



# Resident Survey Results 2023

## Grove House Residential

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%

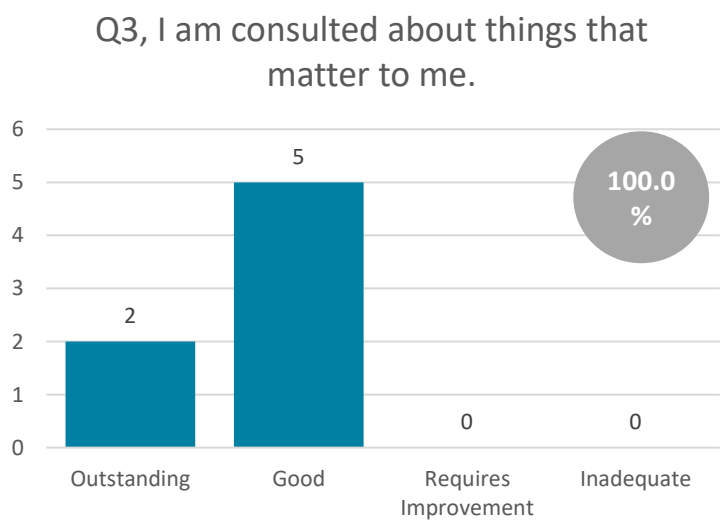
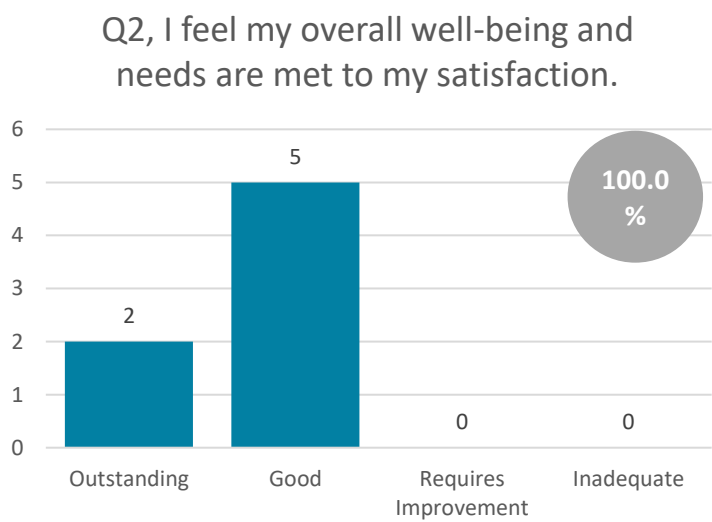
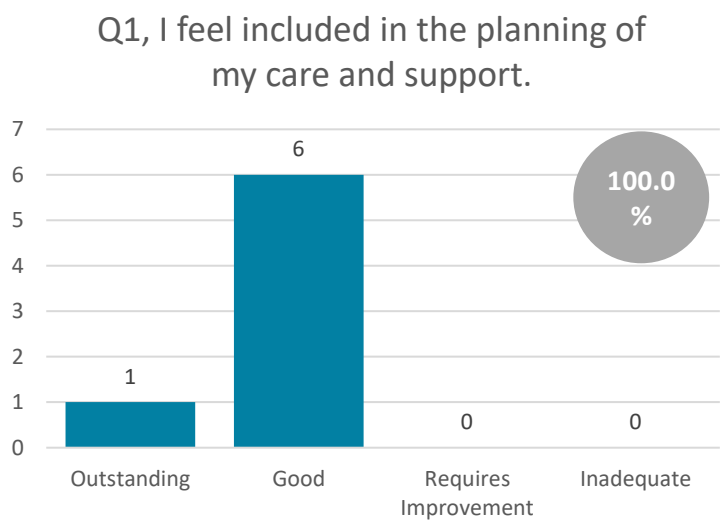
# Your Care

96.3%

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.

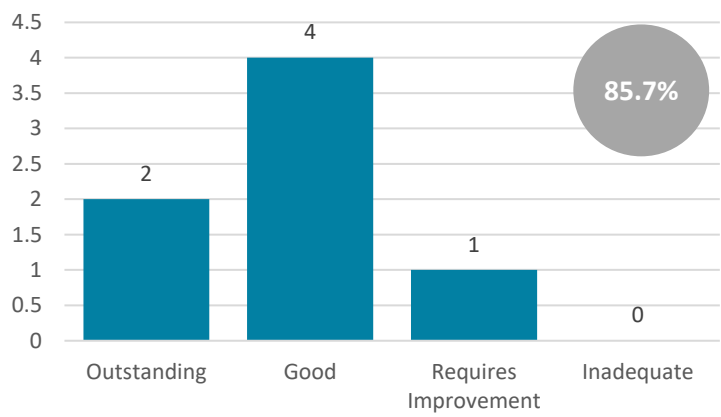


# Your Care continued

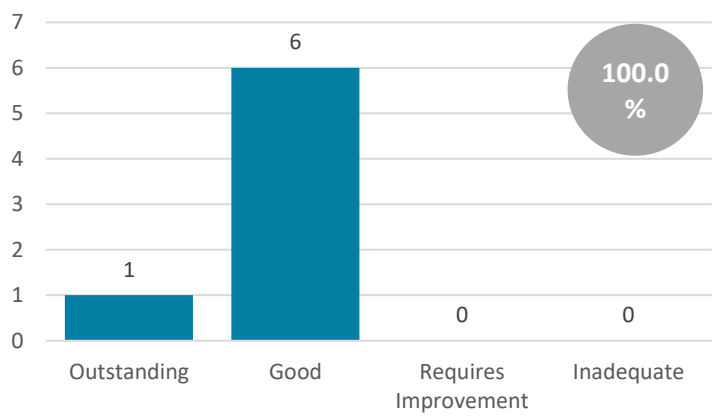
96.3%

Response volumes and satisfaction rates (%) by question.

