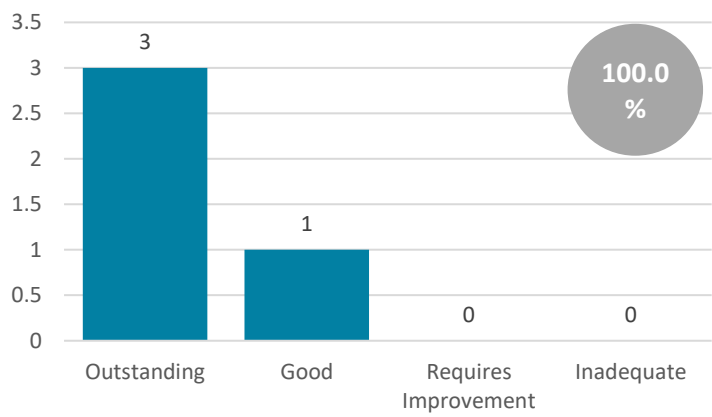
100.0 %

Response volumes and satisfaction rates (%) by question.

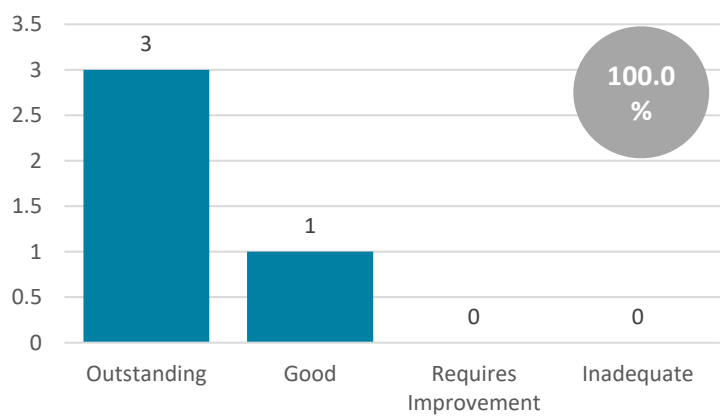
Q5, The staff are kind, caring and approachable.



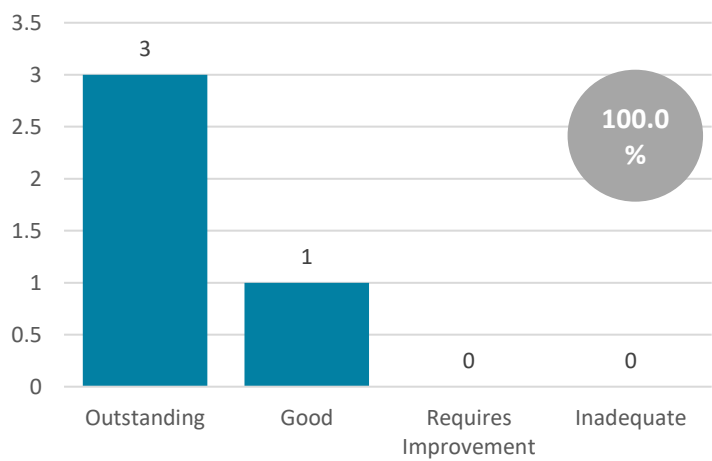
Q6, Staff are professional and well-presented.



Q7, The staff respect my privacy and dignity.



