



# Resident Survey Results 2023

## Independent Living

Updated: 08/11/2023

[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

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

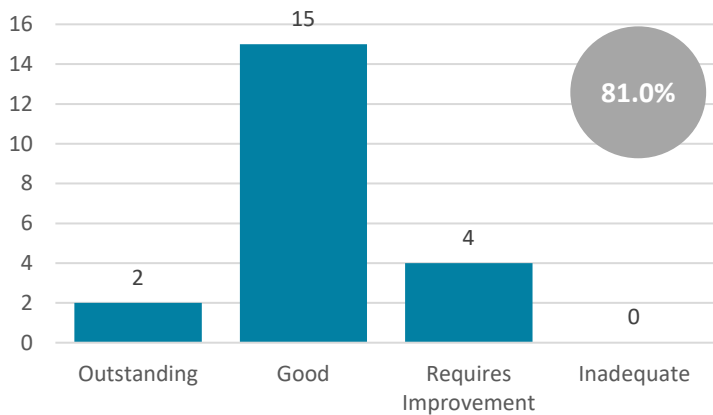
80.2%

Response volumes and satisfaction rates (%) by question.

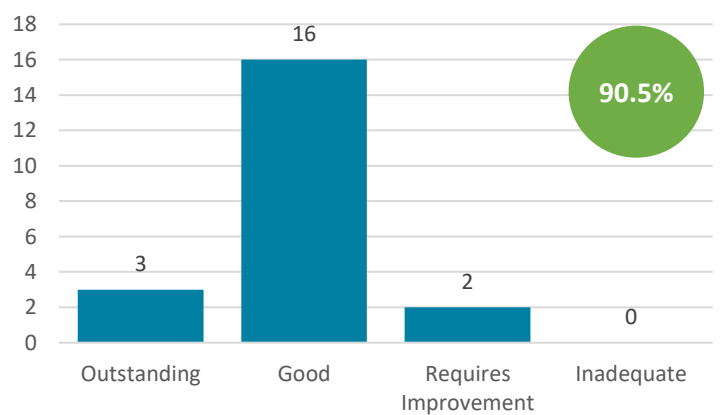
Within each section of this report each question is displayed with a chart containing the volumes for all response types, the Satisfaction rate (%) for the question is in each circle. The circle are coloured **RED** for the lowest scoring question within each section and **GREEN** for the highest. Total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

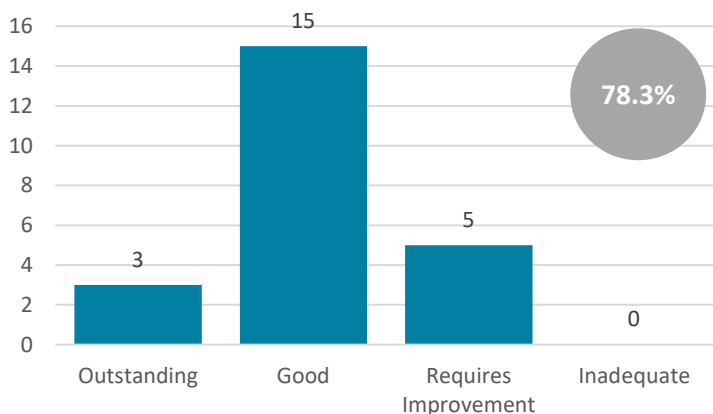
Q1, I am consulted about things that matter to me.



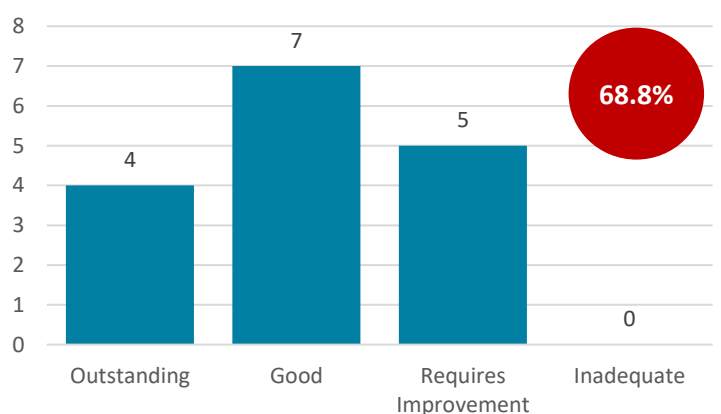
Q2, The service makes me feel safe and secure.