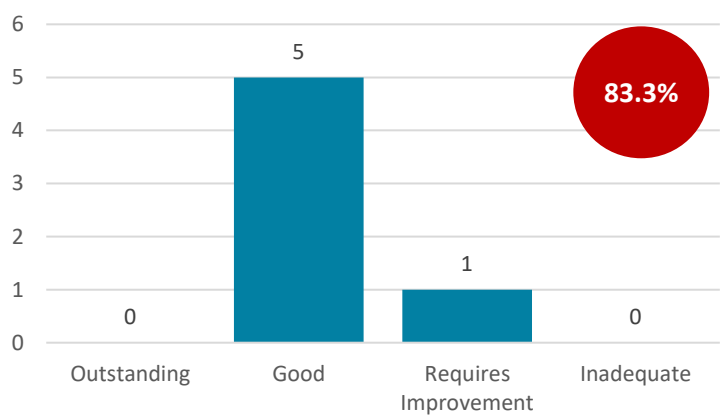
Q5, I can get help easily when I need it.



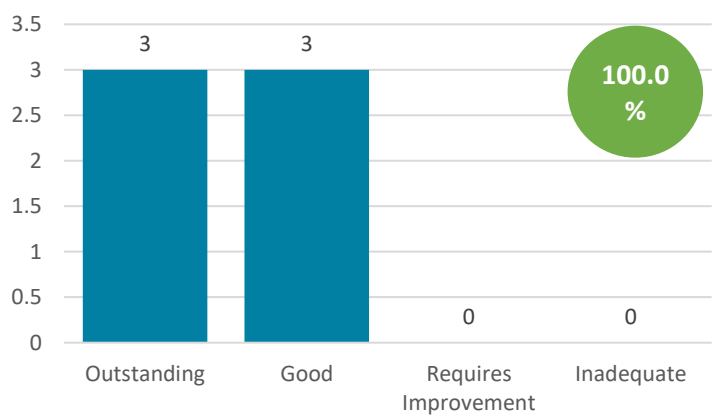
Q6, My views about my care are listened to and acted upon.



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



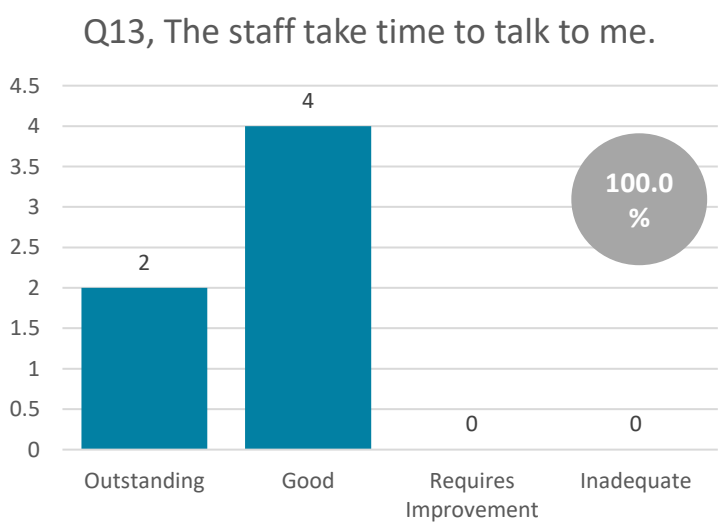
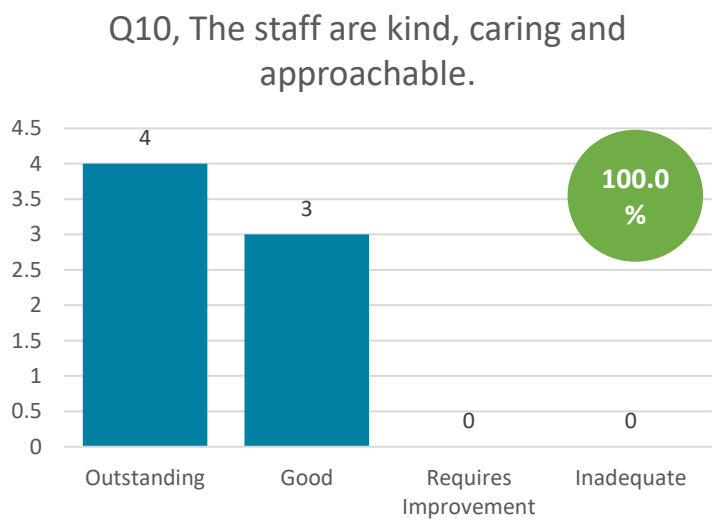
Q8, The service also helps me retain my independence.



