



# Resident Survey Results 2023

## Grove House Extra Care

Updated: 07/11/2023

[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%

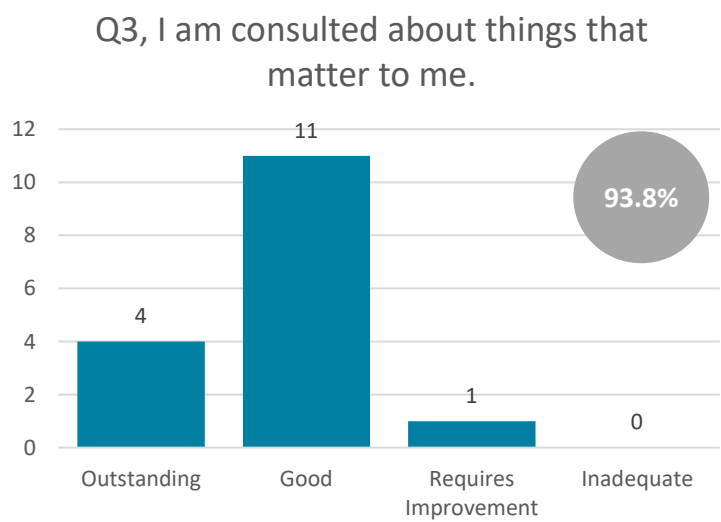
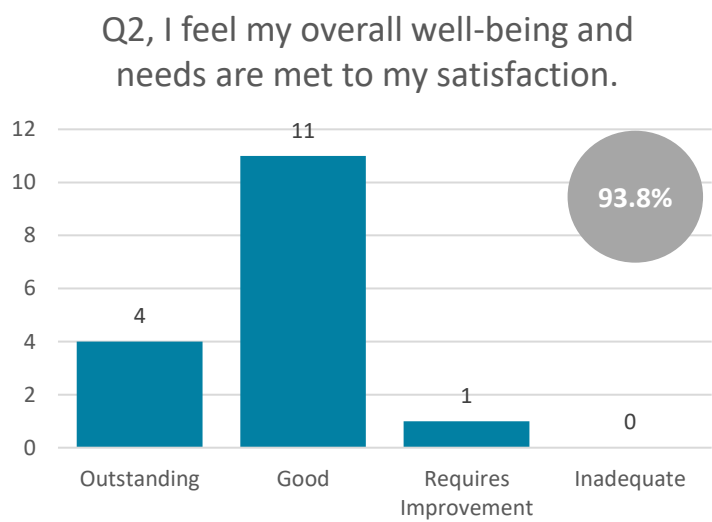
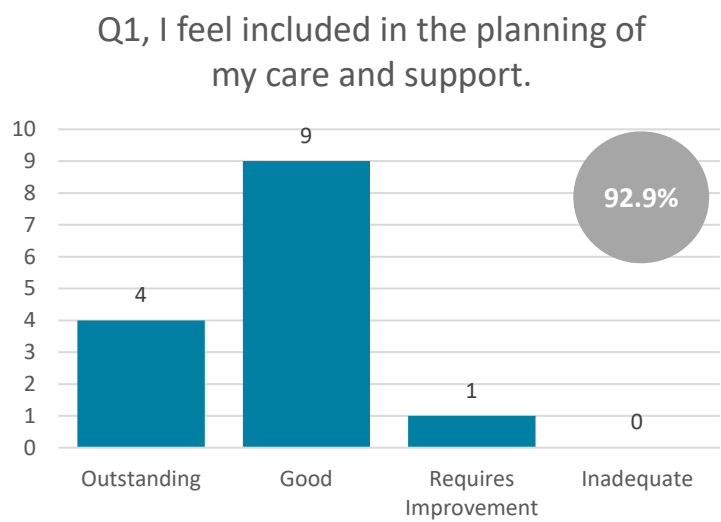
# Your Care

92.7%

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.