Q3, I can get help easily when I need it.



Q4, My views are listened to and acted upon.

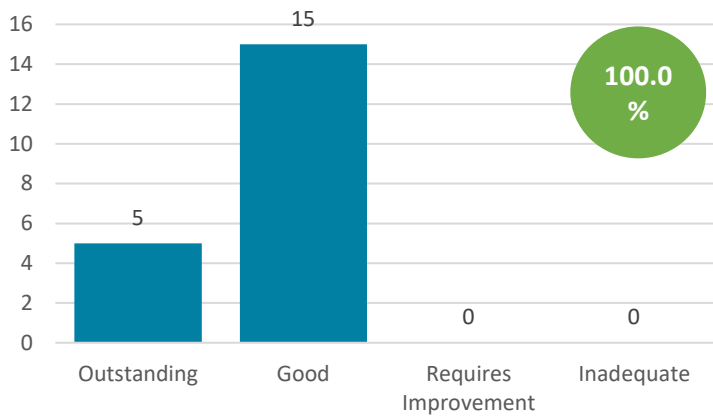


# Abbeyfield Staff

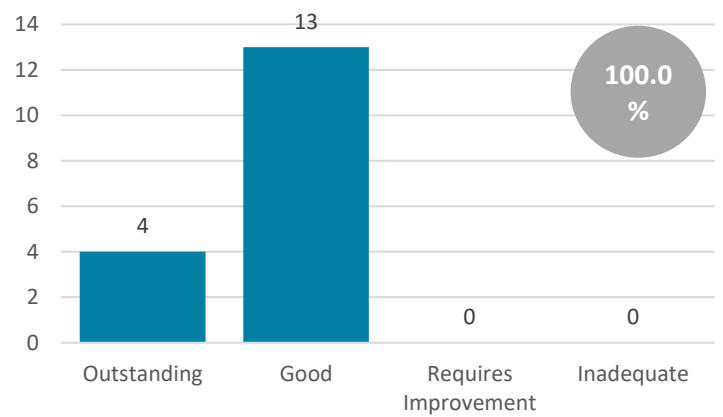
92.4%

Response volumes and satisfaction rates (%) by question.

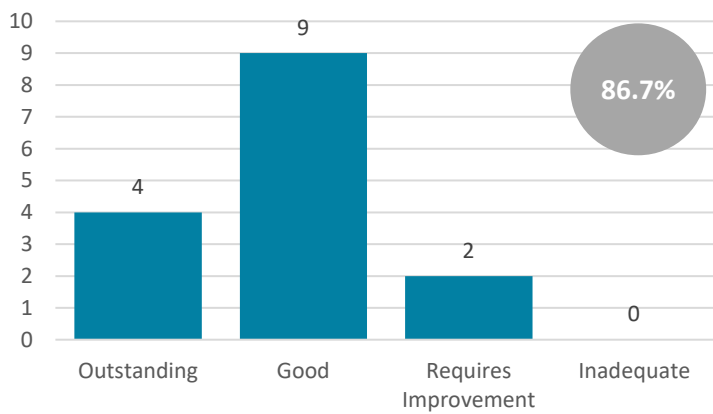
Q5, The staff are kind, caring and approachable.