# Onsite Staff

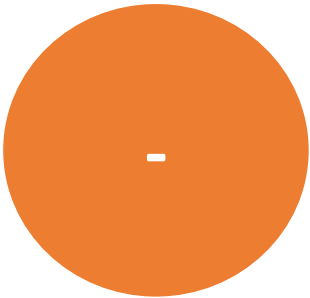
97.1%

Response volumes and satisfaction rates (%) by question.

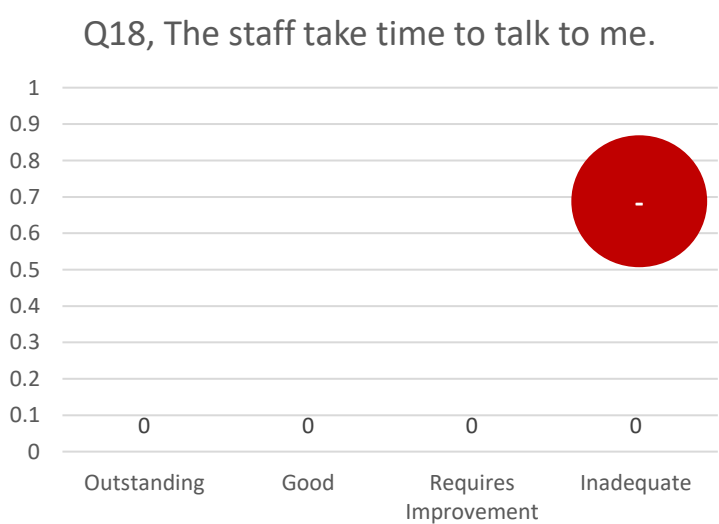
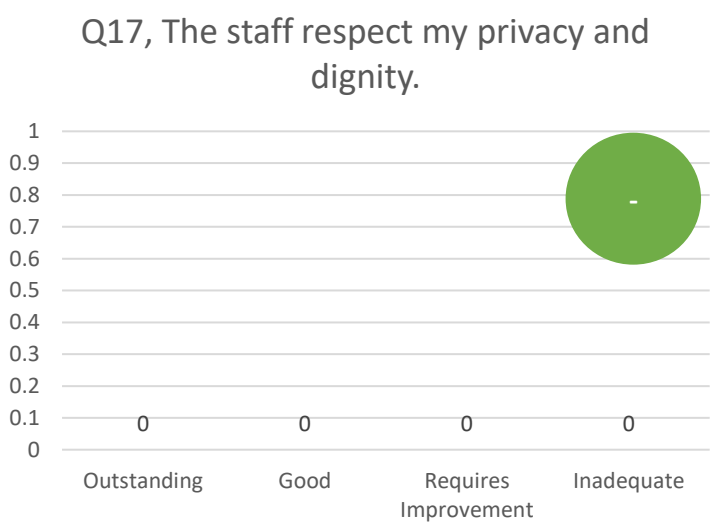
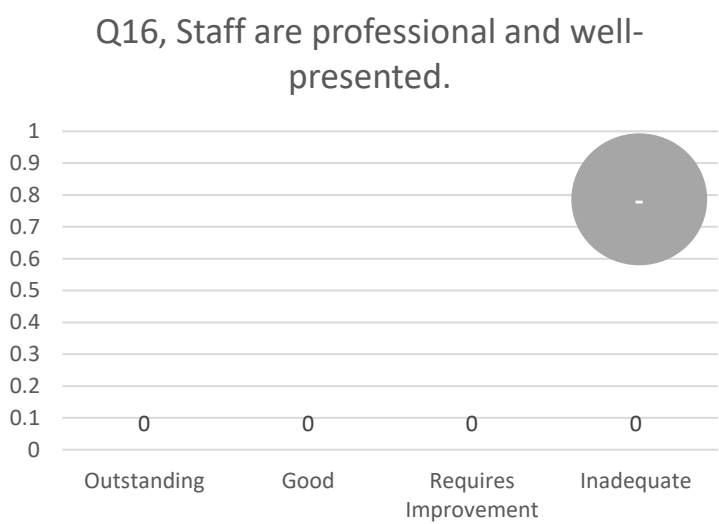
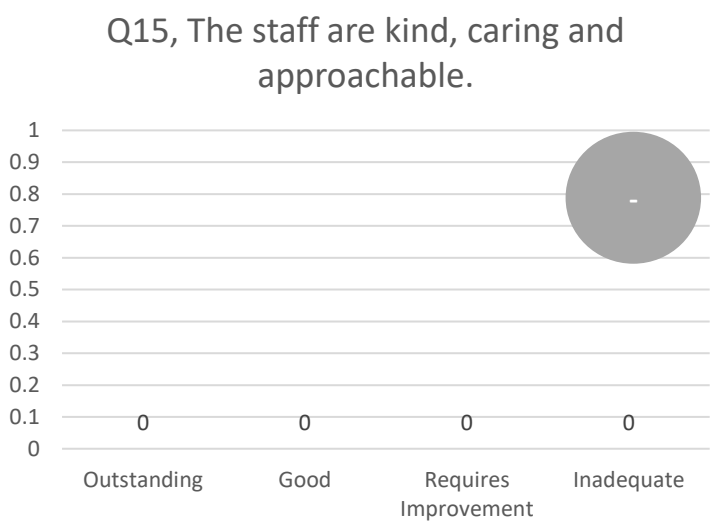




# Visiting Staff (N/A)



Response volumes and satisfaction rates (%) by question.

