



# Resident Survey Results 2023

## Fern House

Updated: 12/10/2022

[www.abbeyfieldthedales.co.uk](http://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

93.9%

Grove House, Ilkley (Extra Care)

92.3%

Grove House, Ilkley (Residential)

94.4%

Ing Royde, Halifax

94.5%

The Beeches, Menston

94.1%

Woodlands, Skipton

95.5%

### Supported Living Services

95.5%

Barnoldswick

99.3%

Elbolton, Grassington

96.2%

Harriet Street, Burnley

97.1%

Settle

89.4%

St Stephen Street, Burnley

96.3%

### Independent Properties

91.5%

Abbeyfield Court

94.5%

Abbeyfield Lodge

-

Charles Edward Sugden

86.4%

Kirkview

93.8%

Leylands

98.2%

Pawson Cottage Homes

-

Pudsey

73.5%

Woodview

95.5%

### Community Hub

100.0%

Fern House, Community Hub

100.0%

Grove House, Community Hub

100.0%

# Your Care

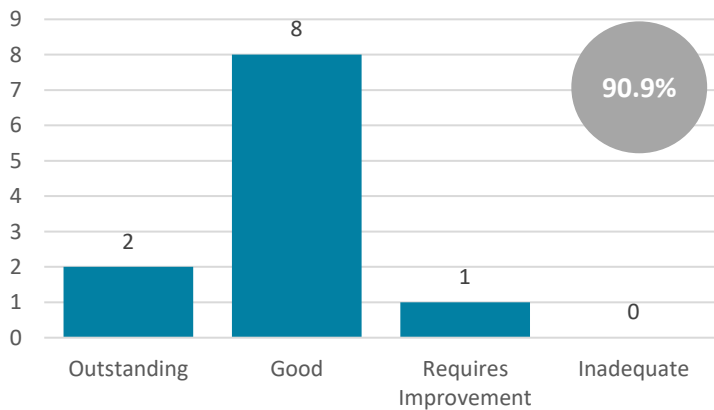
90.1%

Response volumes and satisfaction rates (%) by question.

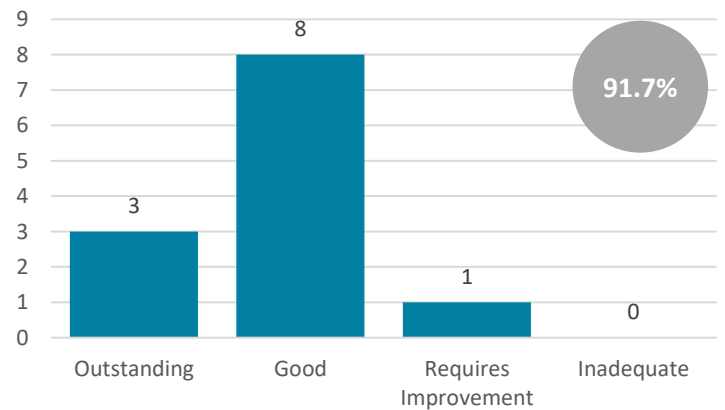
Within each section of this report each question is displayed with a chart containing the volumes for all response types, the Satisfaction rate (%) for the question is in each circle. The circle are coloured **RED** for the lowest scoring question within each section and **GREEN** for the highest.

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.

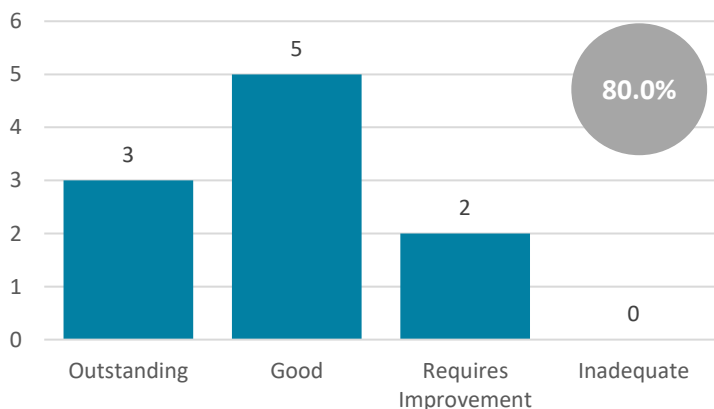
Q1, I feel included in the planning of my care and support.



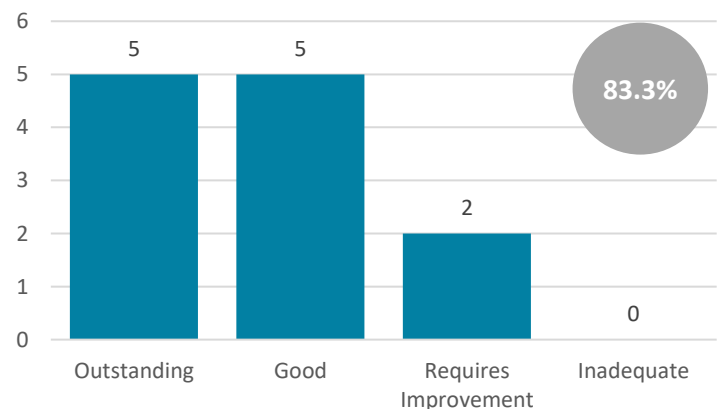
Q2, I feel my overall well-being and needs are met to my satisfaction.



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



Q4, The service makes me feel safe and secure.