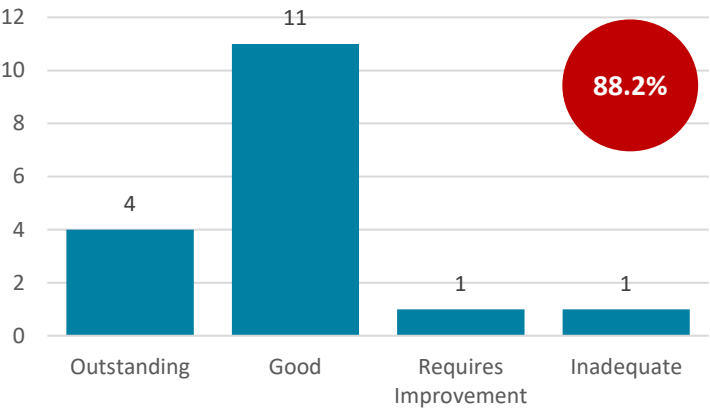


# Your Care continued

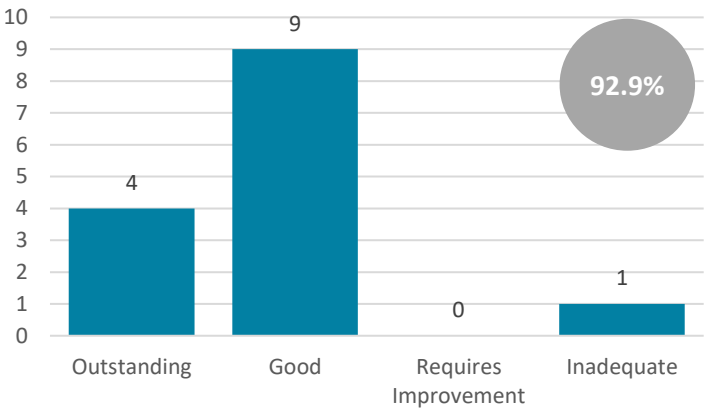
92.7%

Response volumes and satisfaction rates (%) by question.

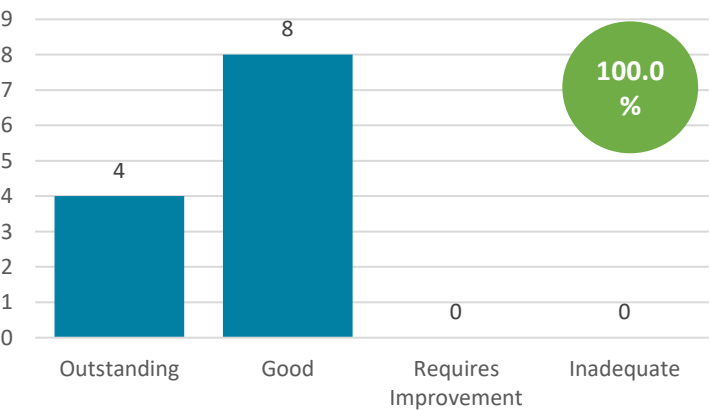
Q5, I can get help easily when I need it.



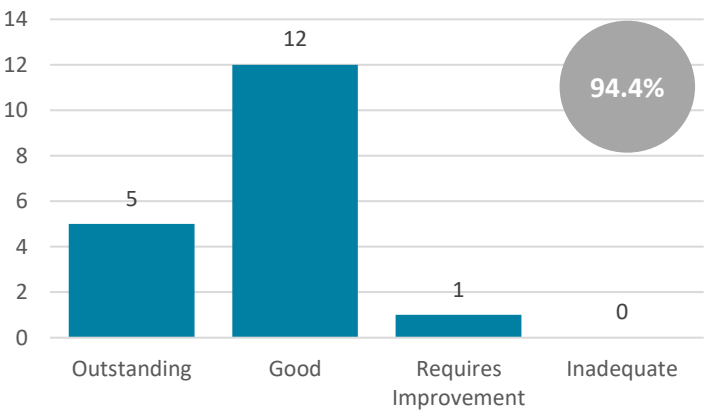
Q6, My views about my care are listened to and acted upon.



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



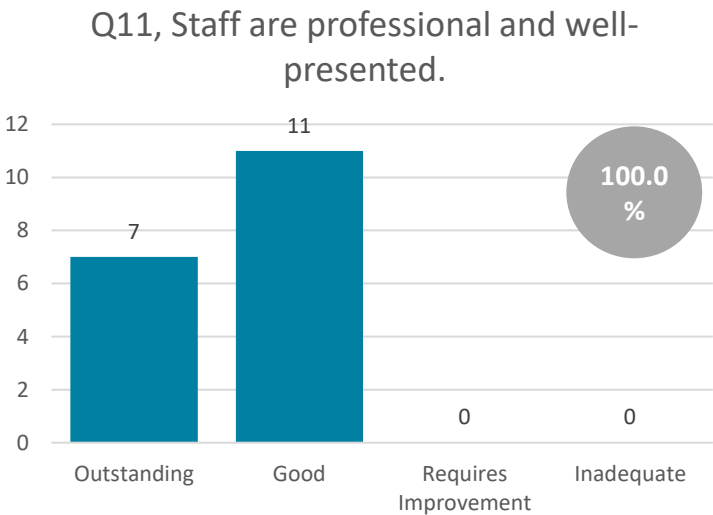
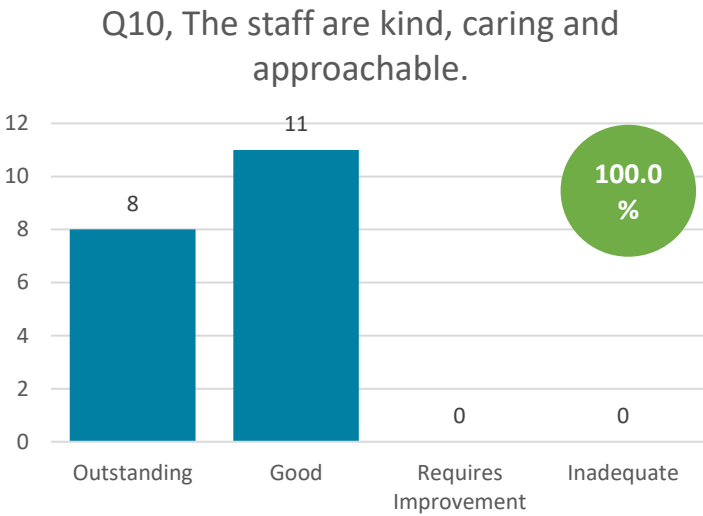
Q8, The service also helps me retain my independence.