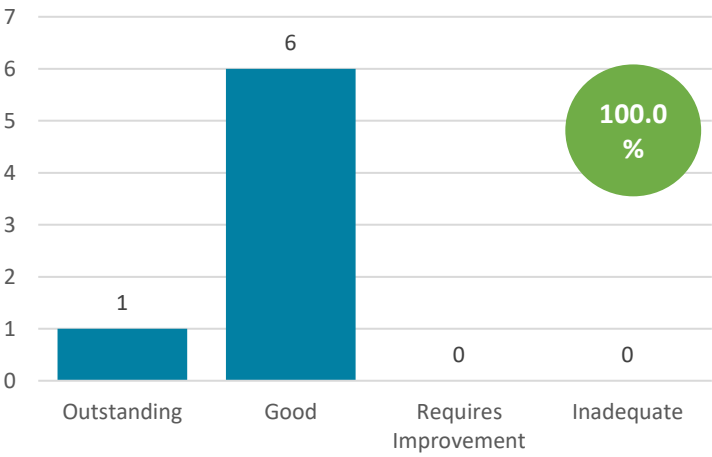


# Your Home

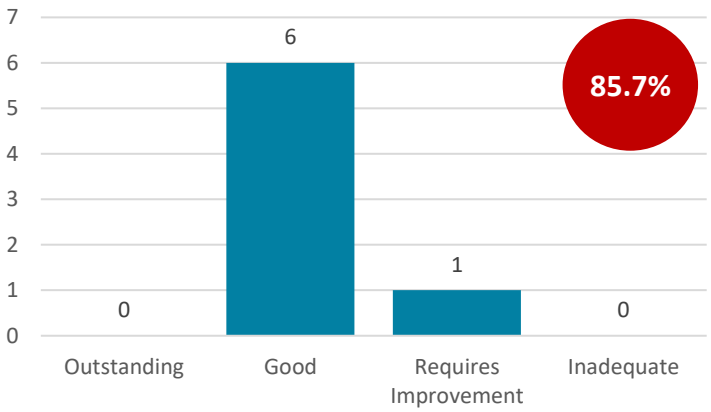
92.9%

Response volumes and satisfaction rates (%) by question.

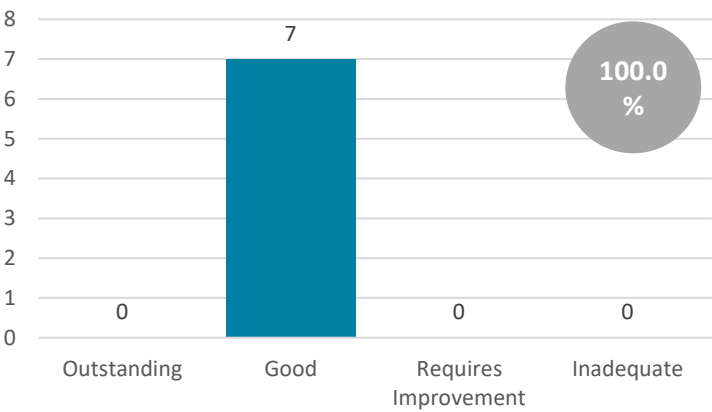
Q19, The environment feels homely.



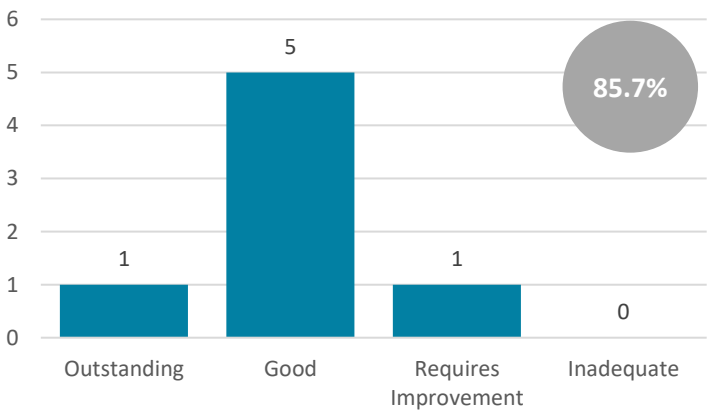
Q20, I am happy with the comfort of my home.



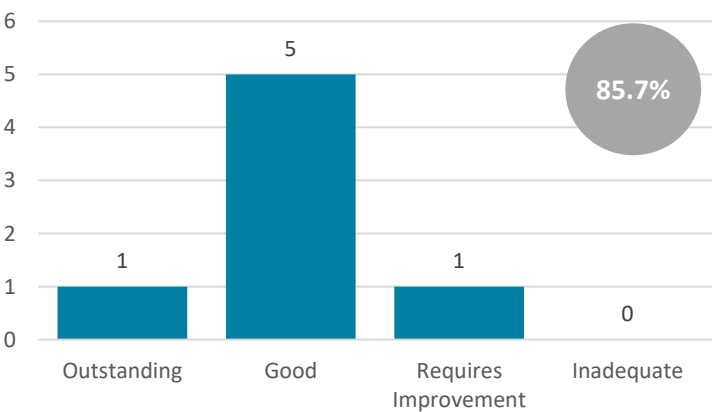
Q21, Communal areas are clean, tidy and smelling fresh.



