



Resident Survey Results 2023

Ing Royde

Updated: 07/11/2023

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	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

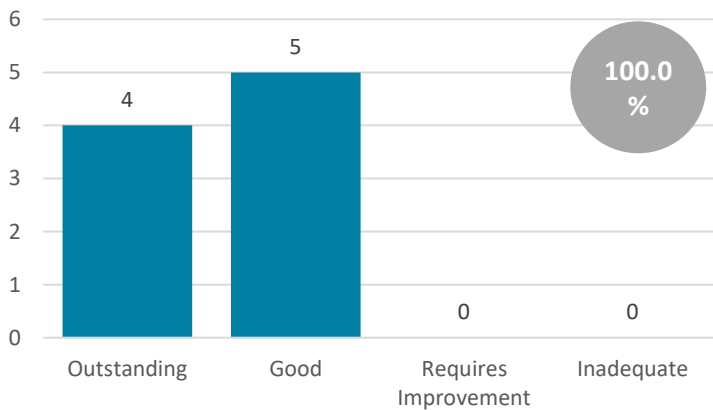
97.3%

Response volumes and satisfaction rates (%) by question.

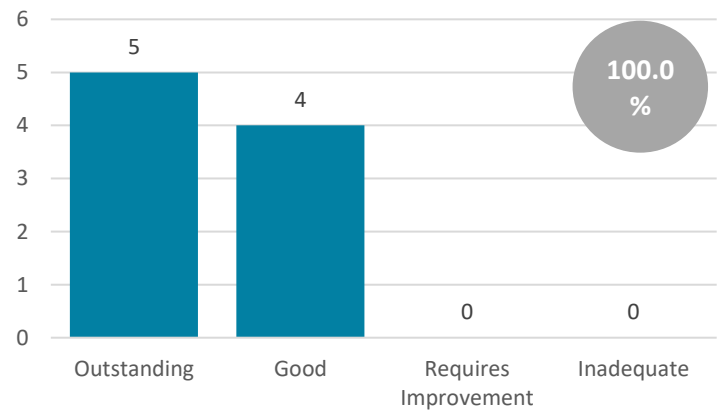
Within each section of this report each question is displayed with a chart containing the volumes for all response types, the Satisfaction rate (%) for the question is in each circle. The circle are coloured **RED** for the lowest scoring question within each section and **GREEN** for the highest.

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.

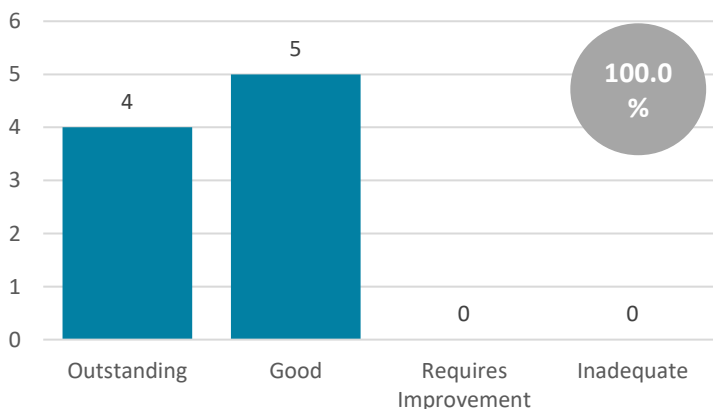
Q1, I feel included in the planning of my care and support.



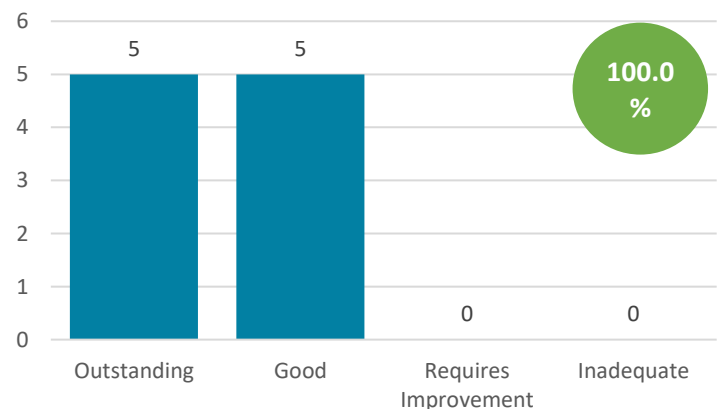
Q2, I feel my overall well-being and needs are met to my satisfaction.



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



Q4, The service makes me feel safe and secure.