# Onsite Staff

96.8%

Response volumes and satisfaction rates (%) by question.

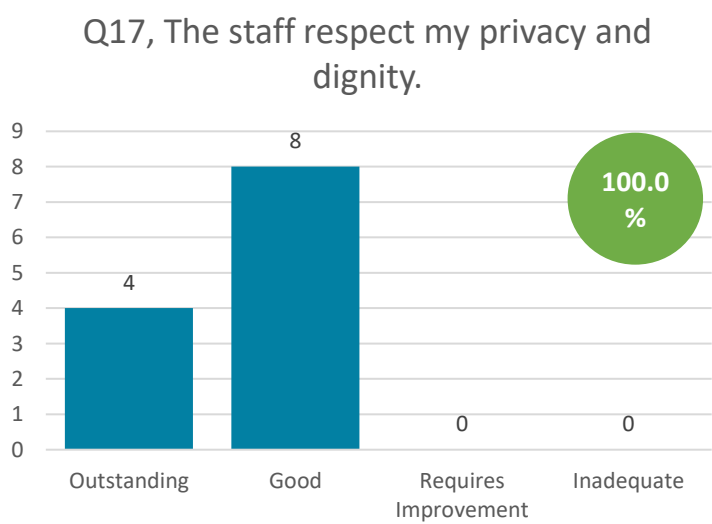
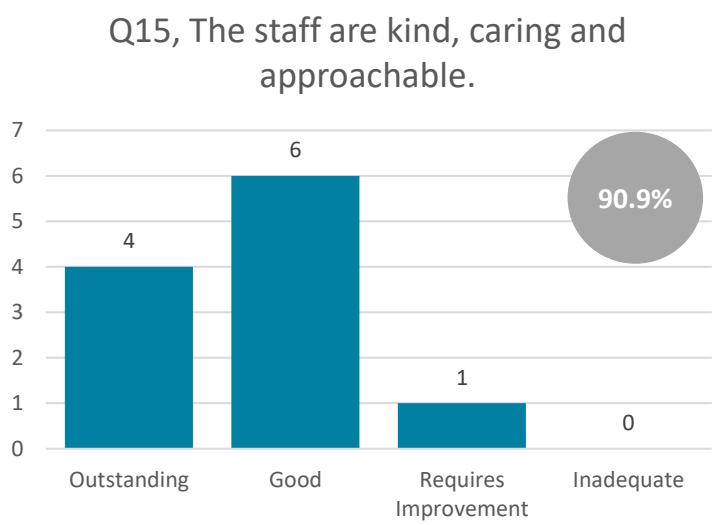




