



Resident Survey Results 2023

Community Hub

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.

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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%

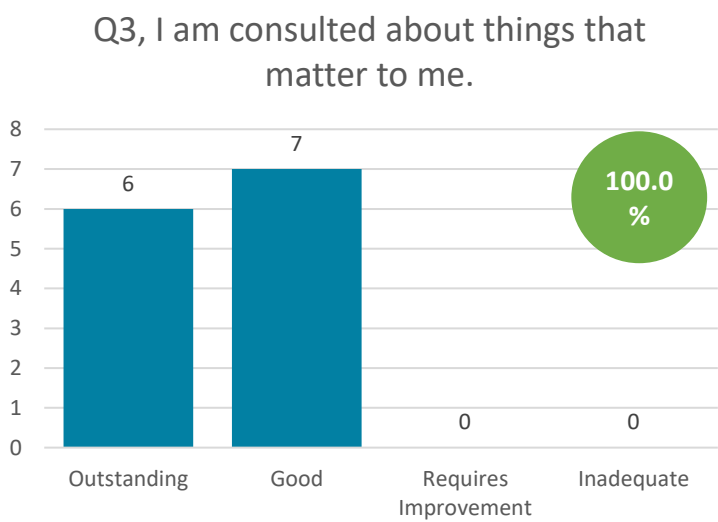
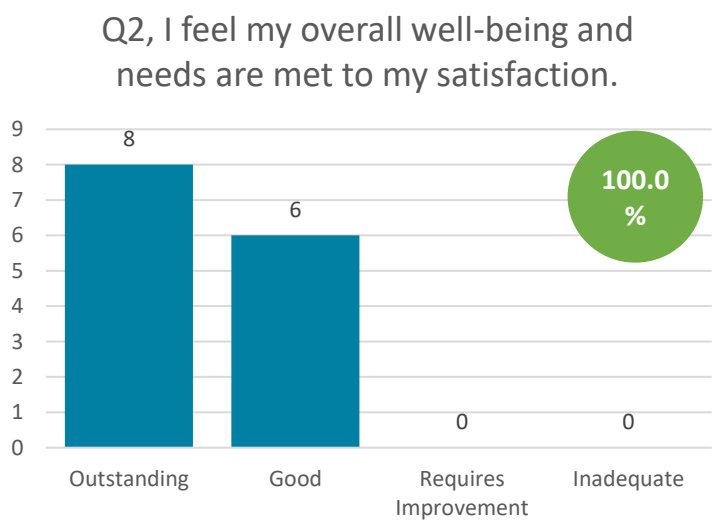
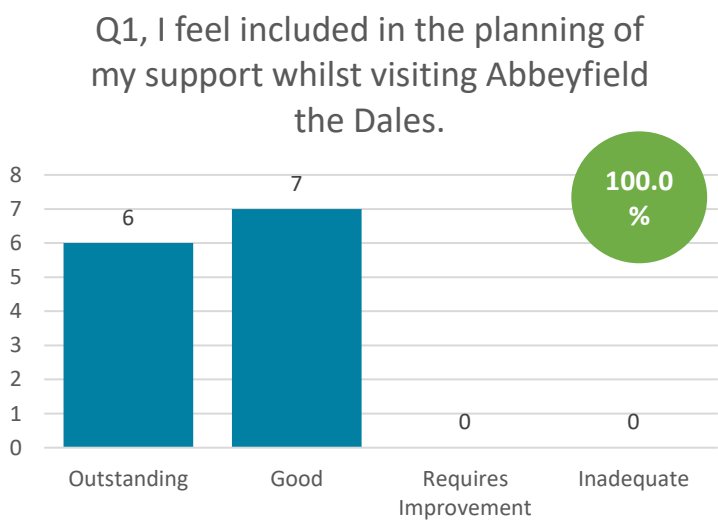
Service & Support



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.