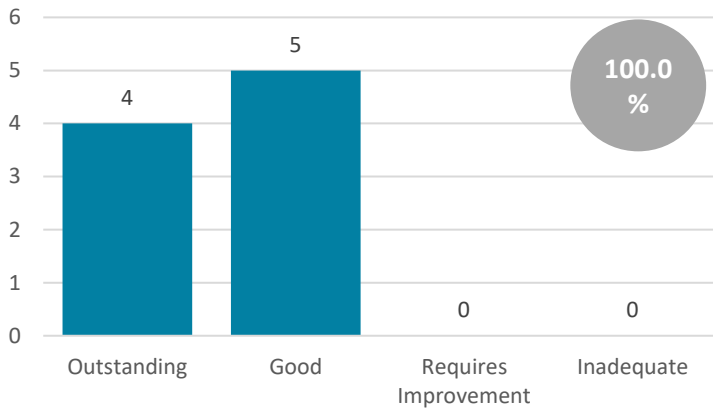


Your Care continued

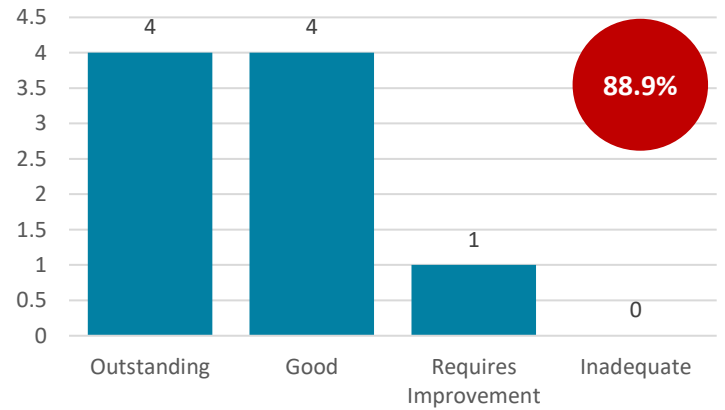
97.3%

Response volumes and satisfaction rates (%) by question.

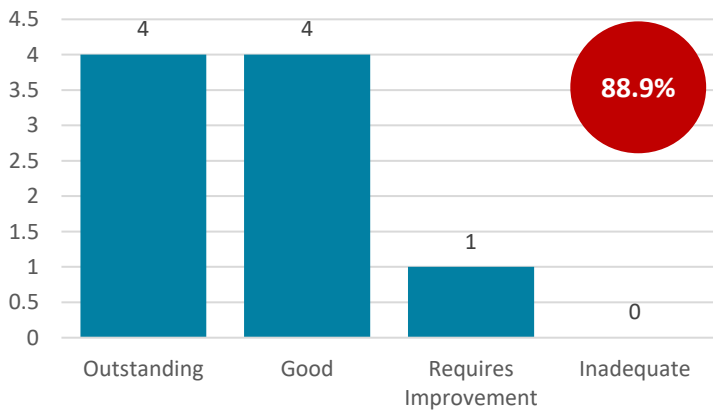
Q5, I can get help easily when I need it.



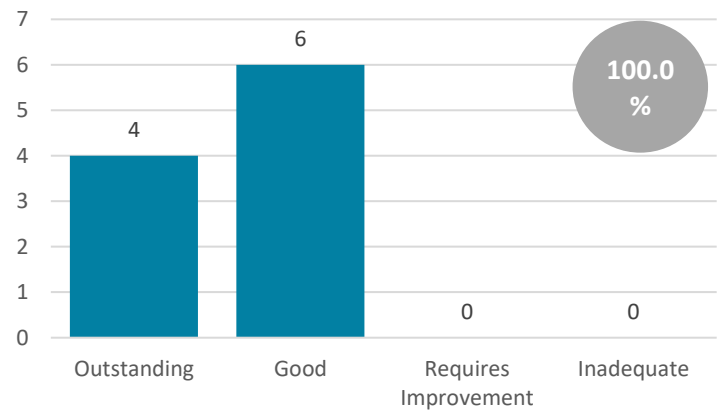
Q6, My views about my care are listened to and acted upon.



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



Q8, The service also helps me retain my independence.