# Visiting Staff

86.7%

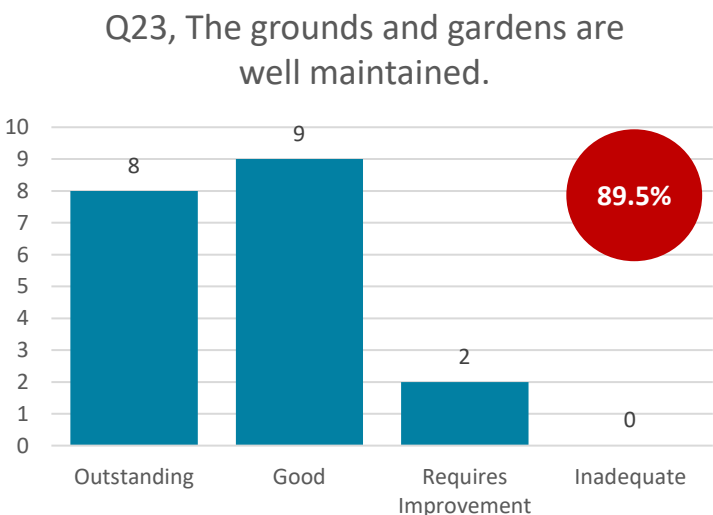
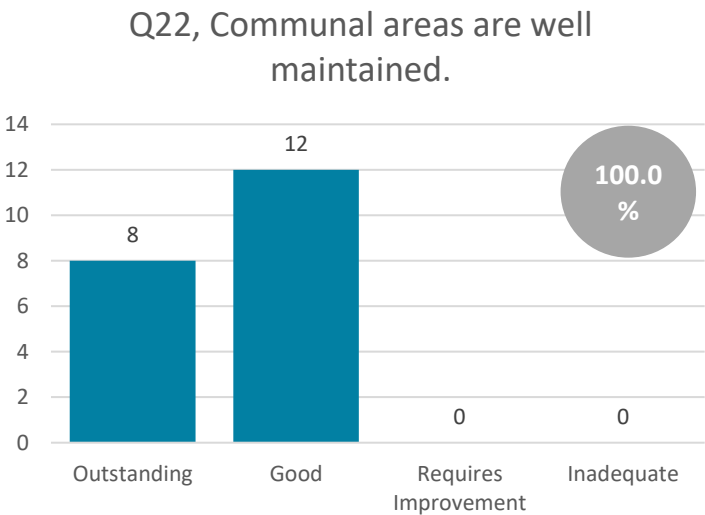
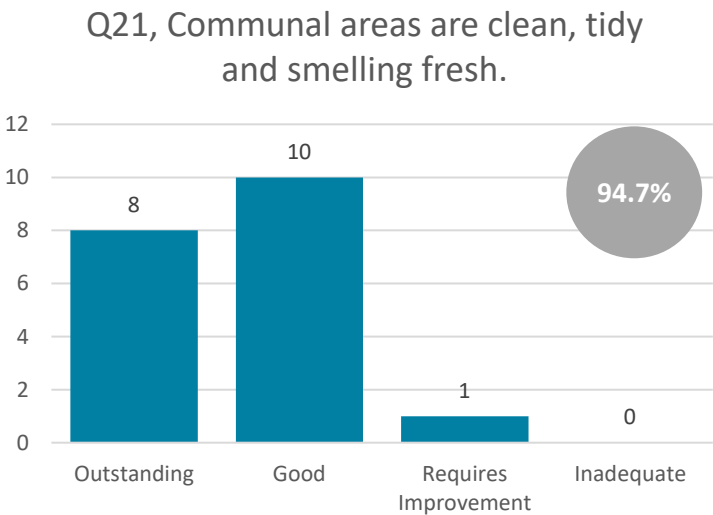
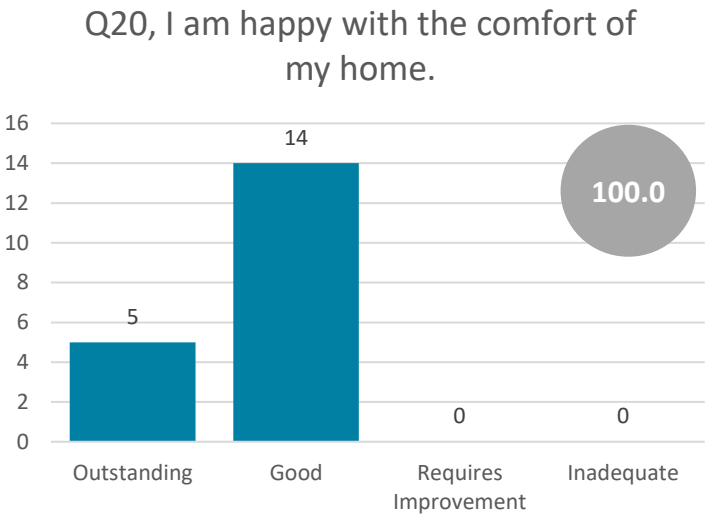
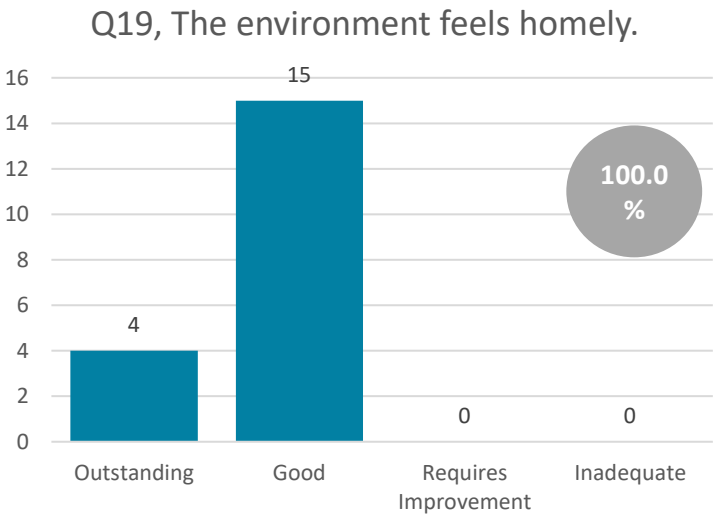
Response volumes and satisfaction rates (%) by question.