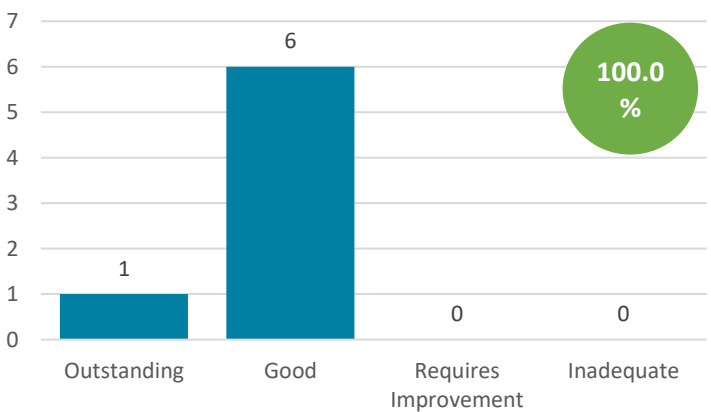
Q22, Communal areas are well maintained.



Q23, The grounds and gardens are well maintained.



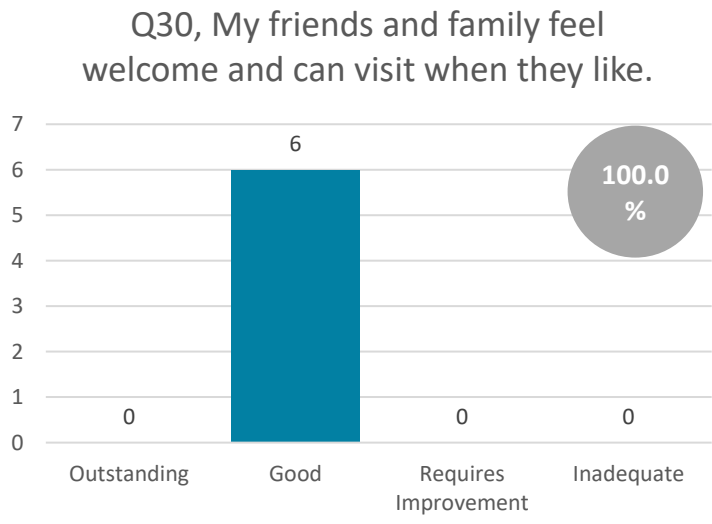
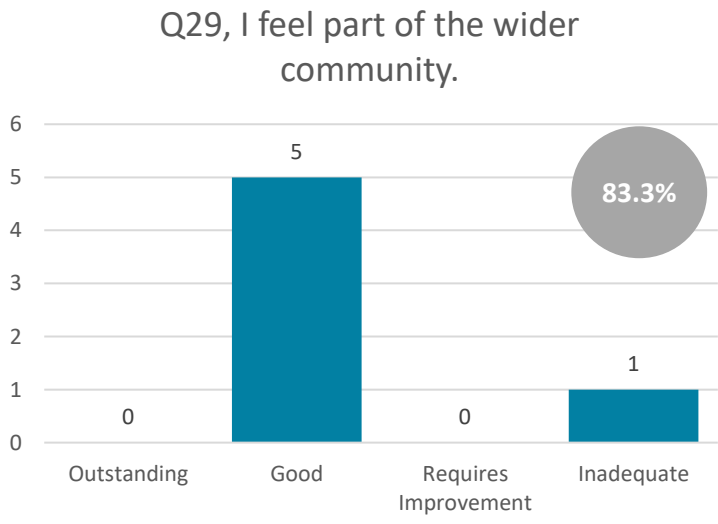
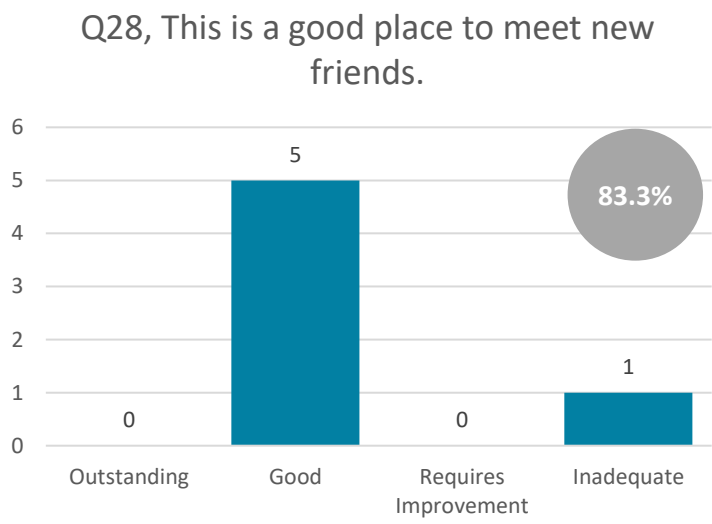
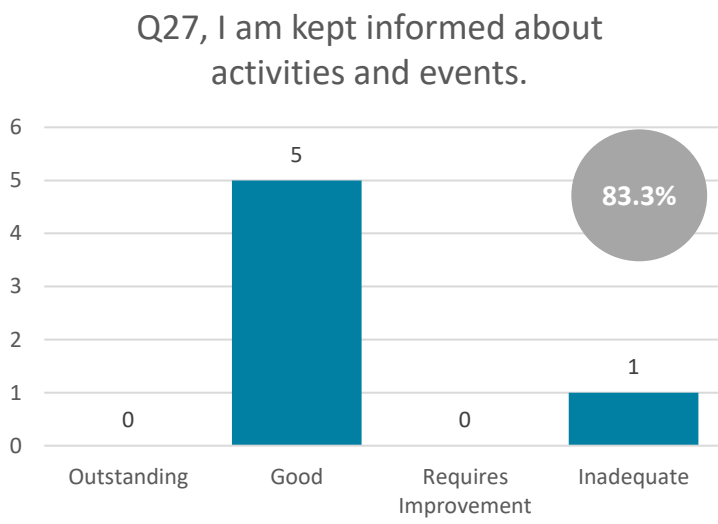
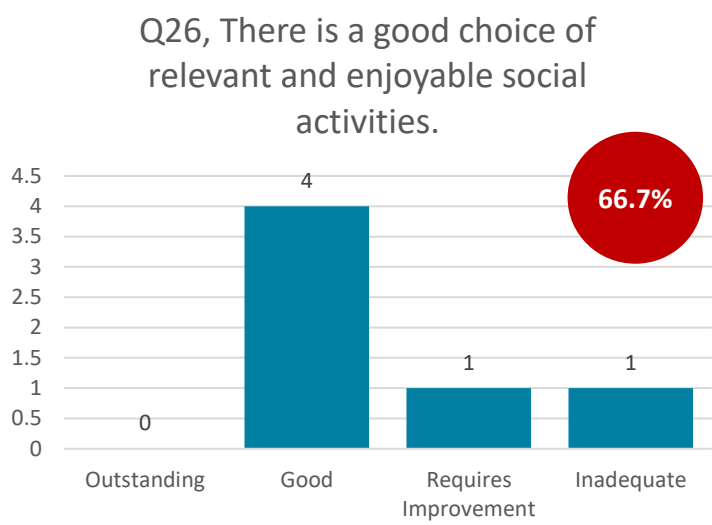
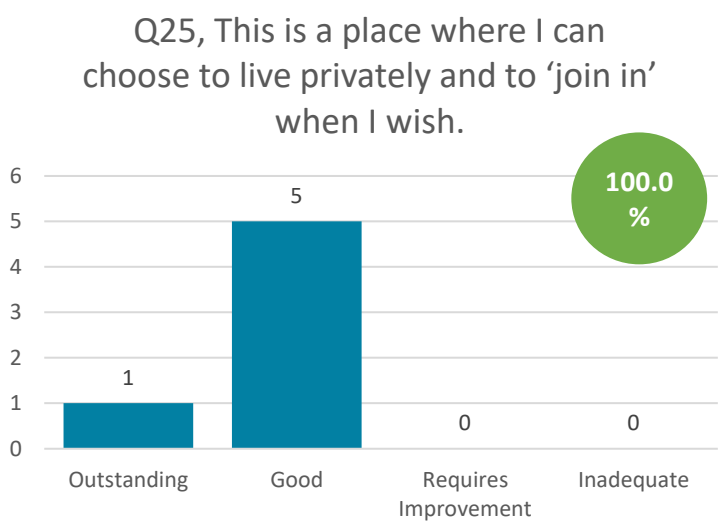
Q24, I am happy with the laundry service.