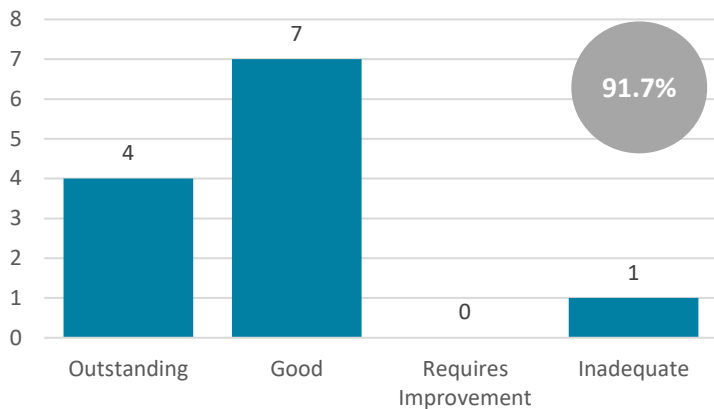


# Your Care *continued*

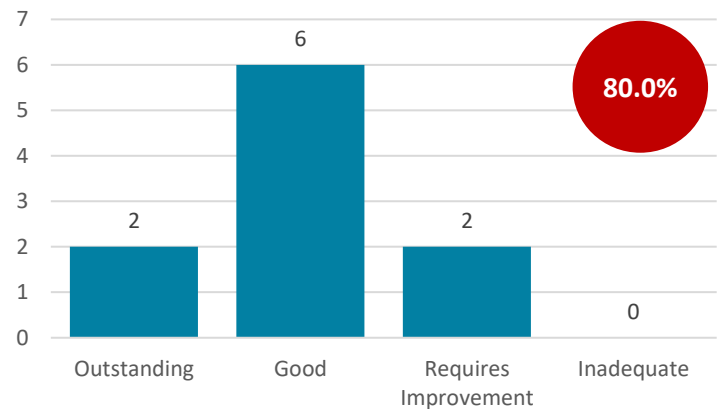
90.1%

Response volumes and satisfaction rates (%) by question.

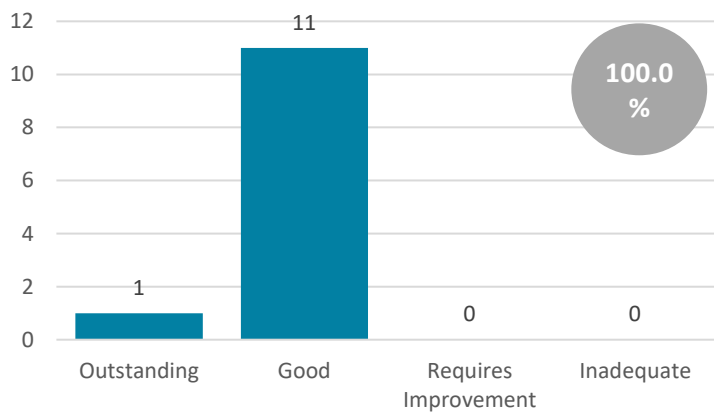
Q5, I can get help easily when I need it.



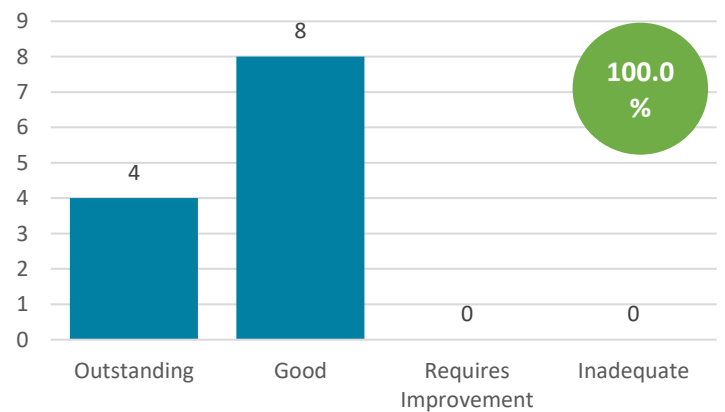
Q6, My views about my care are listened to and acted upon.



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



Q8, The service also helps me retain my independence.

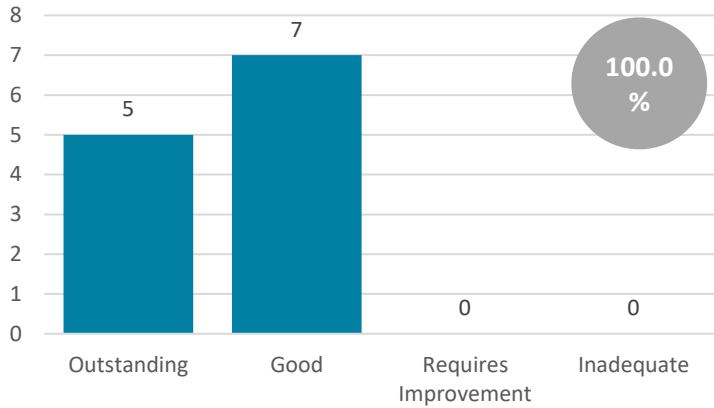


# Onsite Staff

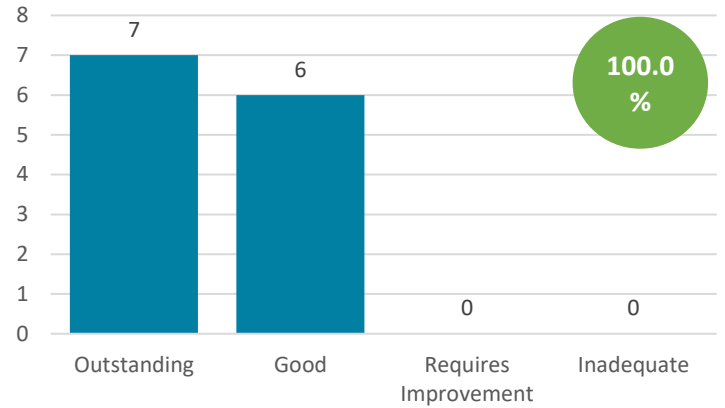
96.8%

Response volumes and satisfaction rates (%) by question.

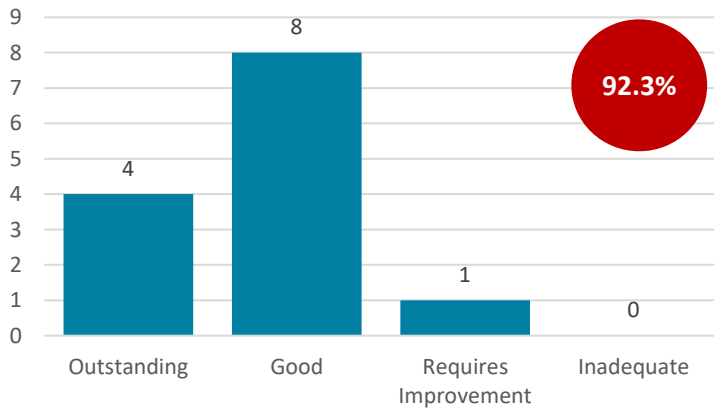
Q9, I have confidence in the staff who care for me.