# Your Home

97.4%

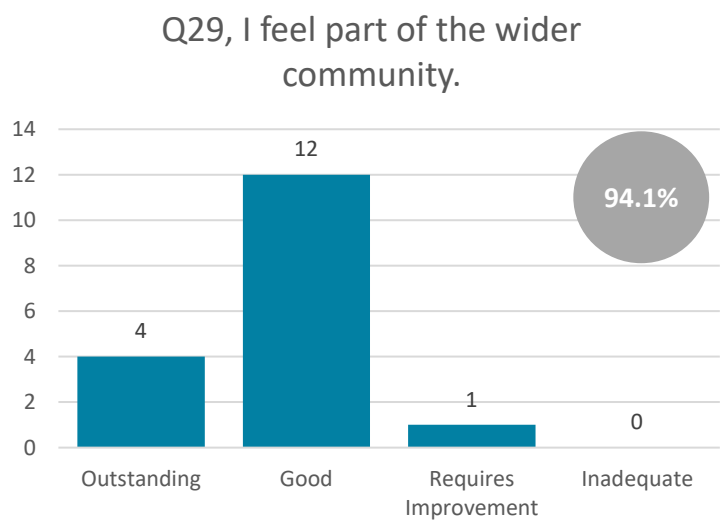
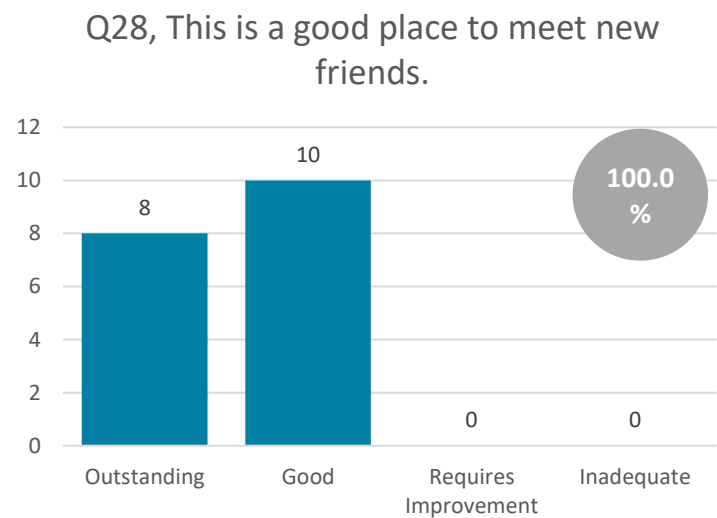
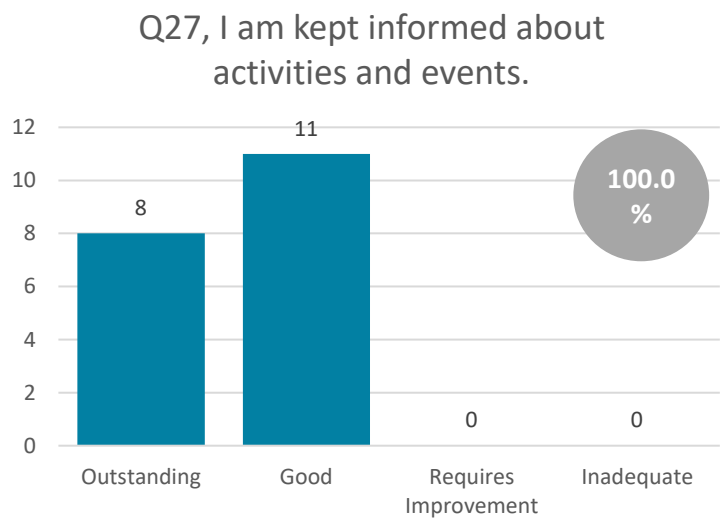
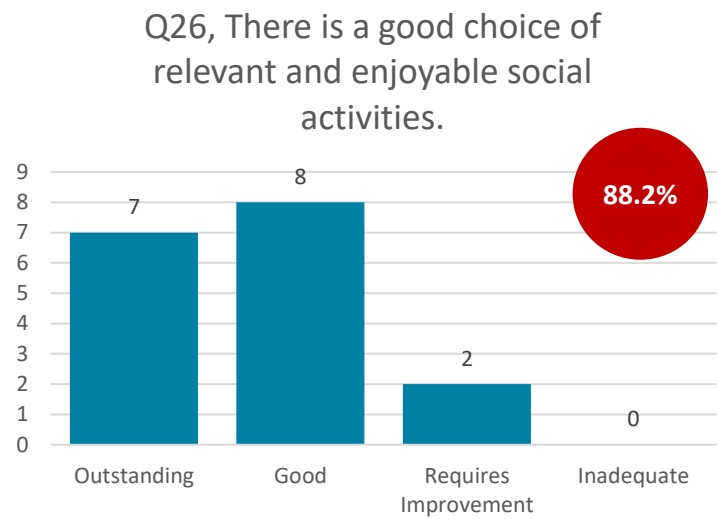
Response volumes and satisfaction rates (%) by question.