# Activities & Connections

86.1%

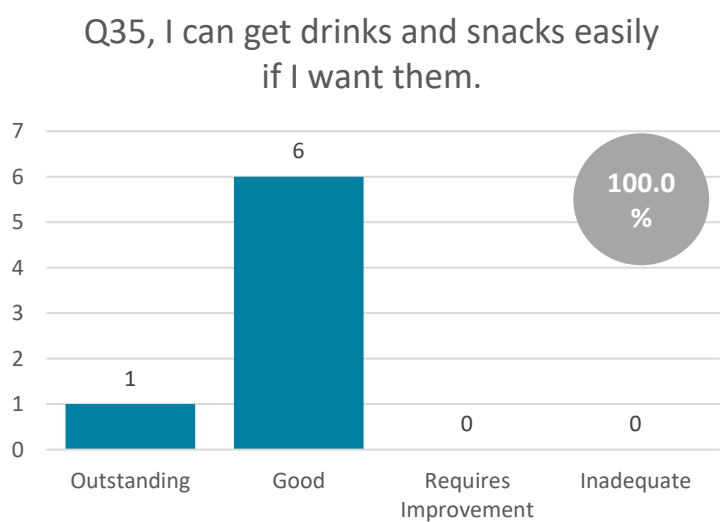
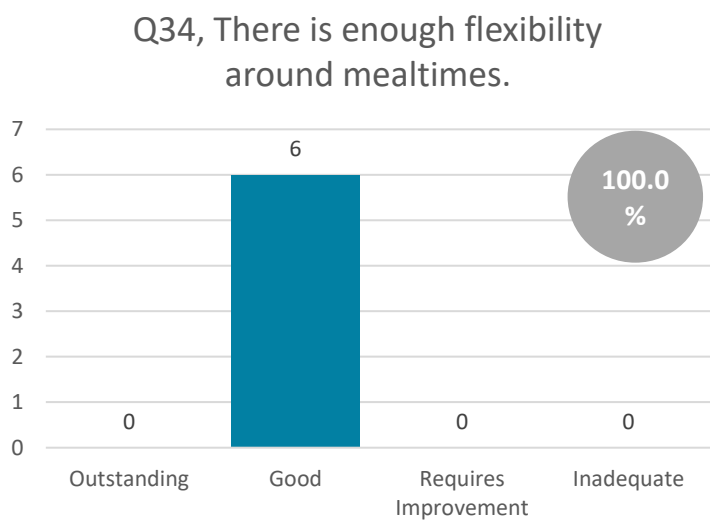
Response volumes and satisfaction rates (%) by question.