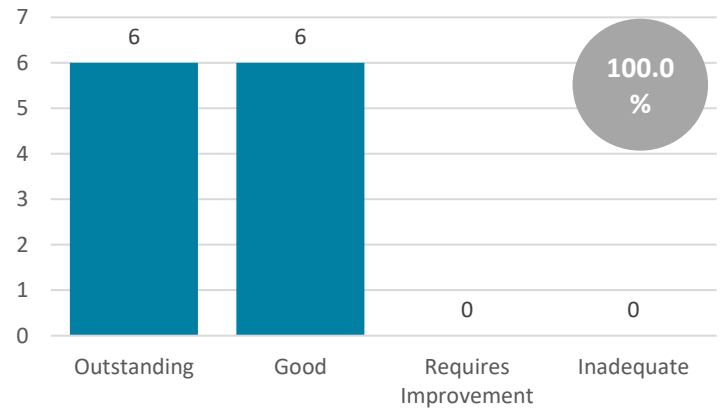
Q10, The staff are kind, caring and approachable.



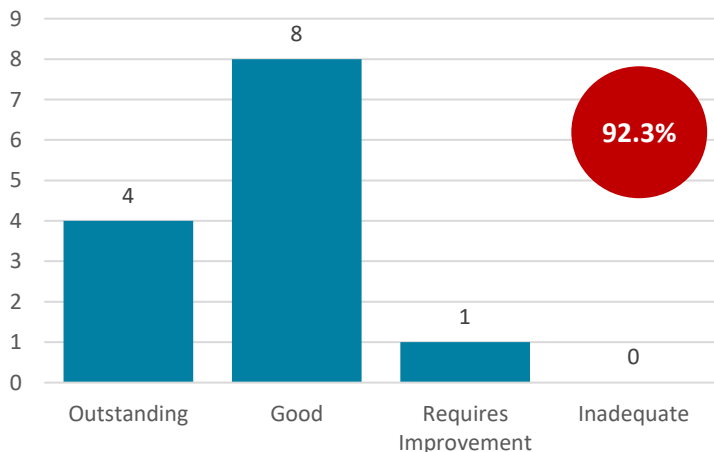
Q11, Staff are professional and well-presented.



Q12, The staff respect my privacy and dignity.



Q13, The staff take time to talk to me.



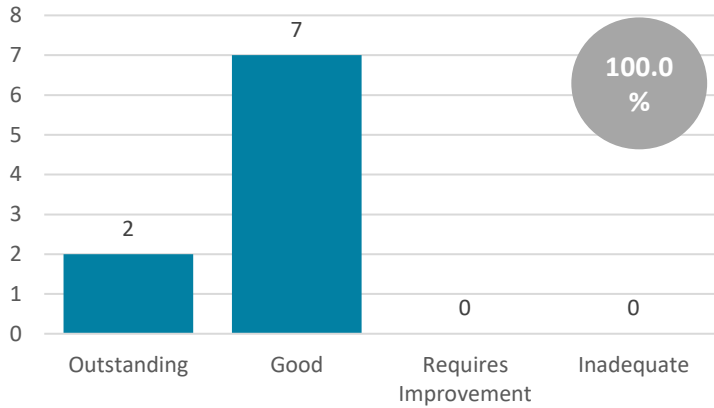


# Visiting Staff

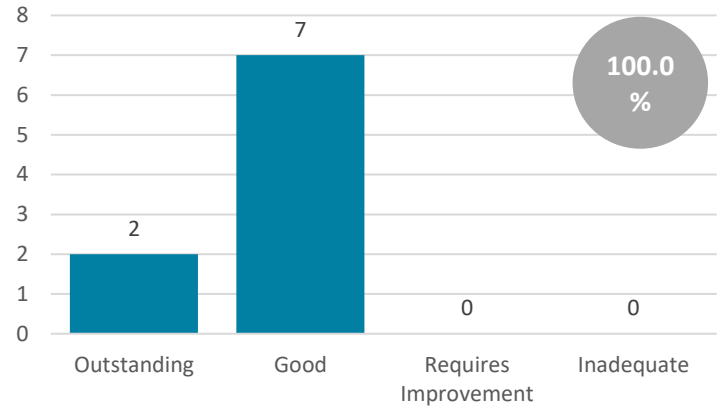
100.0 %

Response volumes and satisfaction rates (%) by question.

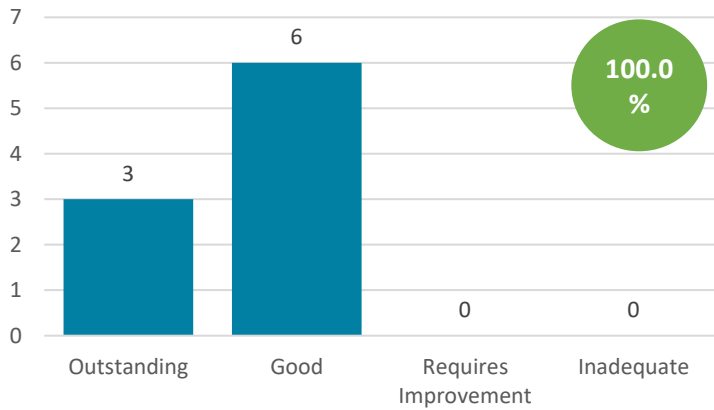
Q14, I have confidence in the staff who care for me.