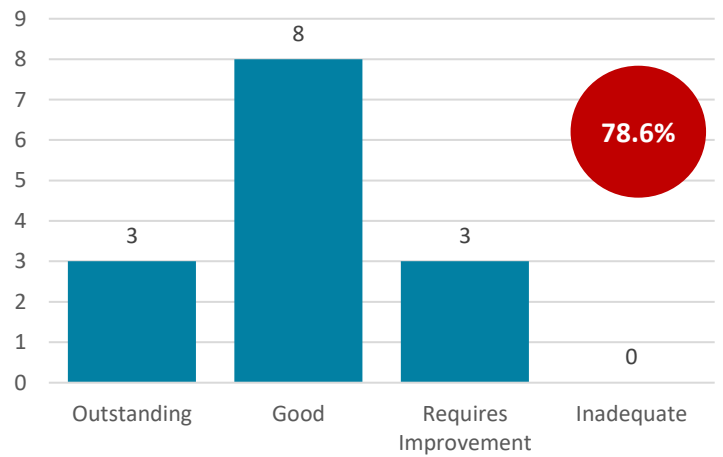
Q6, Staff are professional and well-presented.



Q7, The staff respect my privacy and dignity.



Q8, The staff take time to talk to me.

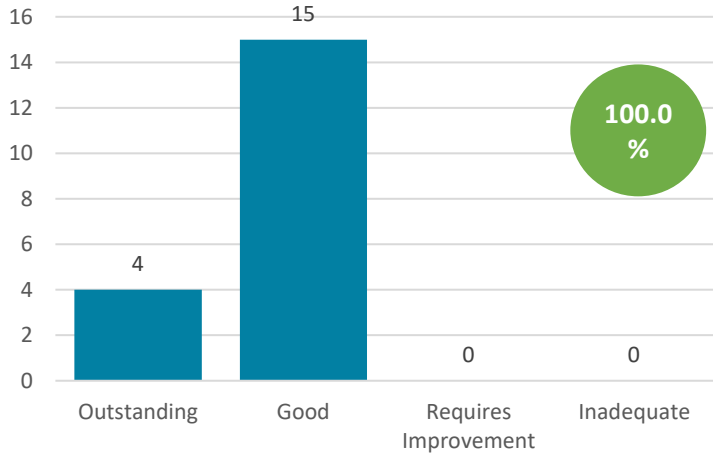


# Your Home

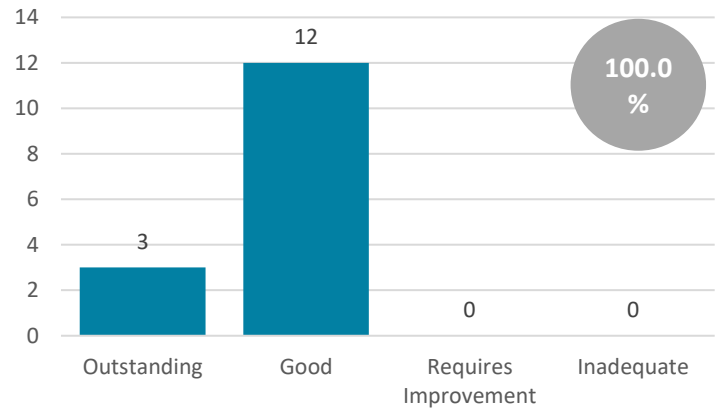
91.6%

Response volumes and satisfaction rates (%) by question.

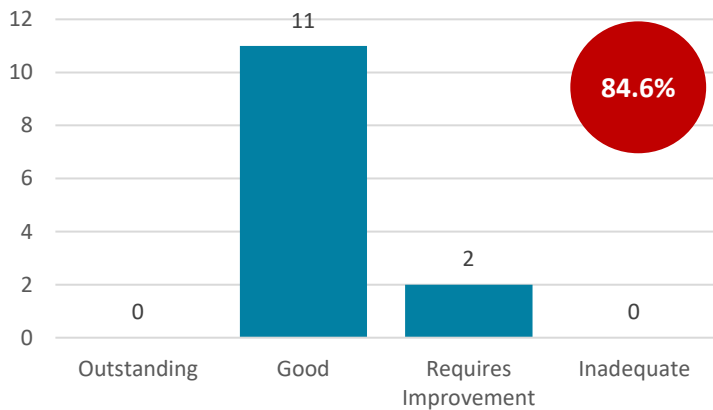
Q9, The environment feels homely.