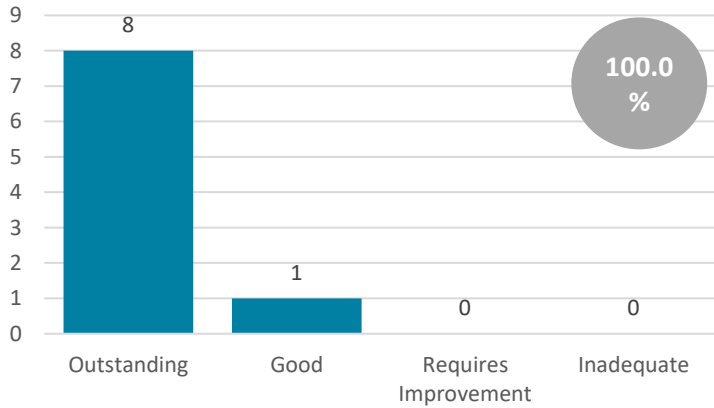


Onsite Staff

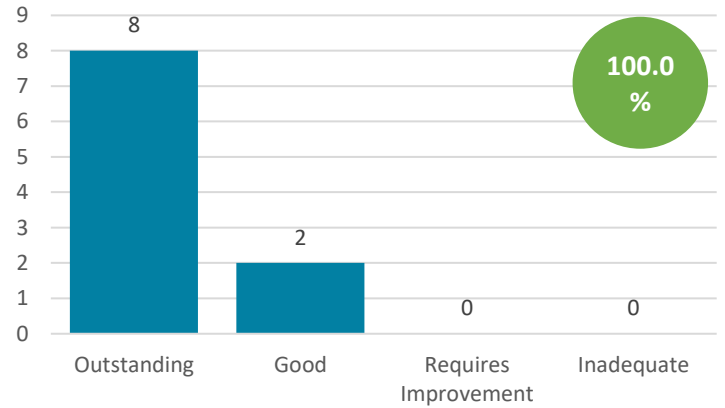
98.0%

Response volumes and satisfaction rates (%) by question.

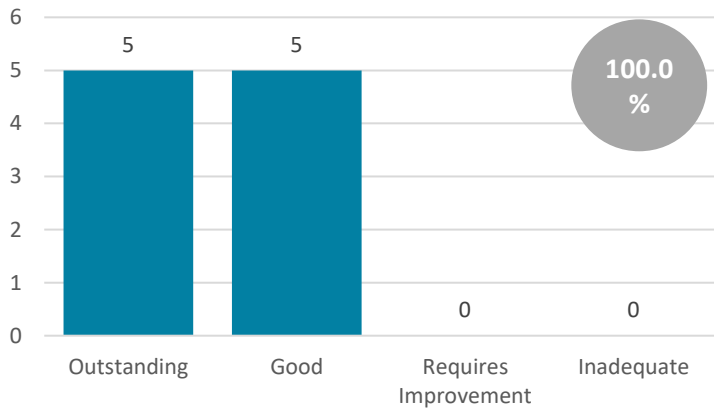
Q9, I have confidence in the staff who care for me.



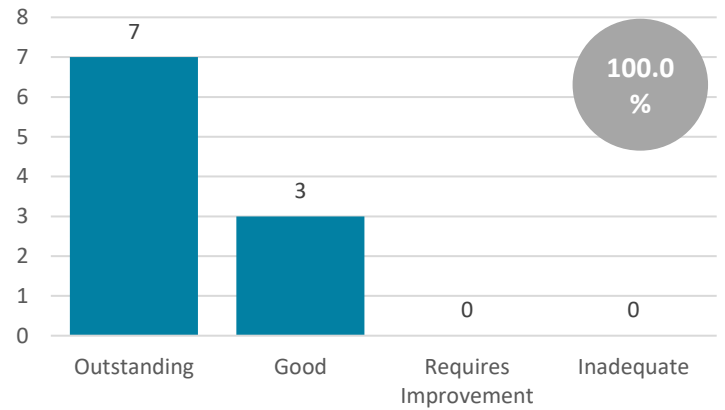
Q10, The staff are kind, caring and approachable.



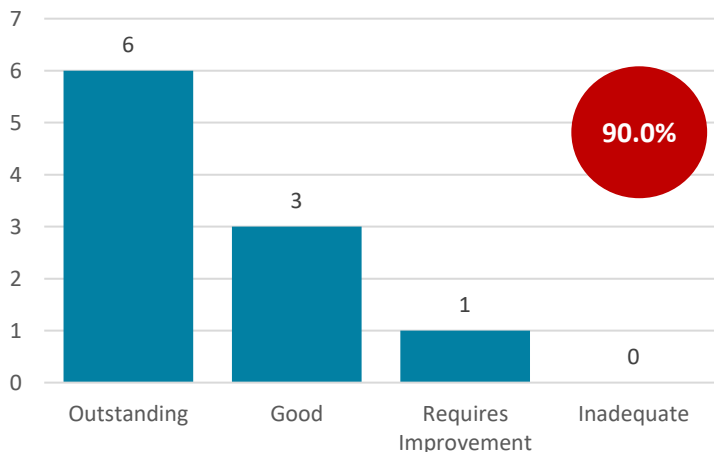
Q11, Staff are professional and well-presented.



Q12, The staff respect my privacy and dignity.



Q13, The staff take time to talk to me.