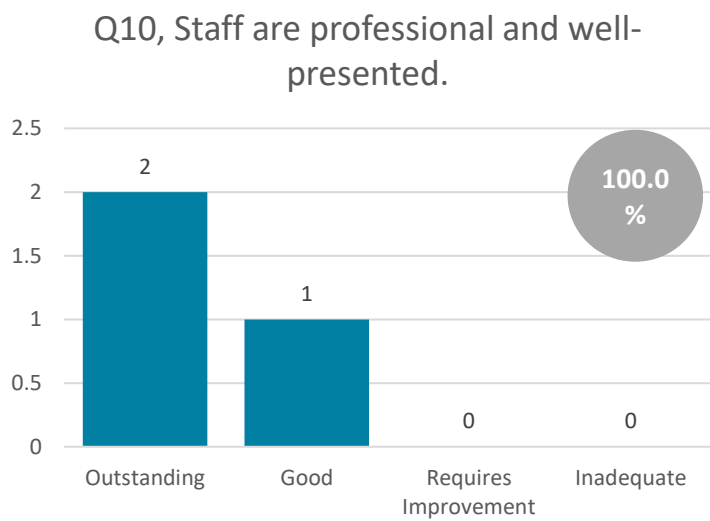
Q8, The staff take time to talk to me.



Visiting Staff



Response volumes and satisfaction rates (%) by question.



Your Home

95.2%

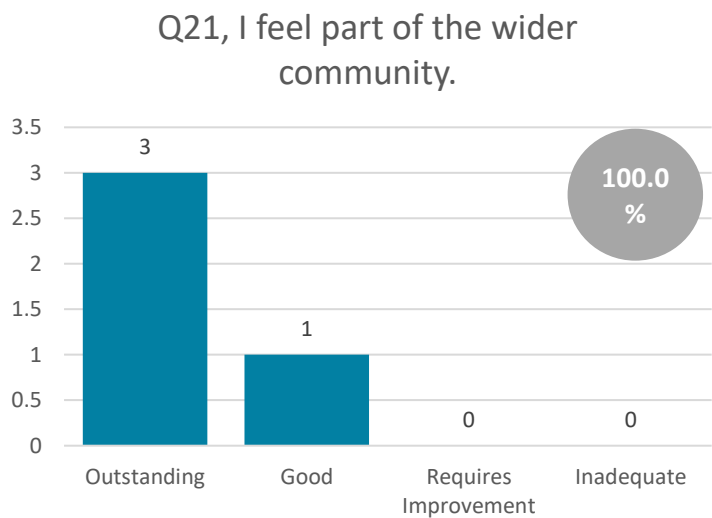