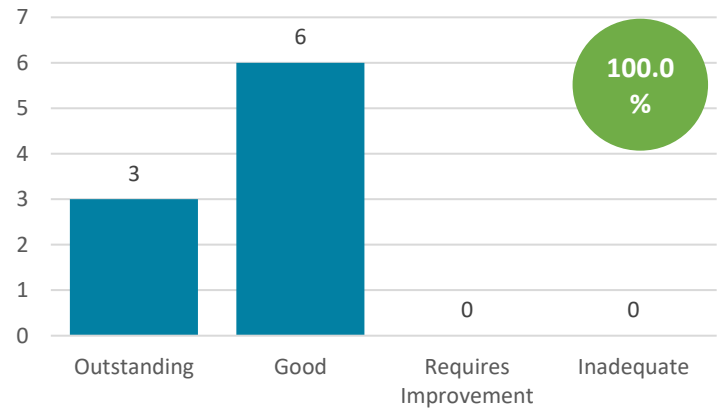
Q15, The staff are kind, caring and approachable.



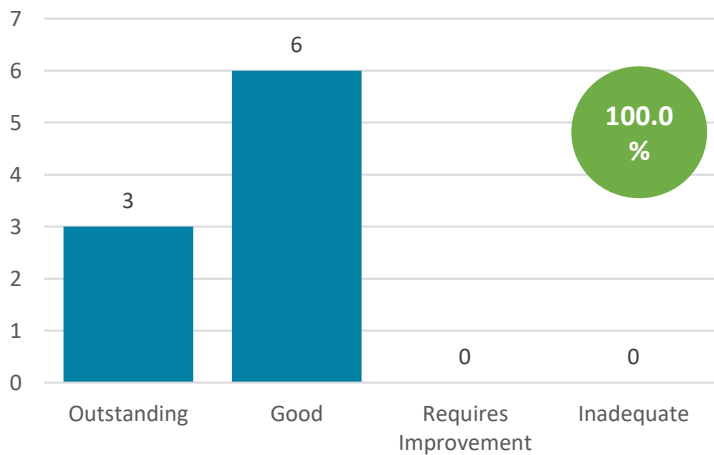
Q16, Staff are professional and well-presented.



Q17, The staff respect my privacy and dignity.



Q18, The staff take time to talk to me.

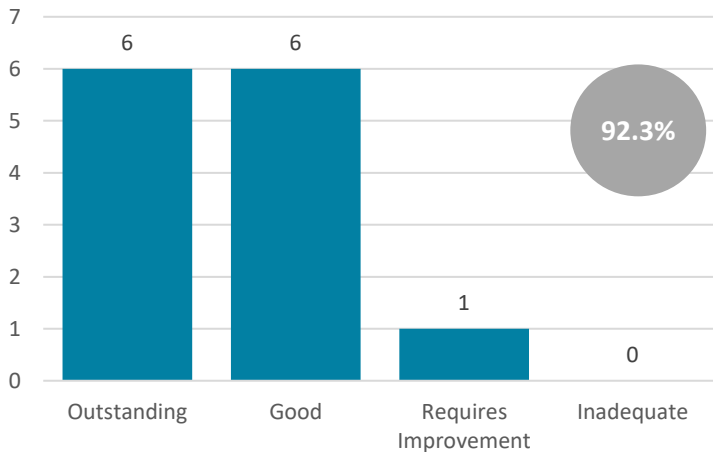


# Your Home

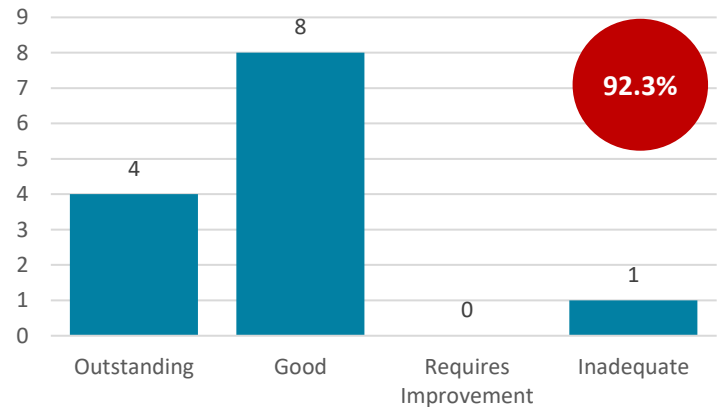
94.4%

Response volumes and satisfaction rates (%) by question.

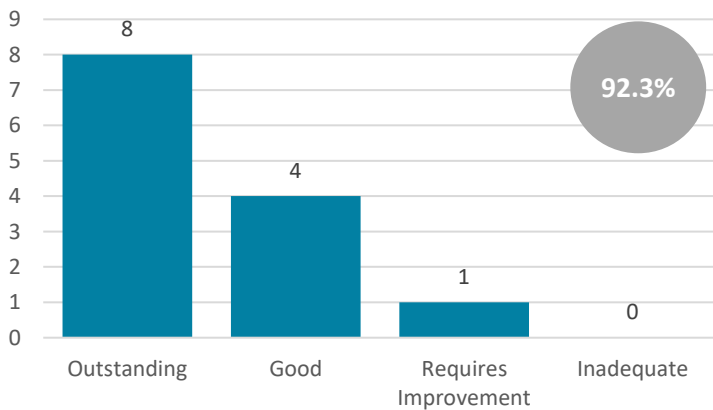
Q19, The environment feels homely.



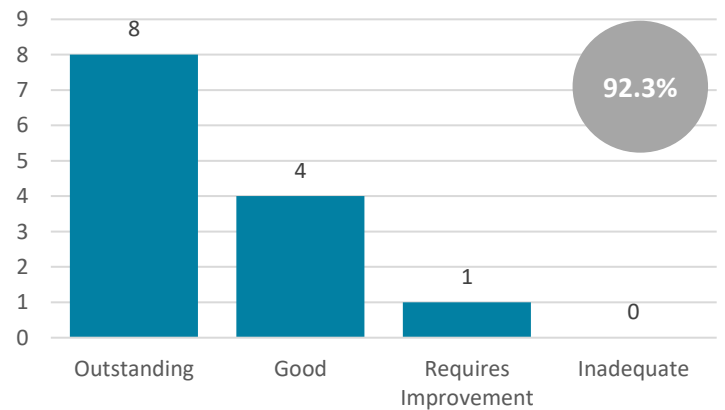
Q20, I am happy with the comfort of my home.