# The Food

100.0 %

Response volumes and satisfaction rates (%) by question.

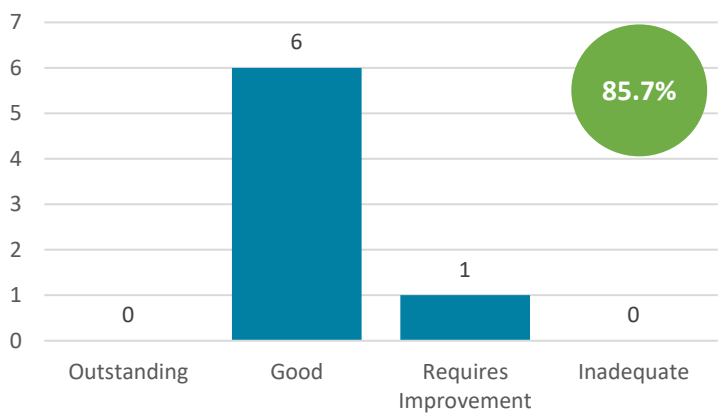


# Value for Money

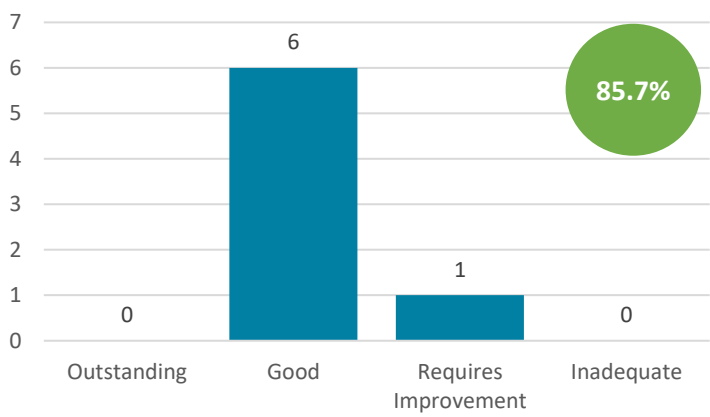
85.7%

Response volumes and satisfaction rates (%) by question.

Q36, My rent provides value for money.



Q37, The service charges provide value for money.