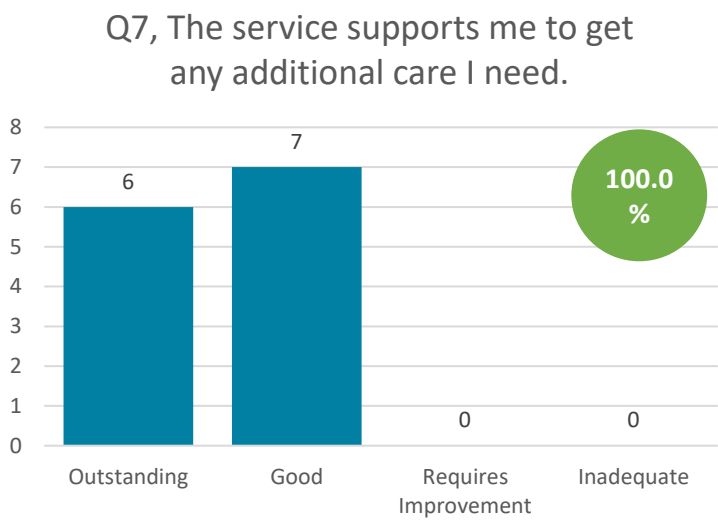
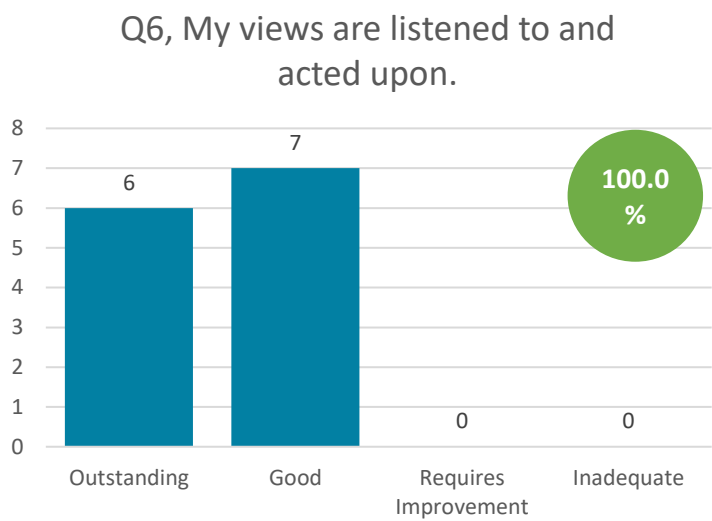
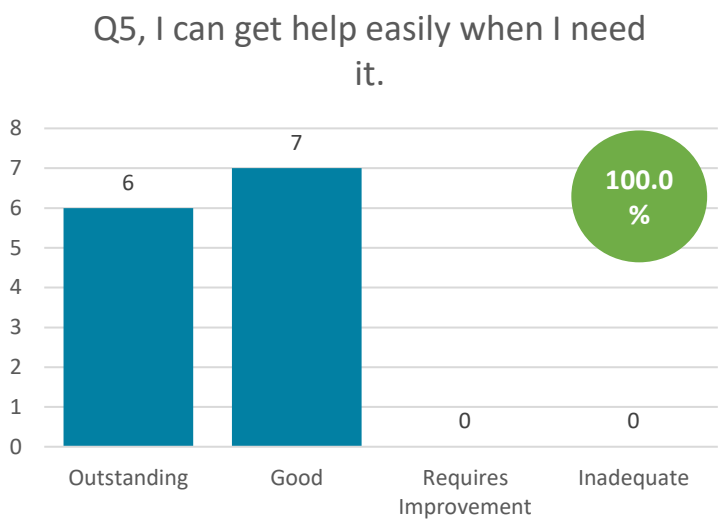
The satisfaction rate is a percentage based on the total combined responses for 'Outstanding' and 'Good', divided by the combined total of all response types.



100.0
%

Service & Support continued

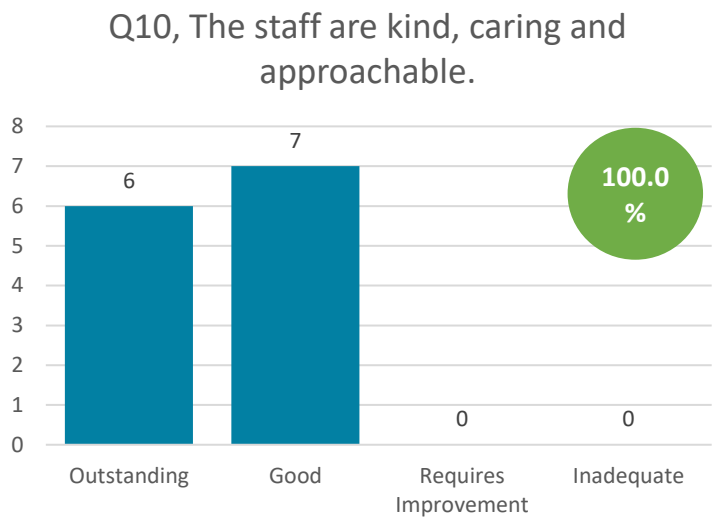
Response volumes and satisfaction rates (%) by question.



The Staff

100.0 %

Response volumes and satisfaction rates (%) by question.