# Activities & Connections

97.3%

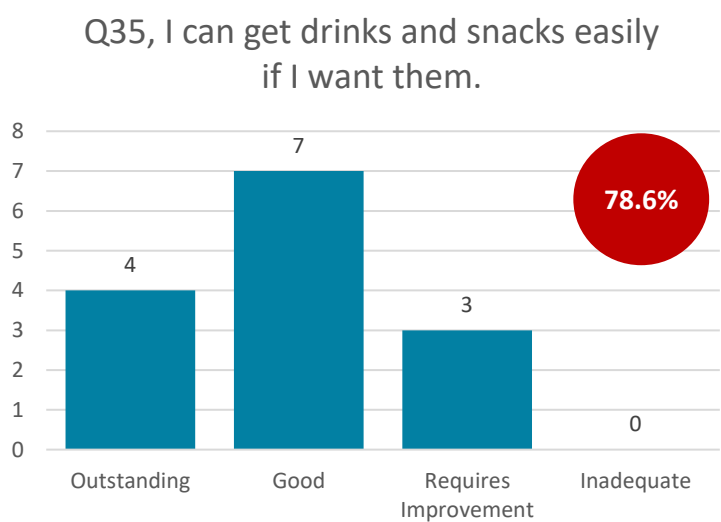
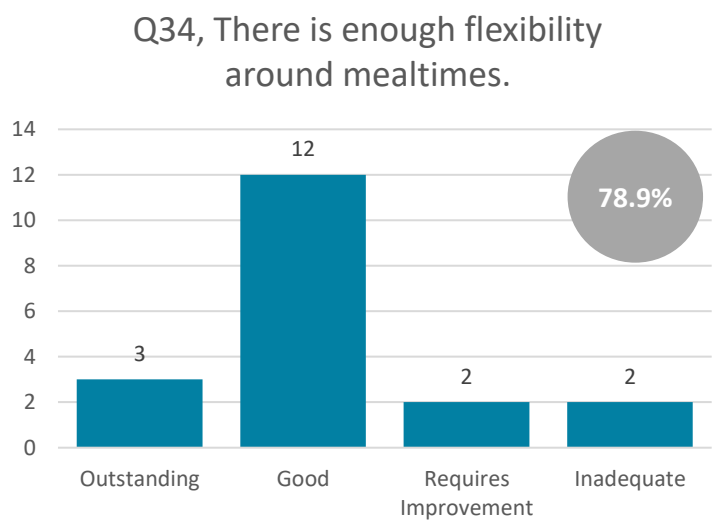
Response volumes and satisfaction rates (%) by question.



# The Food

84.8%

Response volumes and satisfaction rates (%) by question.

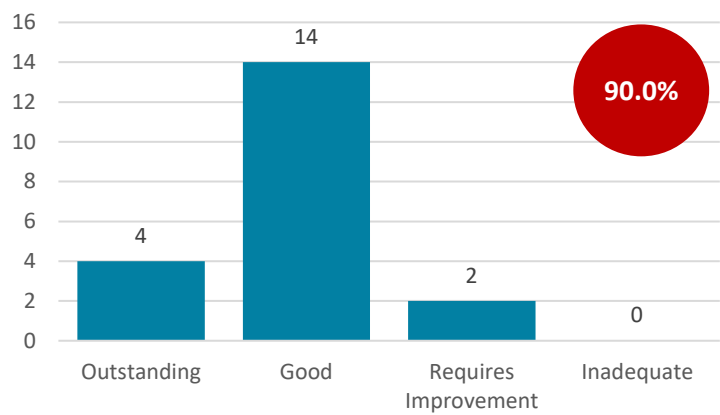


# Value for Money

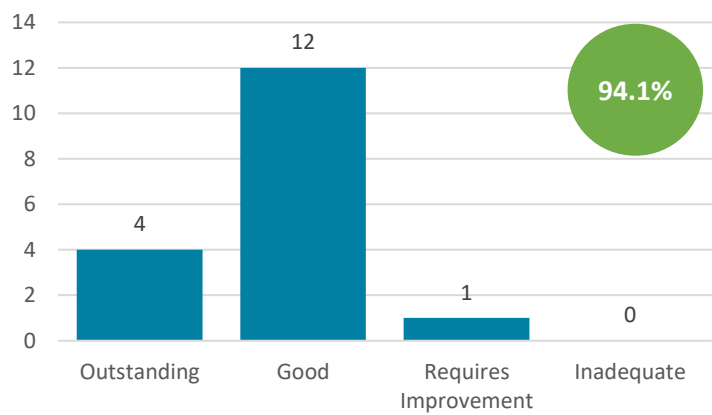
91.9%

Response volumes and satisfaction rates (%) by question.