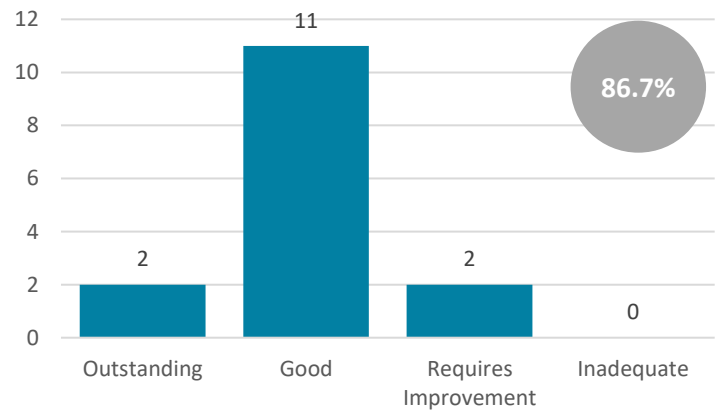
Q10, I am happy with the comfort of my room.



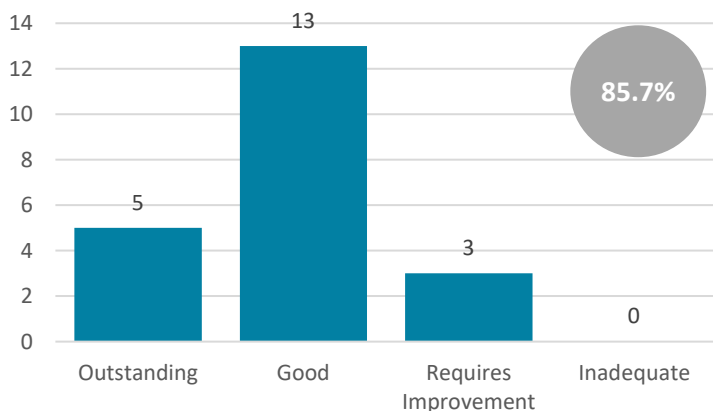
Q11, Communal areas are clean, tidy and smelling fresh.



Q12, Communal areas are well maintained.



Q13, The grounds and gardens are well maintained.



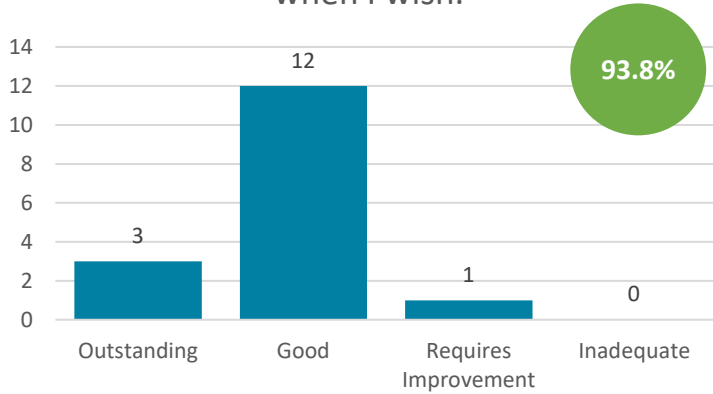


# Activities & Connections

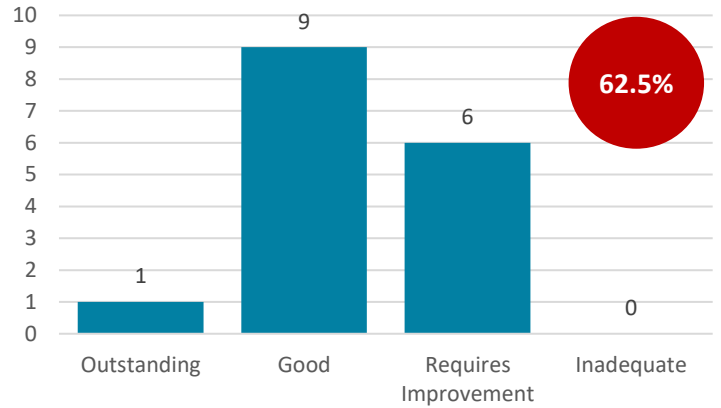
76.8%

Response volumes and satisfaction rates (%) by question.