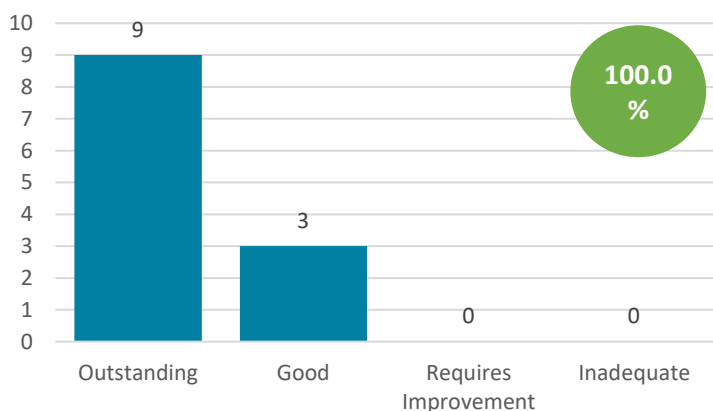
Q21, Communal areas are clean, tidy and smelling fresh.



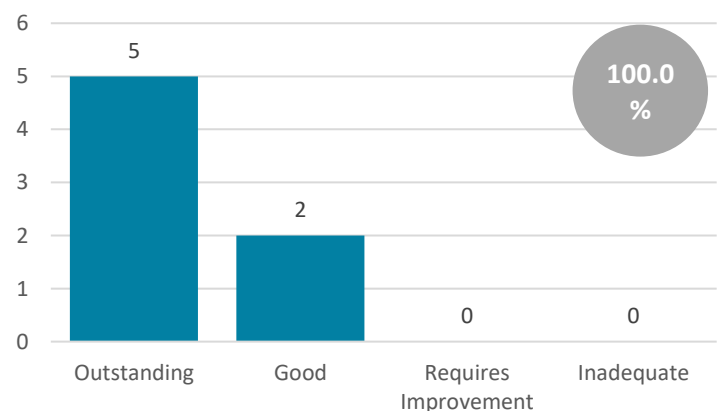
Q22, Communal areas are well maintained.



Q23, The grounds and gardens are well maintained.



Q24, I am happy with the laundry service.

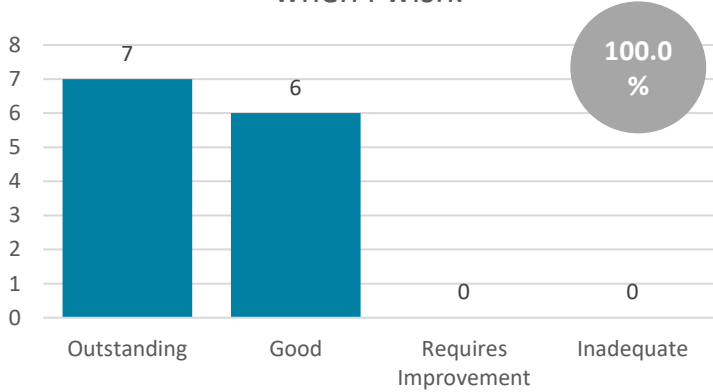


# Activities & Connections

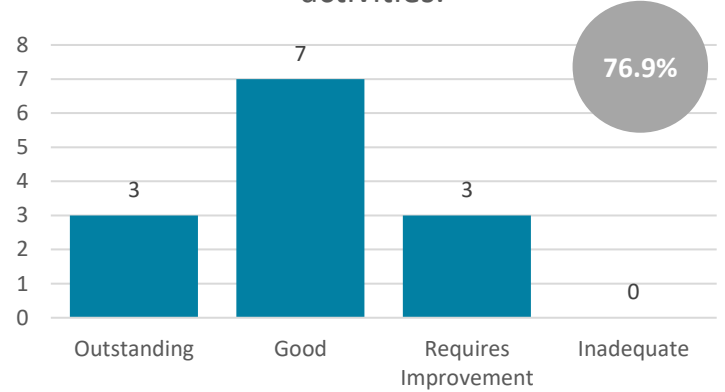
89.3%

Response volumes and satisfaction rates (%) by question.

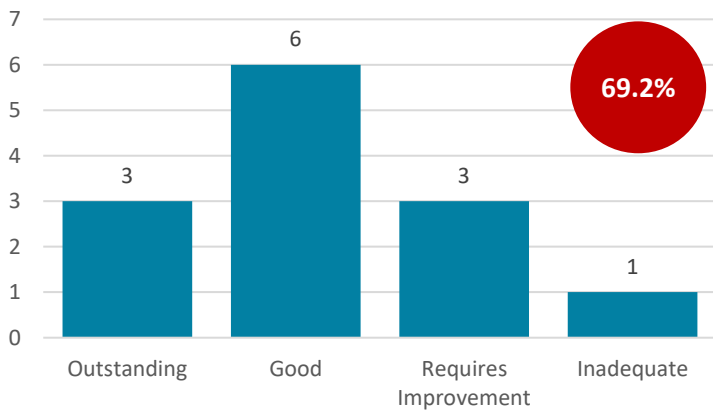
Q25, This is a place where I can choose to live privately and to 'join in' when I wish.



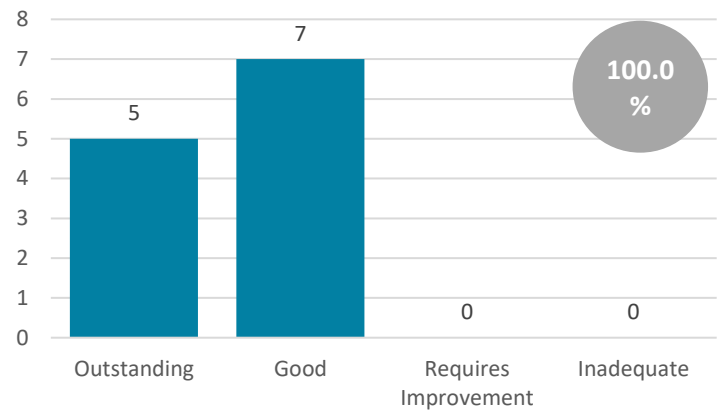
Q26, There is a good choice of relevant and enjoyable social activities.