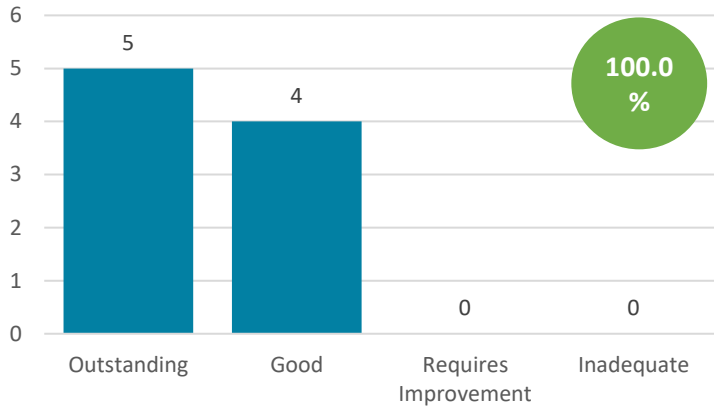


Visiting Staff

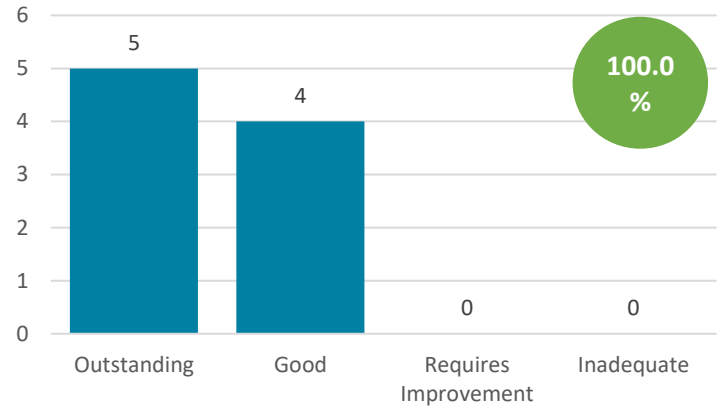
97.8%

Response volumes and satisfaction rates (%) by question.

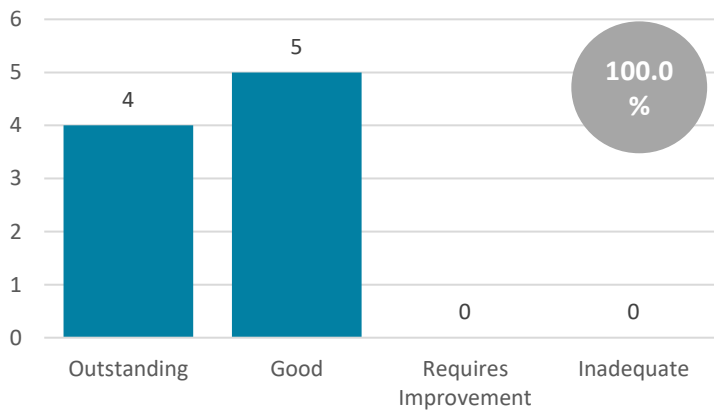
Q14, I have confidence in the staff who care for me.



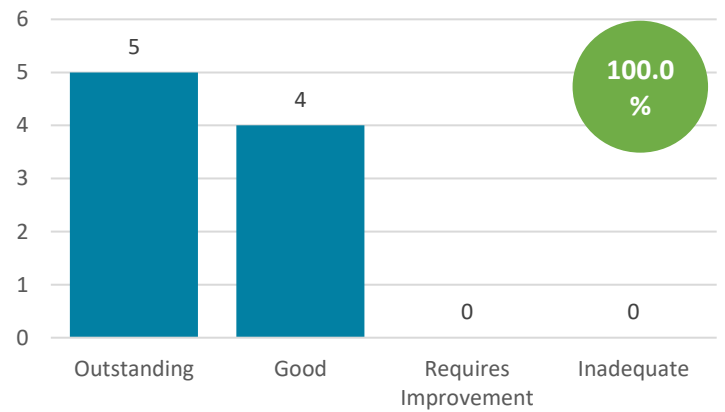
Q15, The staff are kind, caring and approachable.



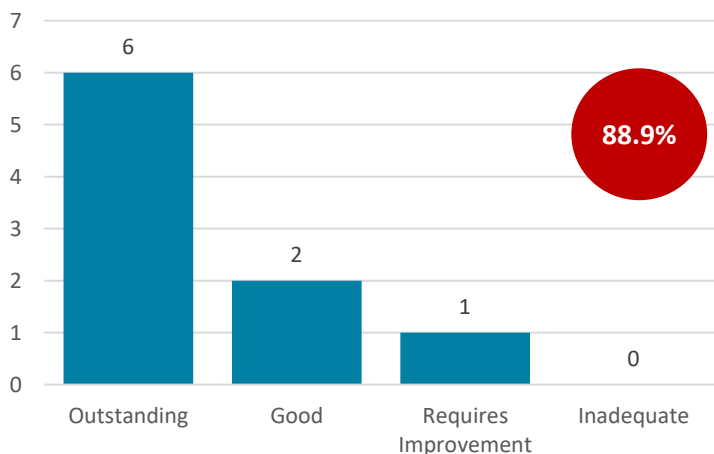
Q16, Staff are professional and well-presented.



Q17, The staff respect my privacy and dignity.



Q18, The staff take time to talk to me.