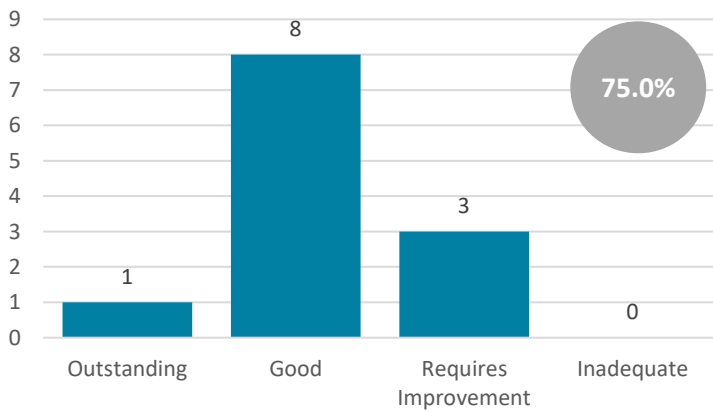
Q14, This is a place where I can choose to live privately and to 'join in' when I wish.



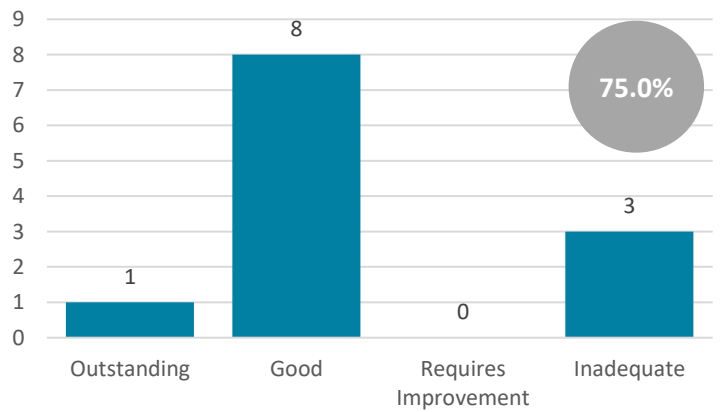
Q15, I am kept informed about activities and events.



Q16, This is a good place to meet new friends.



Q17, I feel part of the wider community.