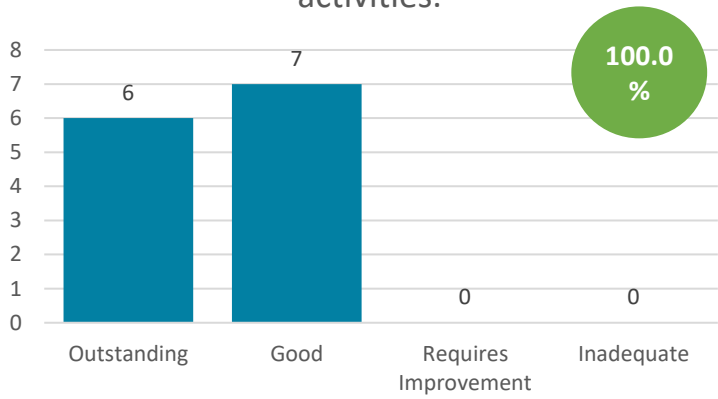


Activities & Connections

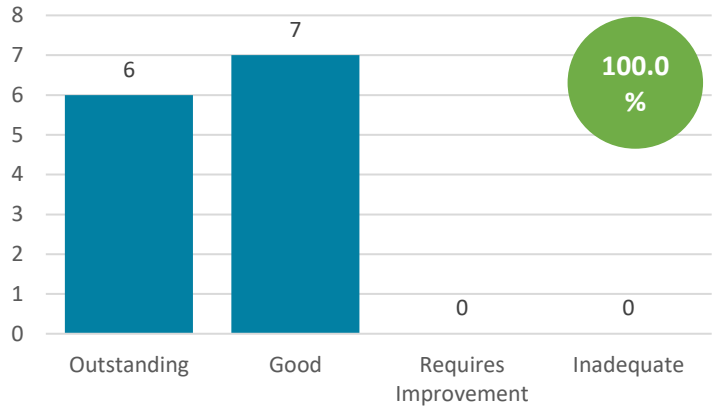


Response volumes and satisfaction rates (%) by question.

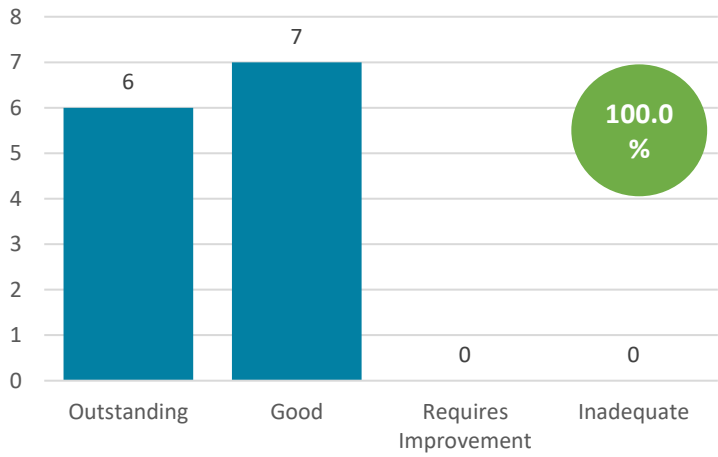
Q14, There is a good choice of relevant and enjoyable social activities.



Q15, This is a good place to make new friends.



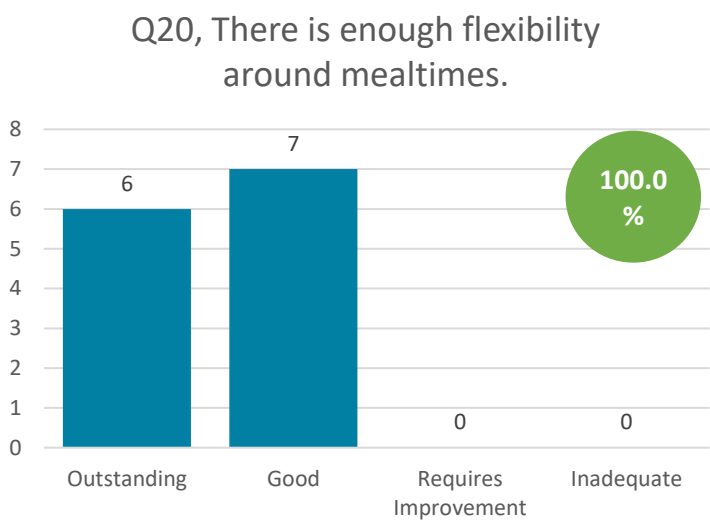
16, I feel part of the wider community.