Q36, My rent provides value for money.



Q37, The service charges provide value for money.

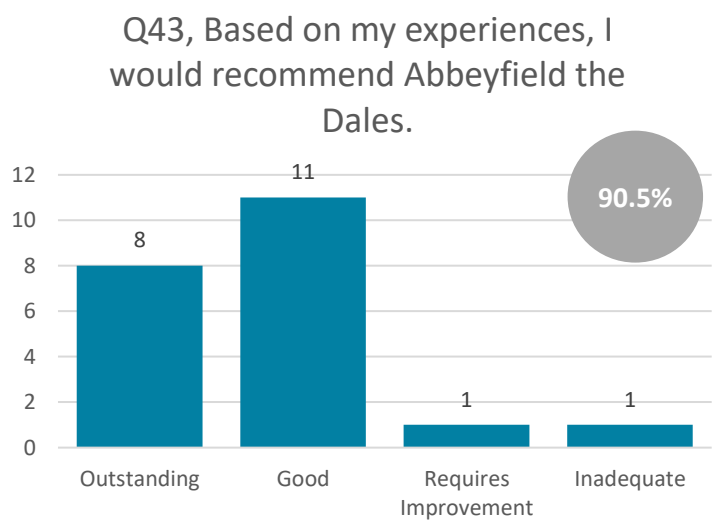
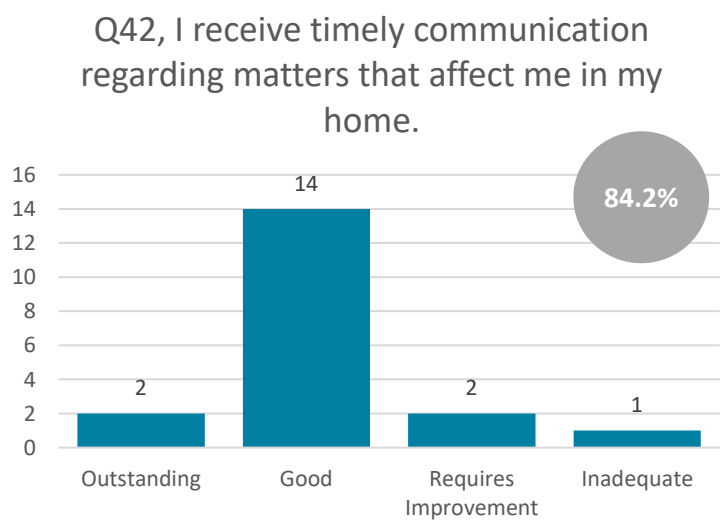
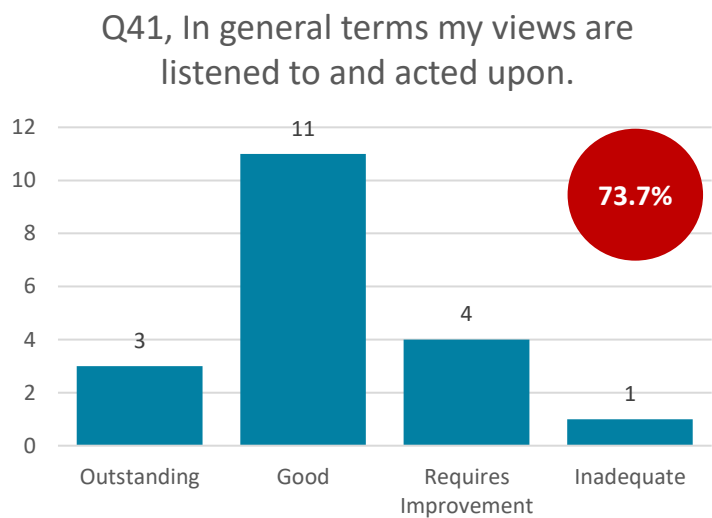
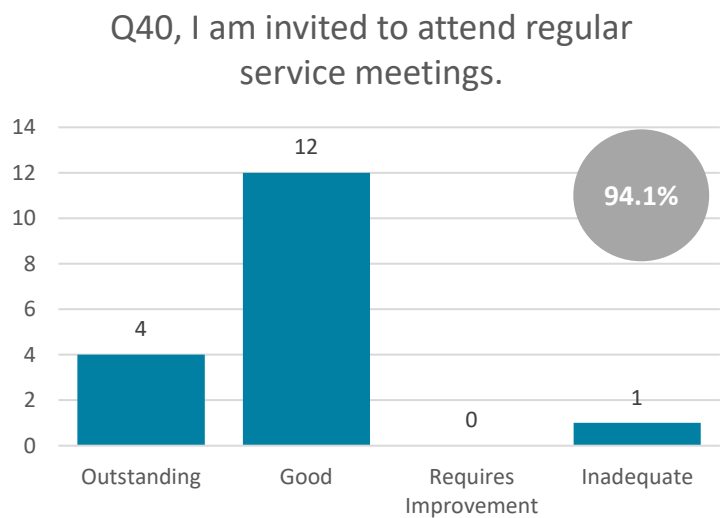
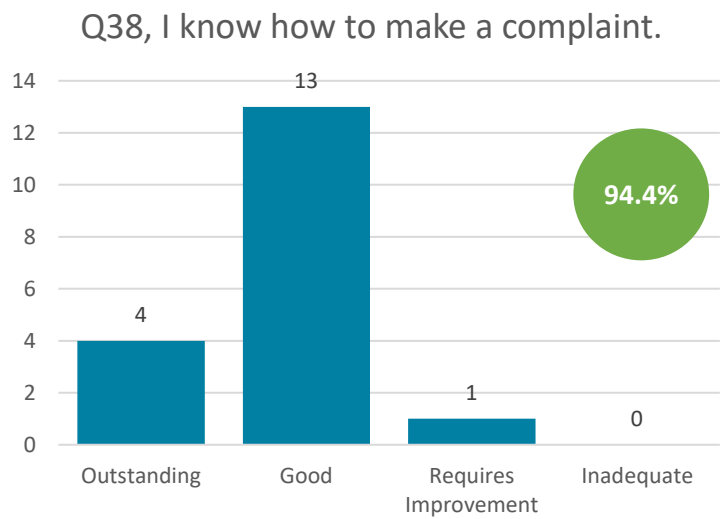