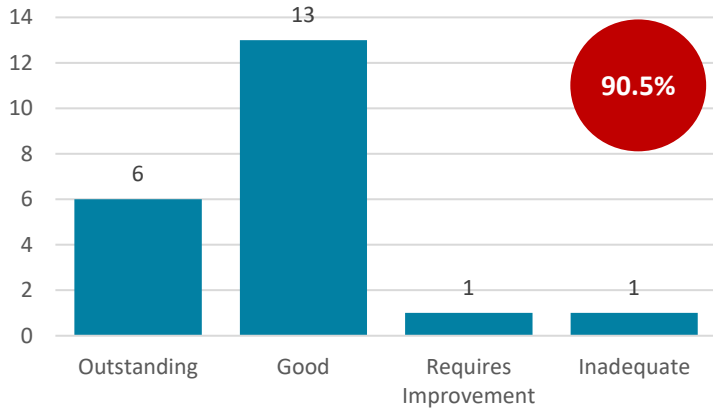


# Value for Money

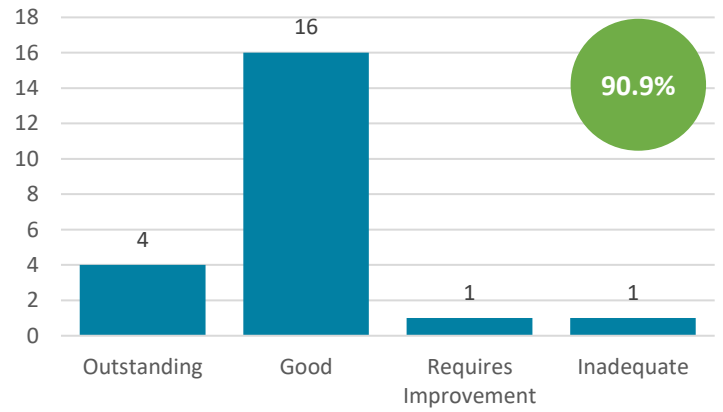
90.7%

Response volumes and satisfaction rates (%) by question.

Q18, My rent provides value for money.



Q19, The service charges provide value for money.

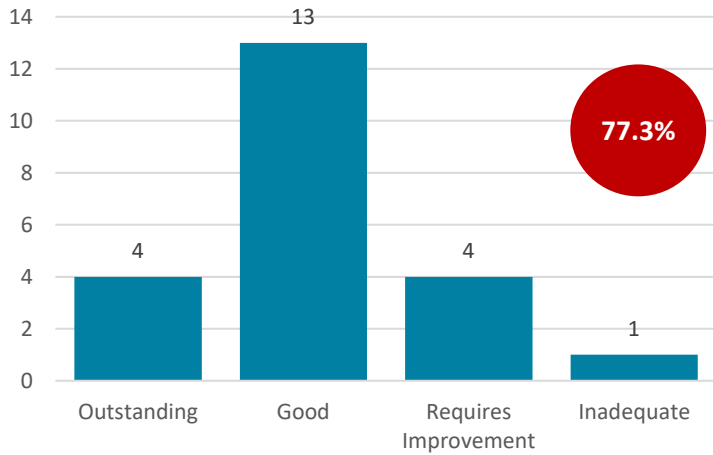


# Your Say

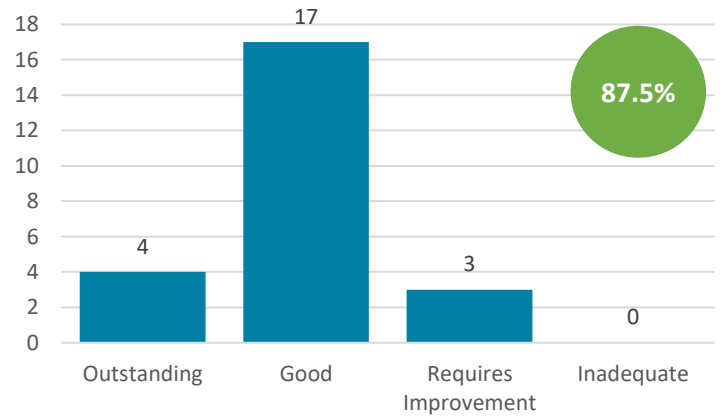
82.5%

Response volumes and satisfaction rates (%) by question.

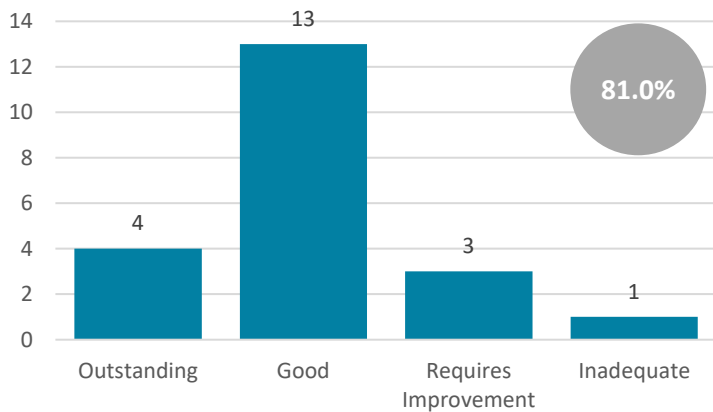
Q20, I know how to make a complaint.