The Food



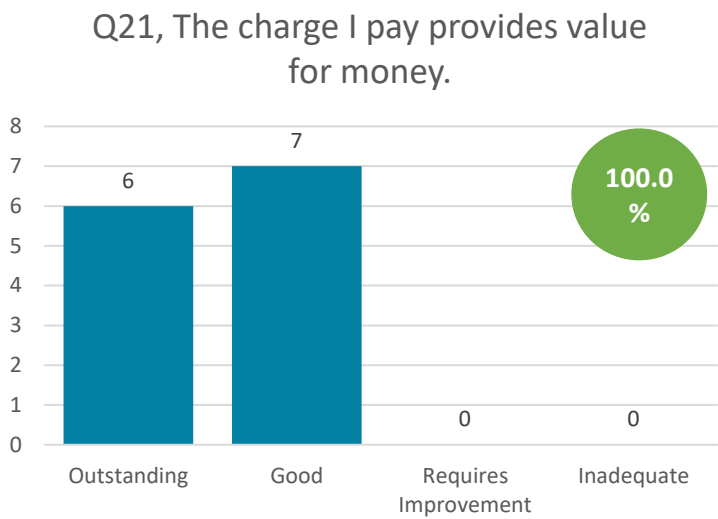
Response volumes and satisfaction rates (%) by question.



Value for Money



Response volumes and satisfaction rates (%) by question.

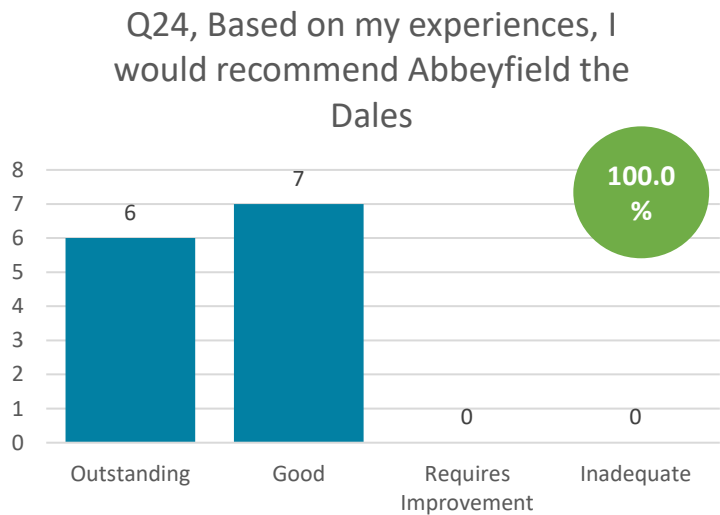
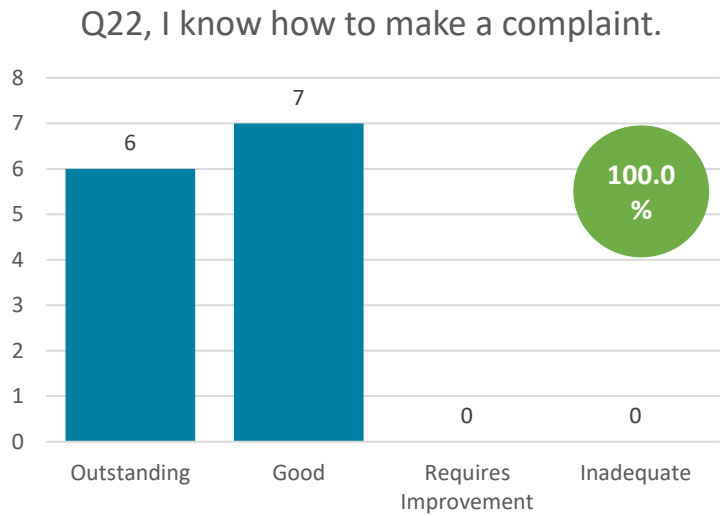


Section 6 of 6

Your Say

100.0 %

Response volumes and satisfaction rates (%) by question.



Section 7

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.

We are pleased to say that there were no concerns raised within your surveys, all your comments were extremely positive about the Community Hub Service and most importantly the staff who look after you when you visit us. Here's what you had to say ...

Staff are welcoming to person(s) who come to visit and the rest of friends and company is good and person(s) are friendly.

Fern House, Bingley

Exercises are excellent. Friendly and inclusive atmosphere.

Fern House, Bingley

Totally secure, would recommend.

Fern House, Bingley

Everything is good. Sarah and Meena are excellent at their jobs.

Fern House, Bingley

My husband David is so satisfied with everything and loves coming, as his wife I cannot say enough about Fern House. It is the best for David and it helps me such a lot. Thank you for all you do for us all.

Fern House, Bingley

My husband David is so satisfied with everything and loves coming, as his wife I cannot say enough about Fern House. It is the best for David and it helps me such a lot. Thank you for all you do for us all.

Fern House, Bingley

Section 8

Open Questions, continued

Diet - has difficulty with his eating/meals, eats very little - staff do try to encourage him to eat.
Staff - I find Billy goes the extra mile with Jeff - excellent all rounder recommended.
Grove House, Ilkley

I enjoy coming to Abbeyfield for care, friendship and companionship.
Grove House, Ilkley

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.