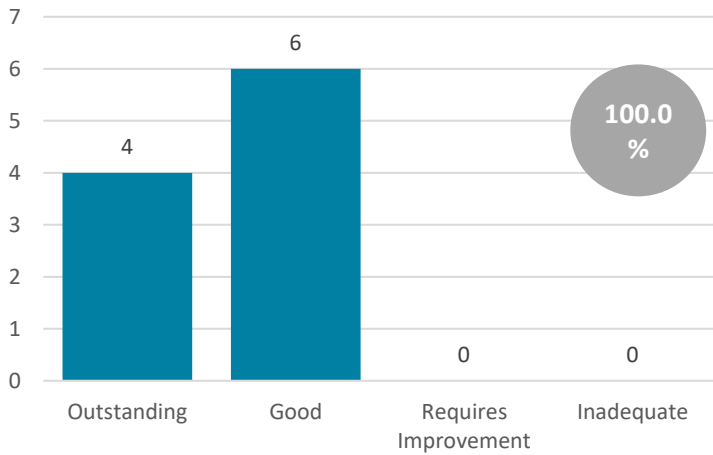


Your Home

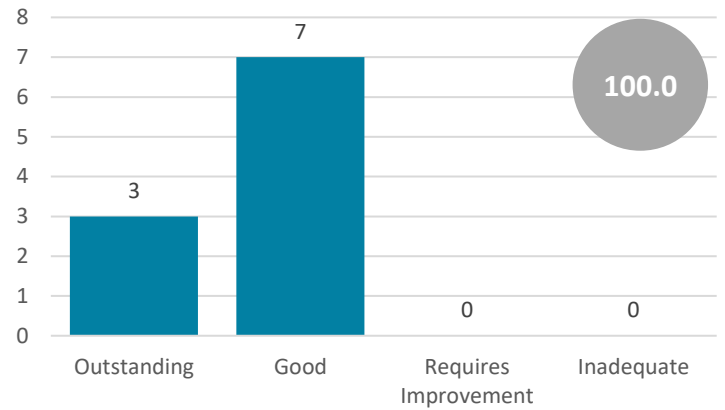
92.5%

Response volumes and satisfaction rates (%) by question.

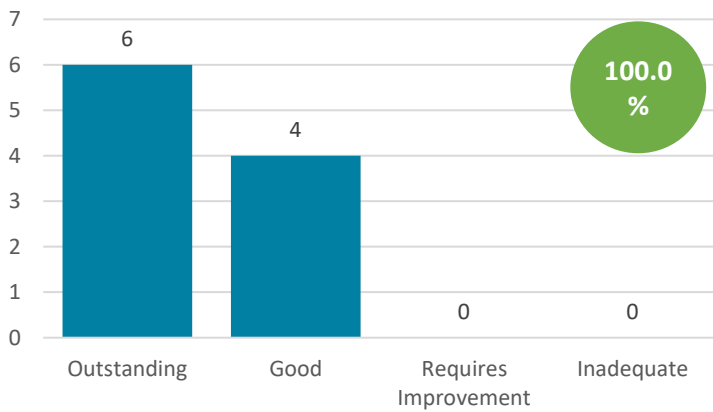
Q19, The environment feels homely.



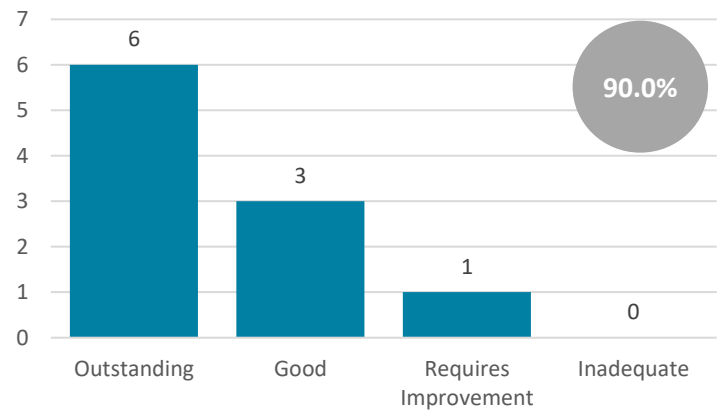
Q20, I am happy with the comfort of my home.



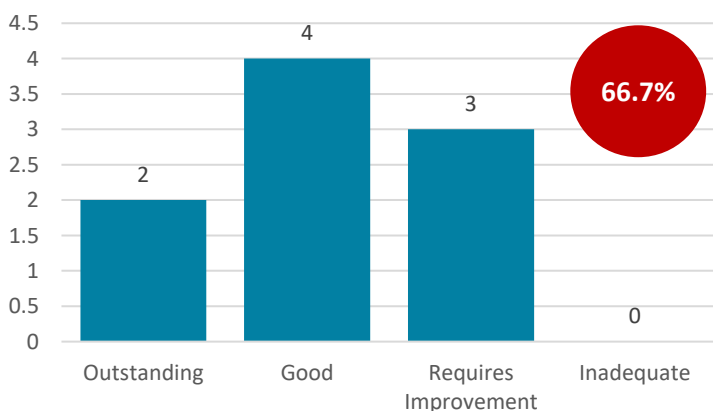
Q21, Communal areas are clean, tidy and smelling fresh.