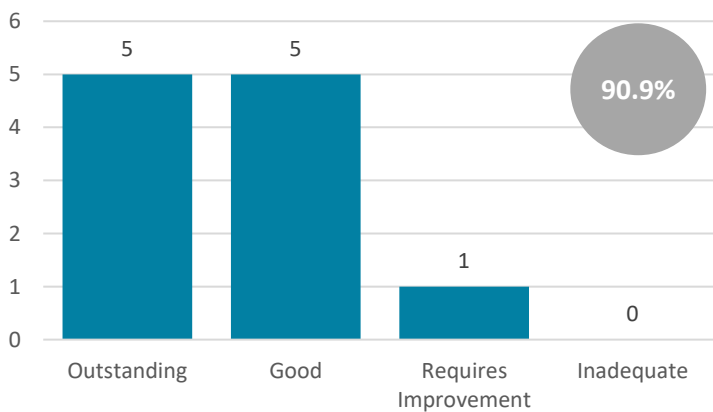
Q27, I am kept informed about activities and events.



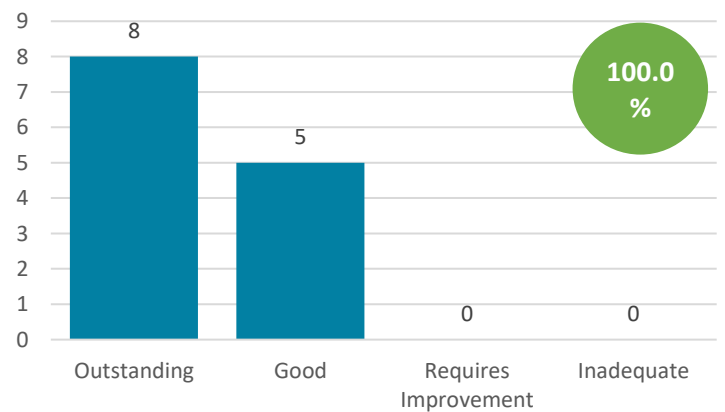
Q28, This is a good place to meet new friends.



Q29, I feel part of the wider community.



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

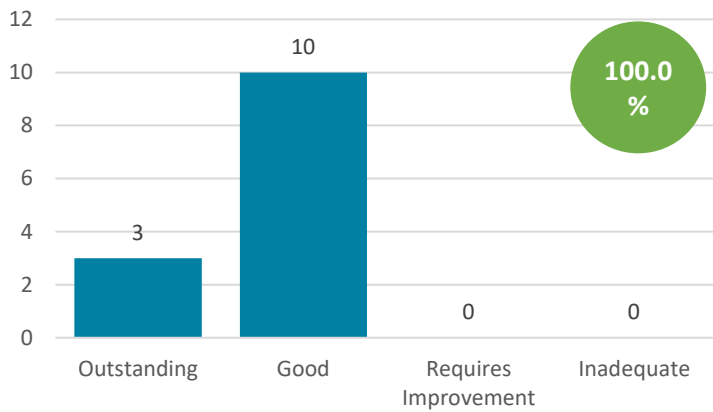


# The Food

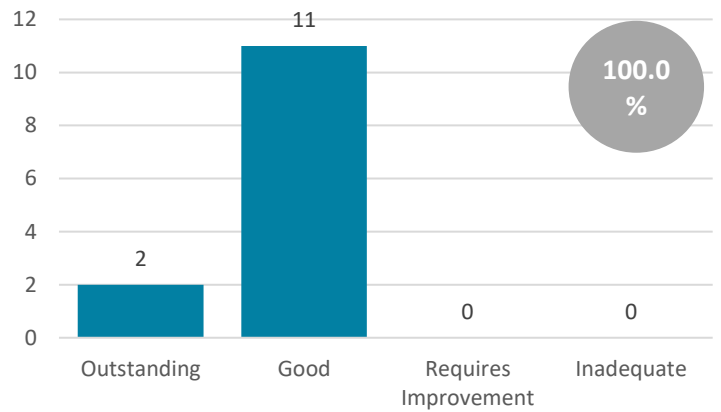
94.7%

Response volumes and satisfaction rates (%) by question.

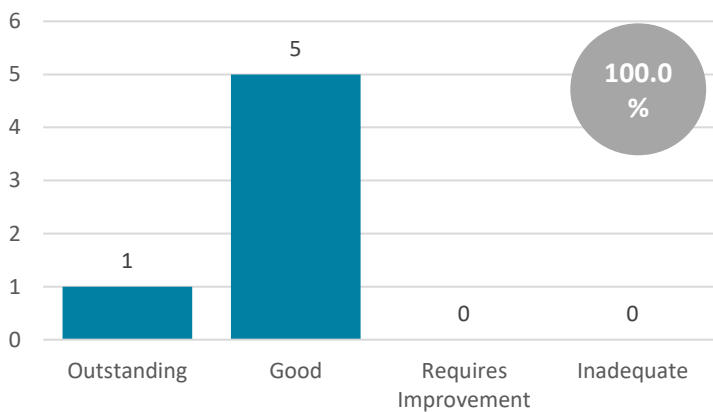
Q31, I enjoy the quality of the food provided.



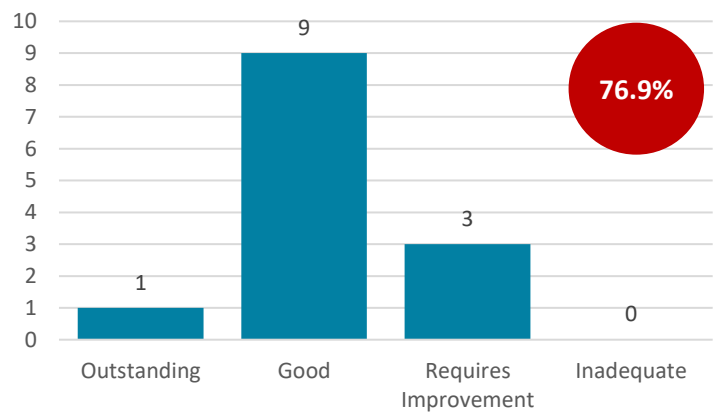
Q32, I am happy with the choice of food.