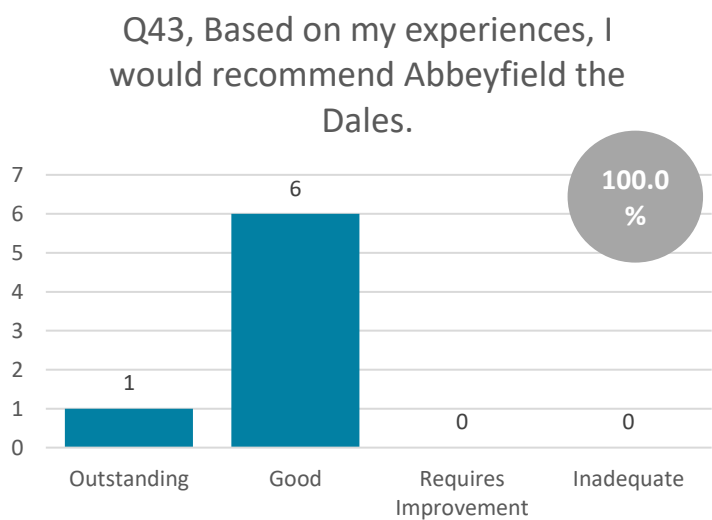
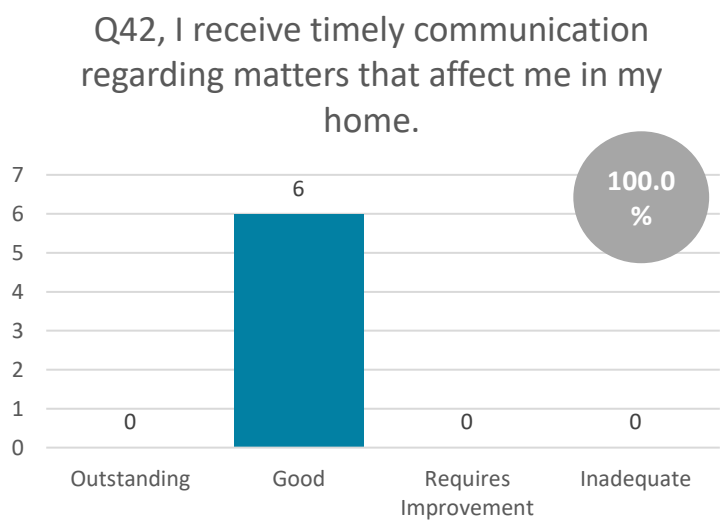
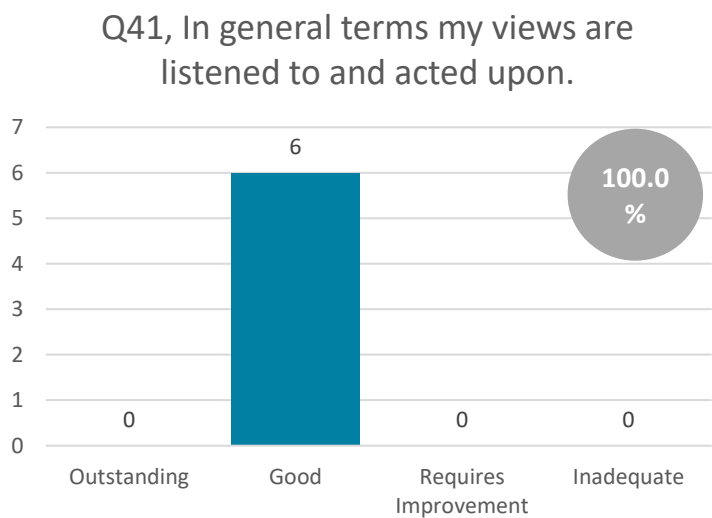
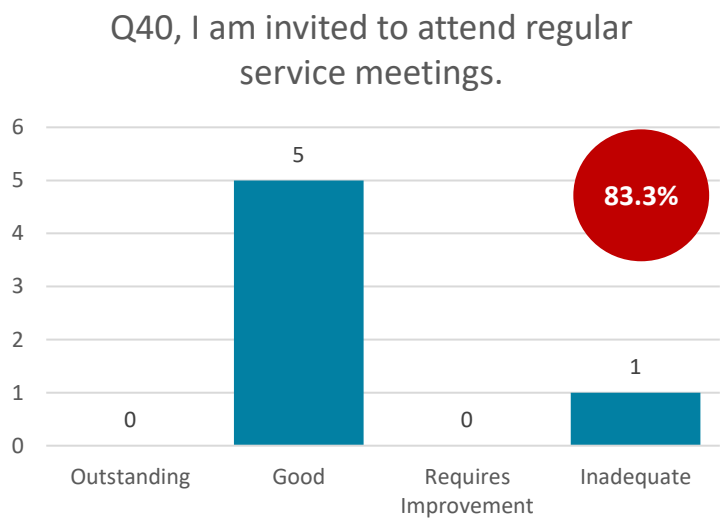
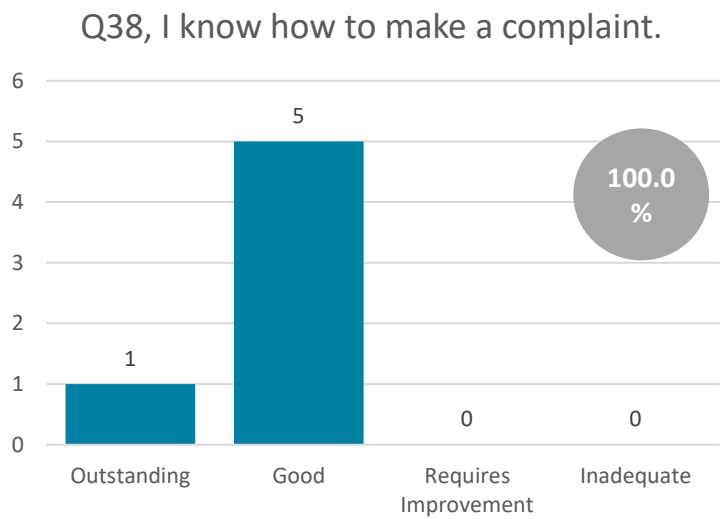


Section 8 of 8

# Your Say

97.4%

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?

### **Maybe more staff - sometimes I have to wait.**

We regularly check our staffing levels to ensure there are sufficient staff on duty at all times to meet the needs of our residents. We apologise that sometimes some residents may need to wait when staff are attending to others or dealing with an emergency. If the wait becomes too long, then raise this matter with the Registered Manager.

### **More activities. I don't like having to wait until 11am for the activities lady.**

We are always happy to put in additional activities, and they can happen prior to the activities co-ordinator starting; please discuss this matter with the Registered Manager who will look for what can be introduced earlier in the day.

### **More social activities for going out and about.**

Abbeyfield The Dales has a minibus (shared amongst all sites) so we can facilitate outings; please discuss this matter with the Registered Manager.

### **I can go into town whenever I want.**

We are happy for all residents to live independently for as long as they possibly can. If we can facilitate and support this, we will be delighted to assist.

### **Wish I had a pet.**

In limited circumstances, we do allow pets to come and live with residents, but there are rules and basis on which this can happen. Alternatively we can ask for 'pat dogs' to be a regular fixture in the activities calendar so residents benefit from interaction with pets.

### **Some residents are argumentative.**

We try to maintain a happy living environment in all our premises, and normally this is achieved. Where this does not happen, the staff and Registered Manager should find a suitable compromise to ensure all residents can live in peace and harmony.

## Section 8

# Open Questions, continued

Thank you for participating in this years survey.