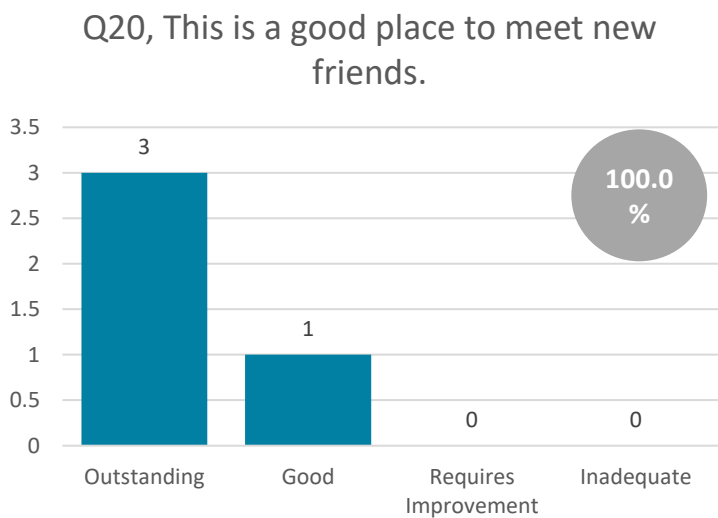
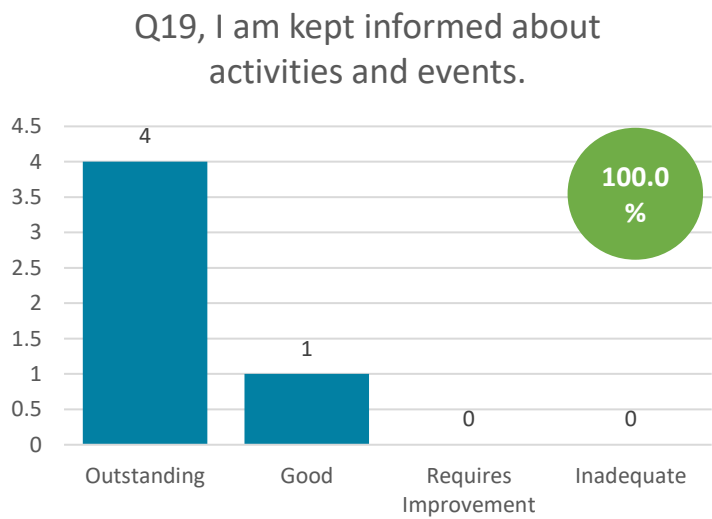
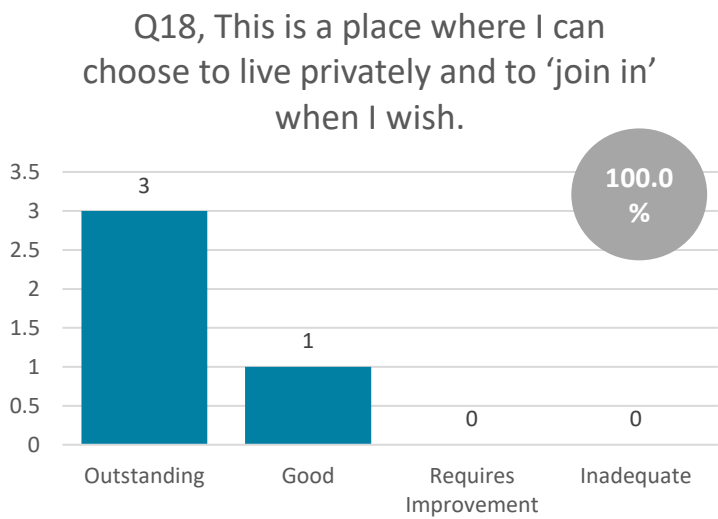
Response volumes and satisfaction rates (%) by question.