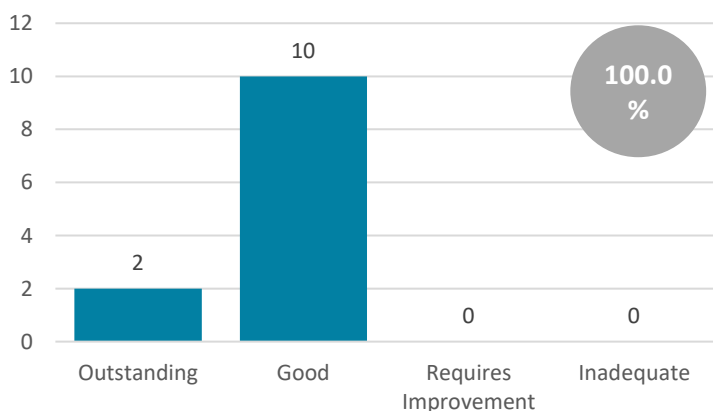
Q33, My special dietary needs are catered for.



Q34, There is enough flexibility around mealtimes.



Q35, I can get drinks and snacks easily if I want them.

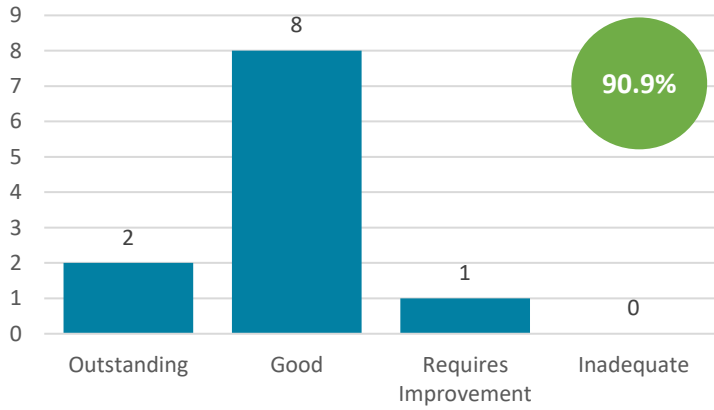


# Value for Money

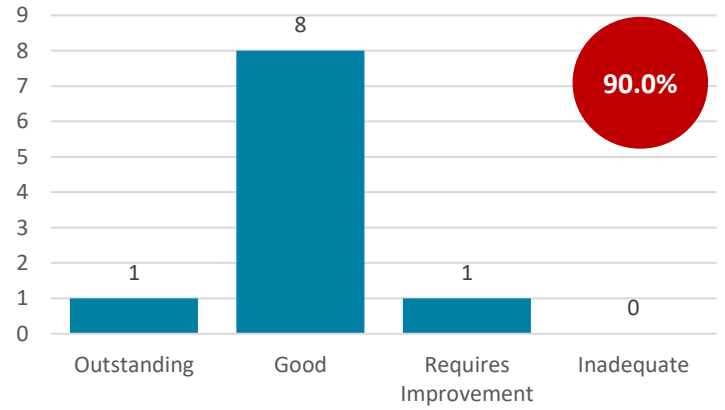
90.5%

Response volumes and satisfaction rates (%) by question.

Q36, My rent provides value for money.



Q37, The service charges provide value for money.

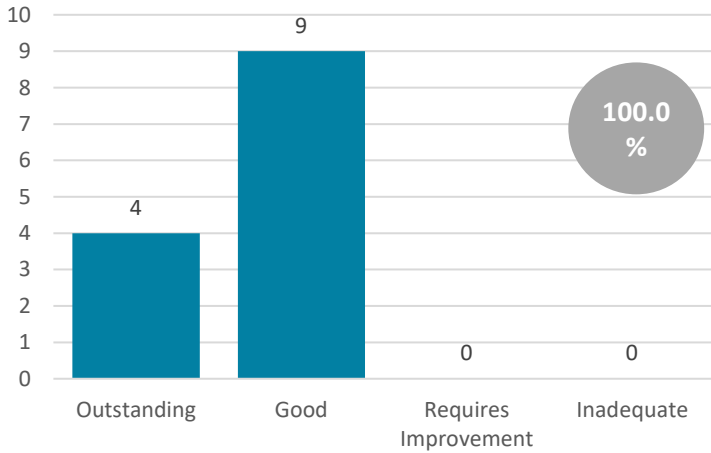


# Your Say

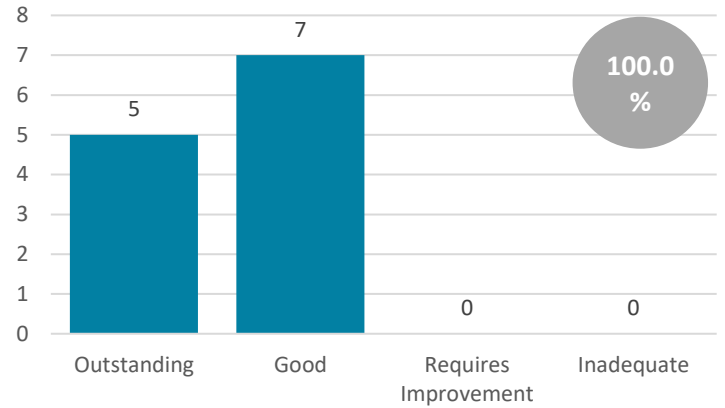
97.2%

Response volumes and satisfaction rates (%) by question.

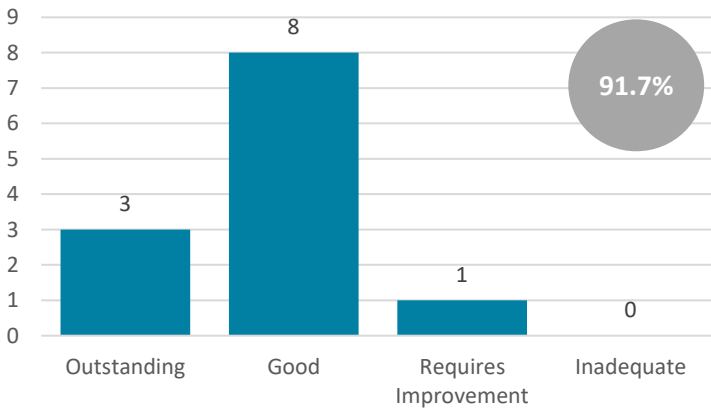
Q38, I know how to make a complaint.