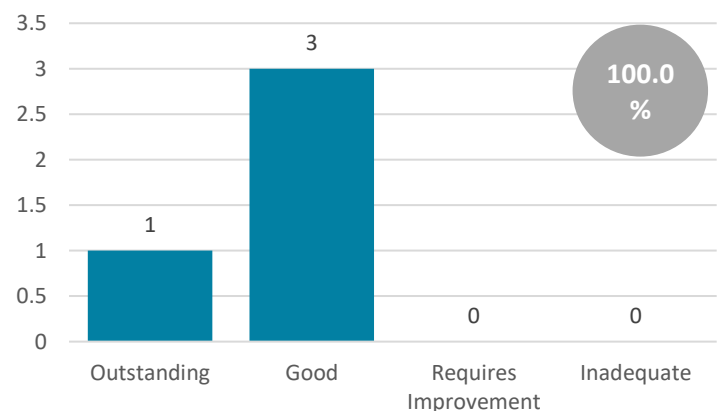
Q22, Communal areas are well maintained.



Q23, The grounds and gardens are well maintained.



Q24, I am happy with the laundry service.

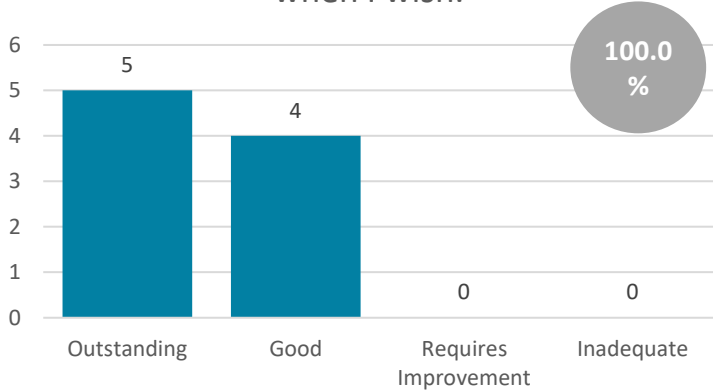


Activities & Connections

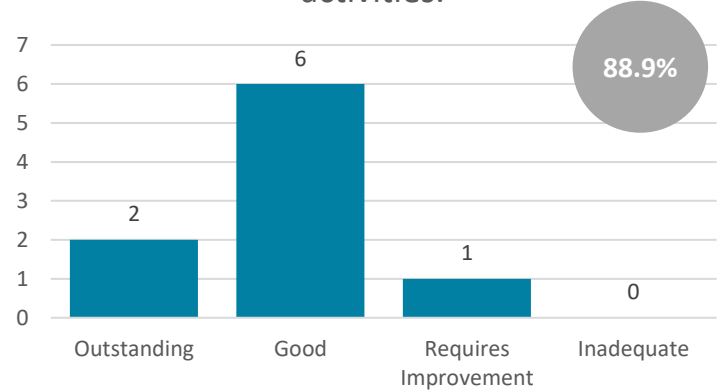
91.1%

Response volumes and satisfaction rates (%) by question.

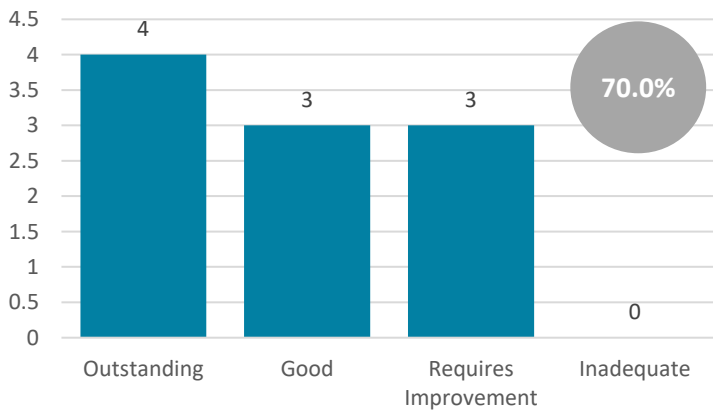
Q25, This is a place where I can choose to live privately and to 'join in' when I wish.



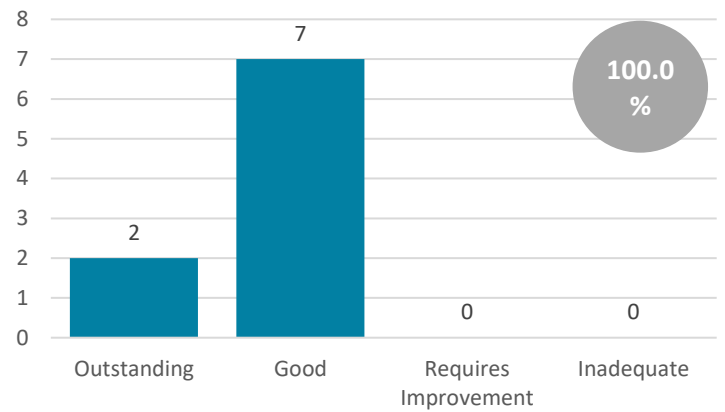
Q26, There is a good choice of relevant and enjoyable social activities.