Activities & Connections



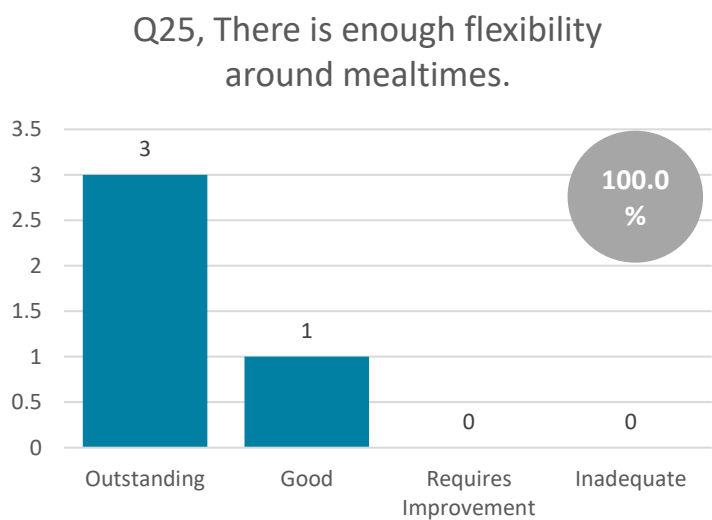
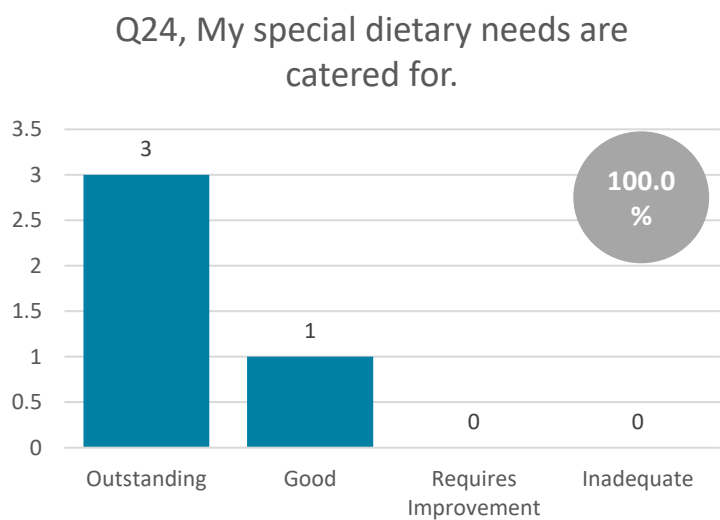
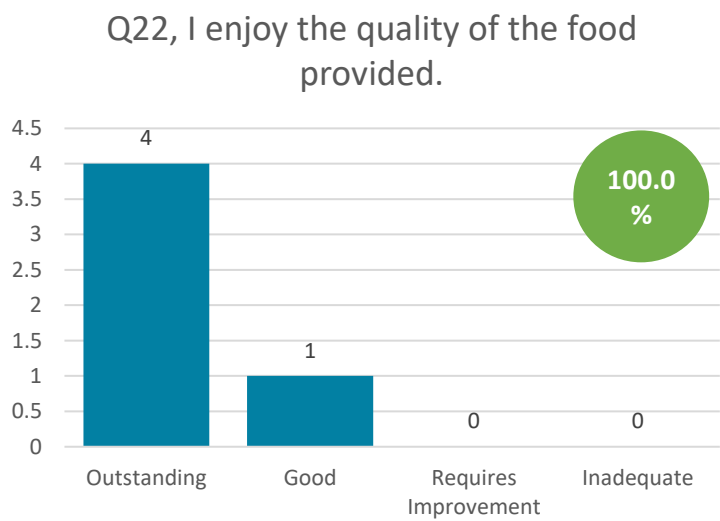
Response volumes and satisfaction rates (%) by question.



The Food



Response volumes and satisfaction rates (%) by question.

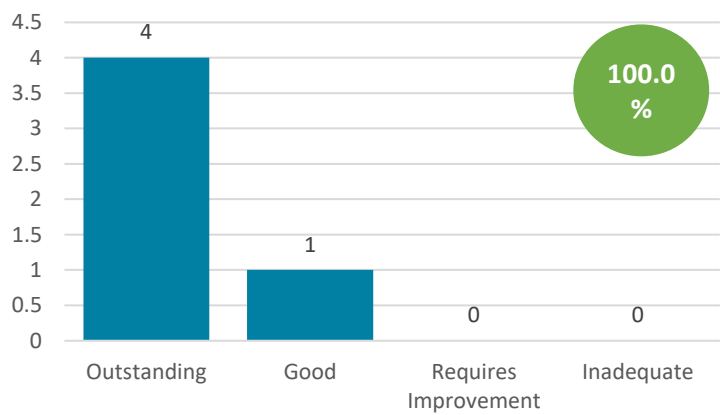


Value for Money

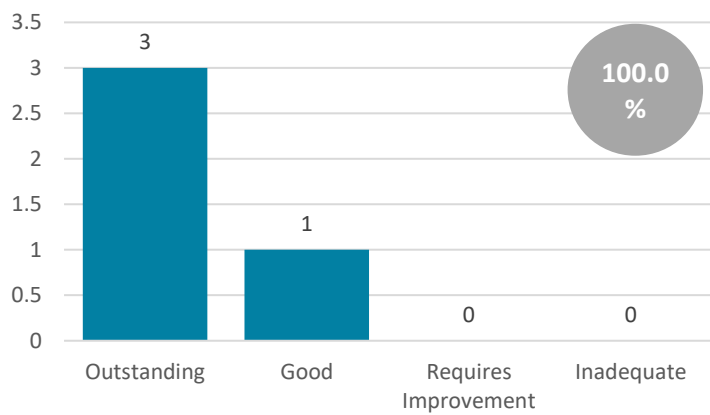


Response volumes and satisfaction rates (%) by question.