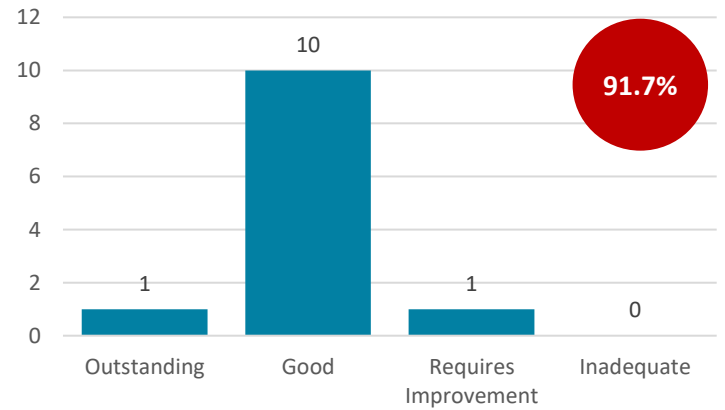
Q39, I am confident someone will listen if I have a complaint.



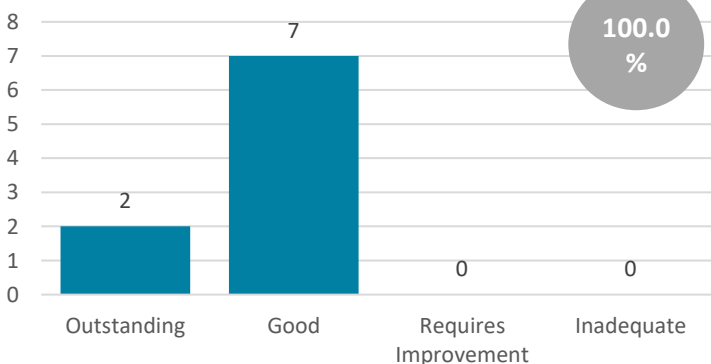
Q40, I am invited to attend regular service meetings.



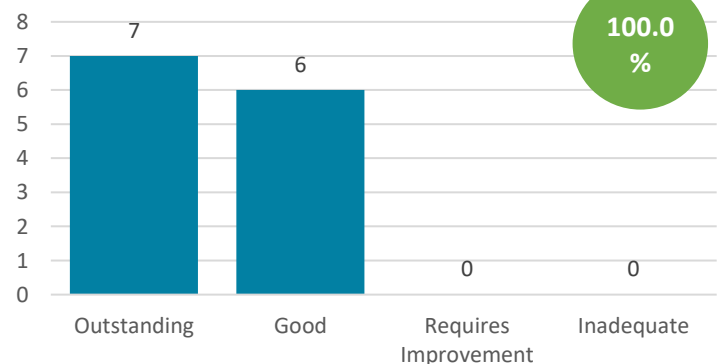
Q41, In general terms my views are listened to and acted upon.



Q42, I receive timely communication regarding matters that affect me in my home.



Q43, Based on my experiences, I would recommend Abbeyfield the Dales.



## Section 8

# Open Questions

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.

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

**A visiting doctor or nurse, it is hard to get to surgery.**

All individuals can request a home visit from a GP or District Nurse through contacting their GP service. This is not something Abbeyfield The Dales can put in place for individuals living in their own flats.

**More staff because the staff have very little spare time and work very hard.**

We regularly check our staffing levels to ensure we have sufficient numbers to deliver the service to you. If residents would like more staff, then we can introduce this, but there would be an additional cost that will be passed on to all residents.

**My comments/ratings are based on only weeks residency.**

**My only reservations are concerning whether (junior) staff give enough attention to assisting with dressing e.g. today's visit had me putting footwear on properly and tying shoe laces.**

**Name will always say she can manage OK when often she cannot or has difficulties. the same applies to incontinence items.**

We realise there is much to do to raise the standard of care and attention that some younger carers deliver. This come about through additional training, being shown the correct standards, and visible leadership to ensure standards are maintained. The Chief Executive and Director of Operations have discussed similar matters with concerned family members recently, and will be taking steps to address this matter.

**I have one minor complaint and that is on a couple of occasions my mums clothes have come back from the laundry crumpled and shrunk. However this is just a niggle and if I felt the need to complain I would do so.**

**I would like to take this opportunity to thank every member of staff for their hard work, commitment and caring.**

**My sister and I have peace of mind that my mum (JS) is being extremely well cared for. Once again a massive thankyou.**

Please do raise all niggles with the Management Team at Fern House so if there is an issue it can be addressed and measures put in place to ensure missing clothes issues don't happen again.

## Section 8

# Open Questions, continued

**Staff overworked resulting in slow response/no response.**

**Notes:**

**1 (Q's 9,11,13): Most staff are kind and caring but there are exceptions, applies also to wekk presented and time to talk.**

**2 (Q's 25): There are activities I'd like to join in but can't as staff not available to help me.**

**3 (Q's 31): Food quality varies.**

**4 (Q's 34): I am reliant on others so no flexibility for me.**

We are sorry about this; please raise this matter with either the Registered Manager or the Team Leader, and if you do not receive a positive response please escalate it to a member of the Senior Leadership Team.

**I would have my main meal at teatime. As I am partially sighted and hard of hearing it's difficult to keep up to date with activities and connections.**

We are always open to suggestions in how we can improve our mealtime service and this matter can be discussed in a resident's meeting to see if a consensus can be reached.

Please discuss with a member of the Fern House Management Team how we can make our activities more accessible to you. If you do not receive a satisfactory answer, please escalate this to a member of the Senior Leadership Team.

**Room nearer facilities.**

The only suggestion we have is to bring this matter to the attention of the Fern House Management Team and Operations Manager who can discuss whether you can transfer to a flat nearer facilities when one becomes available.

**I would change the heating system as the rooms are much too hot and unhealthy.**

We are aware that some rooms are hotter than others around the building, and we are unable to change the heating system for a building of that size and so new.

**Thank you for participating in this years survey.**