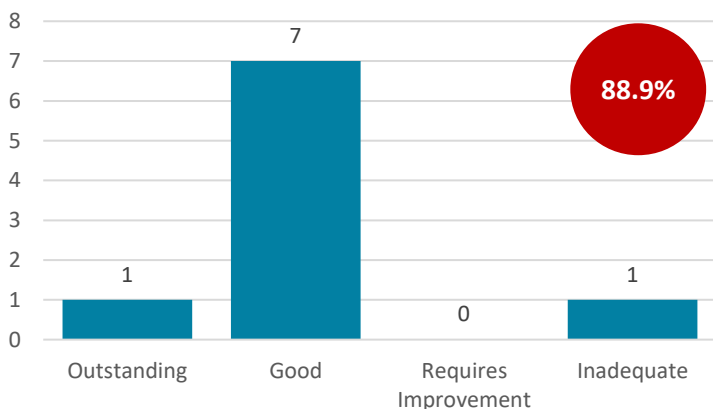
Q27, I am kept informed about activities and events.



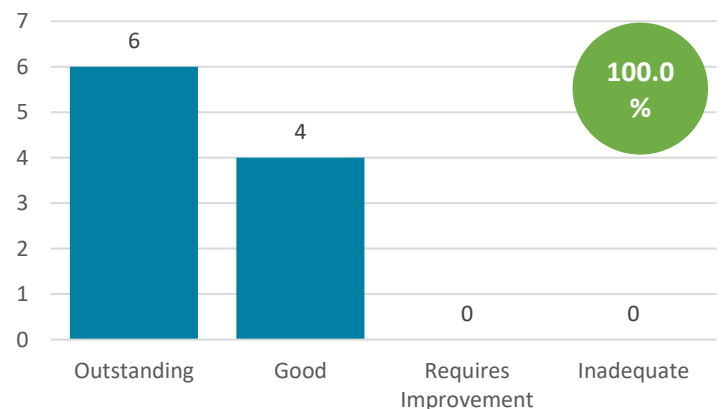
Q28, This is a good place to meet new friends.



Q29, I feel part of the wider community.



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

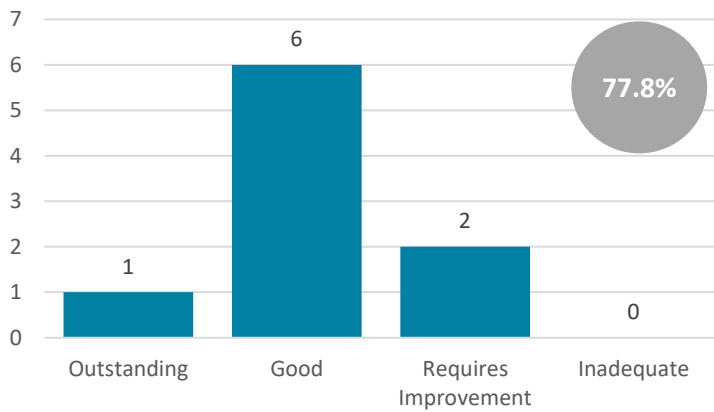


The Food

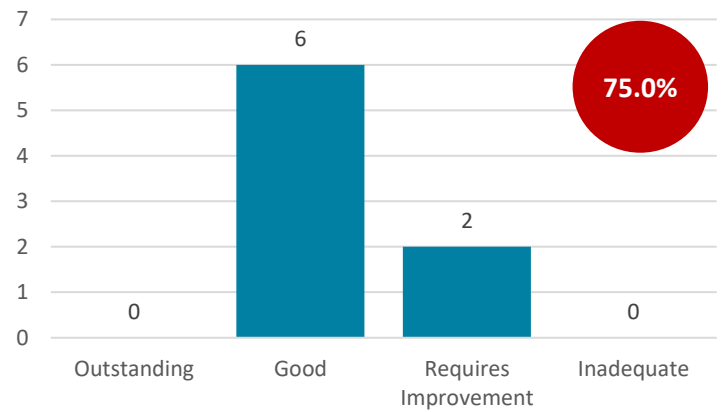
89.1%

Response volumes and satisfaction rates (%) by question.