Q26, My rent provides value for money.



Q27, The service charges provide value for money.

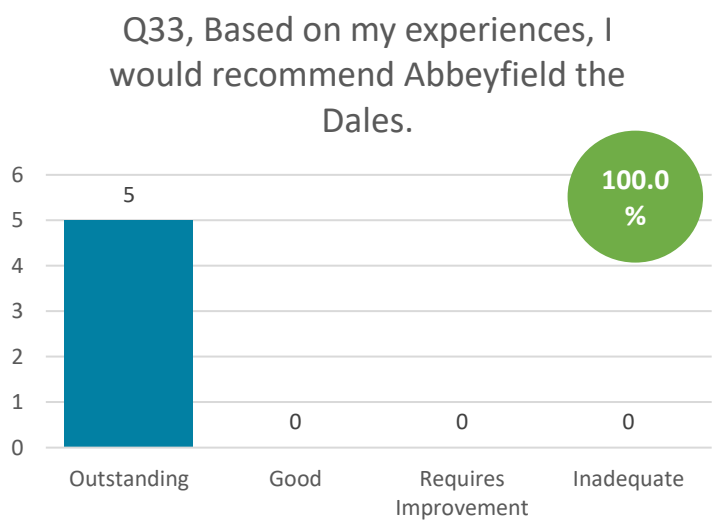
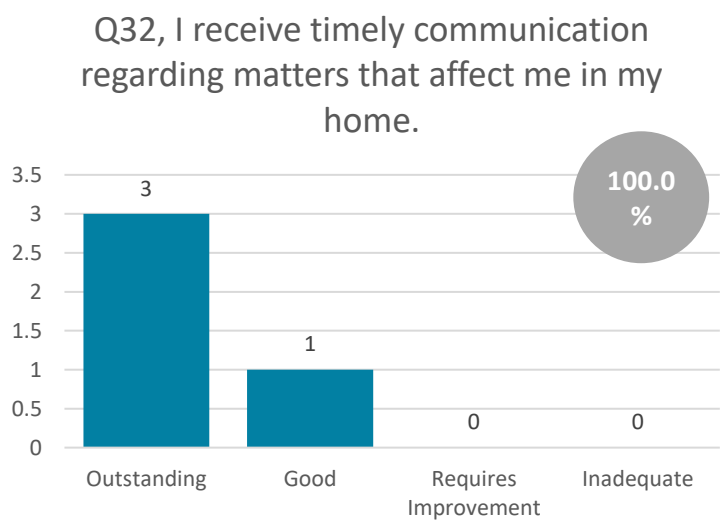
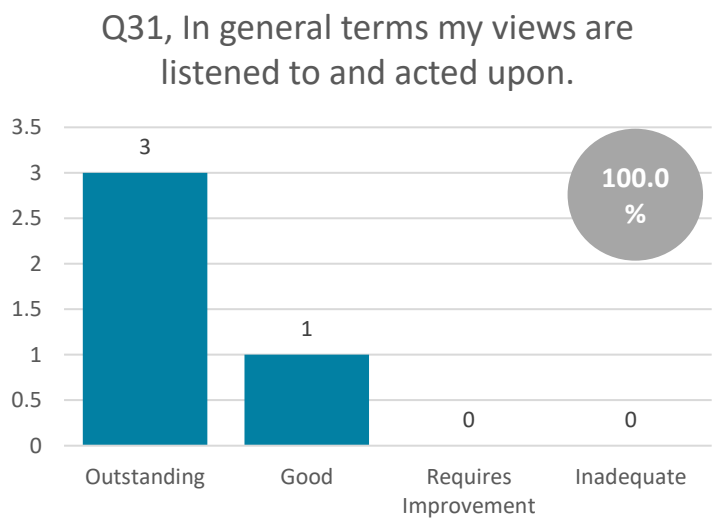
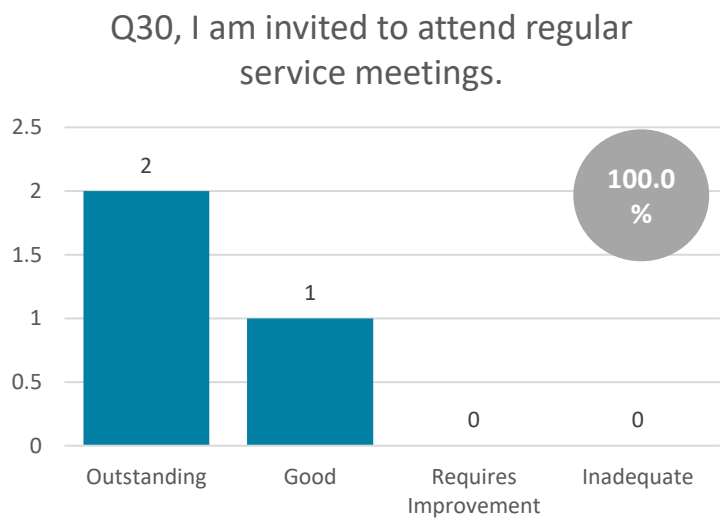
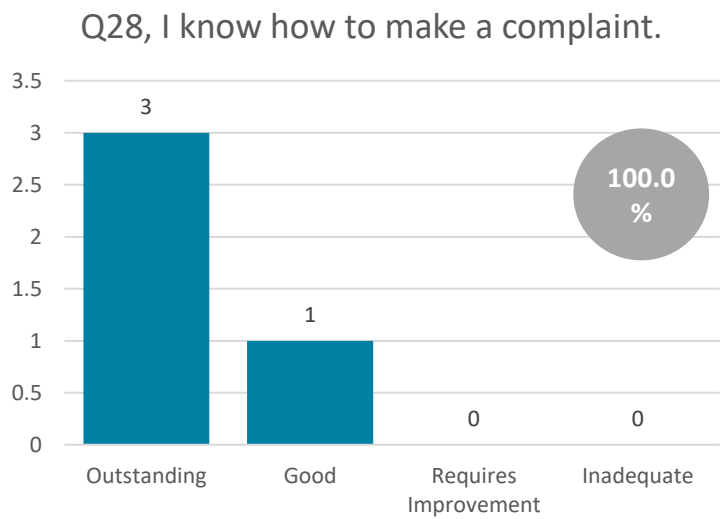


Section 8 of 7

Your Say

100.0 %

Response volumes and satisfaction rates (%) by question.



Section 8

Open Questions

What is the one thing you would change about living with Abbeyfield the Dales, and why?

Included in the survey was your opportunity to tell in your words what you feel we do well as an organisation and what you feel we could improve on. Our Senior Leadership Team have reviewed all your responses and provided responses below, an action plan to address your concerns will be discussed with your service manager.

I would straighten the 'Abbeyfield Flat to Let' sign in the front garden.

This should just happen; so sorry this hasn't been addressed already. The on-site team should be able to do this, or arrange for it to happen if you ask them.

Supported Living Manager to check the to-let sign is straight and well presented.

I think the garden needs a little more attention.

This can easily be addressed and we will raise this matter with the Supported Living Manager. Supported Living Manager to discuss and agree a gardening schedule with residents so we can amend this with the gardening contractor.

Section 8

Open Questions, continued

Finally, we would like to thank you for all the kind words you had to say about our staff. We are very proud of the amazing work our staff do to make sure your experience with Abbeyfield the Dales is enjoyable and fulfilling, part of our action plan will be to ensure of staff have sight of your comments.

Thank you for participating in this years survey.