Section 8 of 8

# Your Say

86.6%

Response volumes and satisfaction rates (%) by question.



## 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?

**My dad spent his last few years at Abbeyfield The Beeches, Menston.**

**"How was your dinner, dad?", "Good, especially the soup, soup is always good".**

**"How was your tea, dad?", "Rubbish" - almost always, this was the answer!.**

**Now mum is sounding similar replies to the same question. Why can we not give healthier tea time choices? (Omelettes apart - that is the healthiest option but they don't want it every day). Yorkshire pud - this is Yorkshire! Can I teach someone how to make light, airy and tasty large Yorkshire's?**

We always welcome feedback about our food, and suggestions from residents and family members. We need to listen more and respond to the preferences of the current resident group, and perhaps introduce taster sessions to try out new ideas.

**Limited opportunity to affect changes in meals. No direct medical assistance of minor worries.**

We always welcome feedback about our food, and suggestions from residents and family members. We need to listen more and respond to the preferences of the current resident group, and perhaps introduce taster sessions to try out new ideas.

Our staff are not able to give minor medical advice as this should be given by a Healthcare professional. This can be given by the District Nurse Team who regularly come into the building.

**Mealtimes further apart. Mealtimes are pretty much dictated by staff.**

We accept that for some, mealtimes are too close together, and we would welcome your views about changes to meal times. If a longer gap is required (IE a later tea) this would mean paying staff to work longer hours, and this may increase the cost to residents.

**Would appreciate some written advice on how the heating system works, and particularly advice on how the heating in flats can be controlled during hot days in summer.**

This should be easy enough to explain to you, and we will request the Registered Manager and Maintenance Manager to discuss this matter at a future resident's meeting.

## Section 8

# Open Questions, continued

### **Complaints - Not always sure who to go to if needed. Views listened to - Not Always.**

Please raise any complaint of issue with your Manager in the first instance. If you do not feel listened to, or you feel the matter hasn't been taken seriously, please bring the matter to the attention of a member of the Senior Leadership Team who will become personally involved.

### **Sometimes with a complaint you are made to feel in the wrong and a bit of a fool.**

The Senior Leadership Team take all complaints seriously as they are an opportunity to put right what is wrong and improve our service. We expect all our managers to treat them as we would. If you feel that you do not receive a positive response or are made to feel foolish, please bring the matter to the attention of a member of the Senior Leadership Team who will become personally involved.

### **Be honest for once and admit to trying to manipulate things like this questionnaire.**

We feel sad that you feel this way, and your comments are seen by our Board of Trustees who ensure we take all matters seriously and do not manipulate anything. If you wish to discuss your concerns directly, please ask to see a member of the Senior Leadership Team who will be happy to come and discuss your concerns with you.

### **More activities in the early evenings from outside the organisation, or speakers. This would help to cope with the long evenings in winter and for people to socialise.**

We are always happy to accommodate outside speakers at different times of the day; this can be either put in place by our activities co-ordinator or arranged by residents themselves. Please discuss with the Registered Manager or the Activities Co-ordinator at the weekly meetings to get additional activities at varying times introduced.

### **More mental activities and less physical.**

Absolutely this should happen. Please discuss with the Registered Manager or the Activities Co-ordinator at the weekly meetings to get alternative activities to be introduced.

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