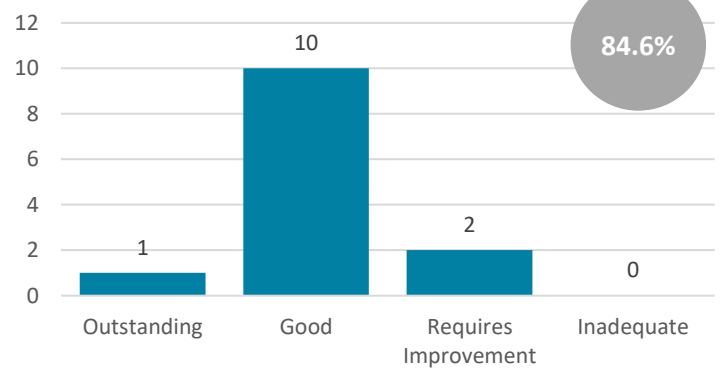
Q21, I am confident someone will listen if I have a complaint.



Q22, I am invited to attend regular service meetings.



Q23, Based on my experiences, I would recommend Abbeyfield the Dales.



## 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. 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.

**Better parking. Very hard to get deliveries if they come in big vans.**

(Charles Edward Sugdens, Keighley)

We recognise that the property is not very accessible for larger vehicles. We can only recommend that residents inform delivery drivers of the access issues when placing an order for delivery.

**Very happy with the flat. We were told that a car parking area may be provided. Wonderful idea if possible for access for ambulances, deliveries and for visitors who can drive, but not be able to walk so far. Also this applies to people living here, nice little community.**

(Charles Edward Sugdens, Keighley)

We can look into providing additional car parking facilities; but this would be dependant on finances.

**Residents should be told they have neighbours and noise is not acceptable. These places are supposed to be happy retirement homes but at the moment this is not the case, in my case due to annoying neighbours who seem to think they are better than you and belong here more than you!!**

**Not everyone is healthy and mentally stable. This is not the happy, close, friendly place I though it would be.**

(Charles Edward Sugdens, Keighley)

We are sorry this is happening, and the Operations Manager will be asked to spend so time with you to hopefully help you resolve matters.

**No 19 & 20; unsure of the official channels regards issues arising. Who is the first port of call for general and wellbeing issues.**

(Abbeyfield Court, Ilkley)

This matter should be discussed with the Operations Manager in the first instance, and she can advise or escalate the matter as appropriate.

## Section 8

# Open Questions, continued

**I think the rent should not always be increased annually as a matter of course. It should remain the same some years.**

(Leylands Lane, Bradford)

We did freeze the charges at Leyland's for 2 to 3 years, but as the cost of delivering the service to you continued to escalate we needed to pass on some of the increased cost. This was particularly true in the last year due to the well publicised inflationary pressures.

**The rubbish and recycling bins are always over full. Maybe a few flowers at the rear of the flats. Personal only - may we fastener to hold the fire door back as I have to use it for my walker to get to the bins.**

(Abbeyfield House, Pudsey)

We will ask the Operations Manager to address these and find a solution for you.

**Dissappointed that the communal areas was not carpeted as was promised at the last meeting after the rent increase.**

**I would like to say Abbeyfield the Dales are good at fitting me in with meetings repairs etc, as it is difficult as I am still working.**

**Thank you.**

(Abbeyfield House, Pudsey)

We are sorry this has happened, and we have already made sure the corridors will be recarpeted in the spring next year.

**It is early days but Paul says the maintenance team are friendly and helpful.**

**We were disappointed that originally we were told the rent was £485 and it was £662.00. This was an error and didn't find out until shortly before signing our tenancy agreement.**

**Recently fire alarm sounded and lady asked if Mrs Brown was OK (Previous tenant who has now died).**

(Abbeyfield House, Pudsey)

We are sorry for making an error in the rent level you were originally told; we have learned from this.

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



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