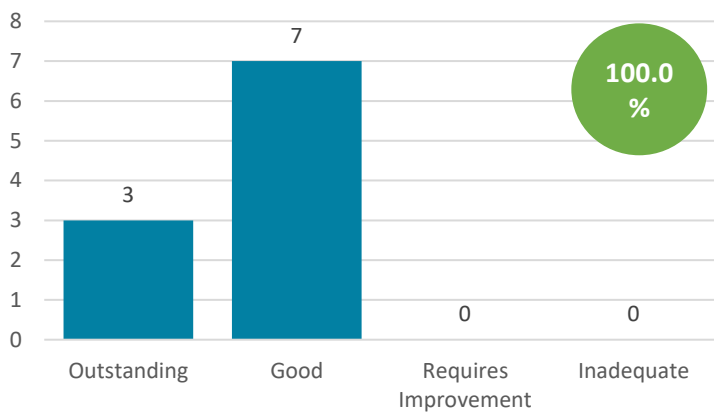
Q31, I enjoy the quality of the food provided.



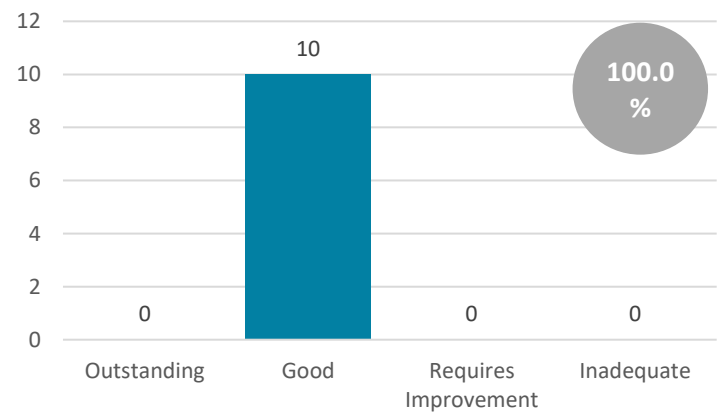
Q32, I am happy with the choice of food.



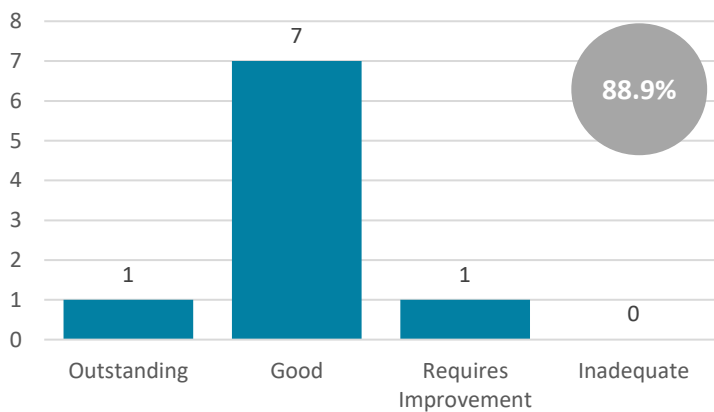
Q33, My special dietary needs are catered for.



Q34, There is enough flexibility around mealtimes.



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

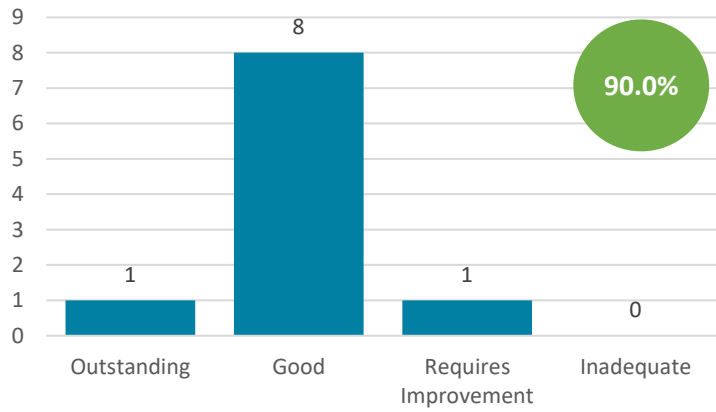


Value for Money

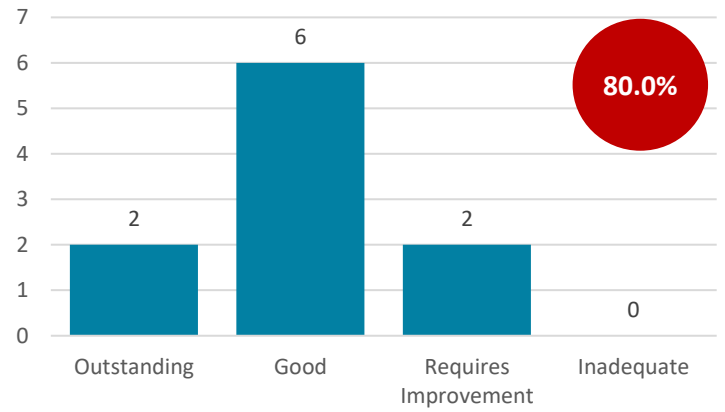
85.0%

Response volumes and satisfaction rates (%) by question.

Q36, My rent provides value for money.



Q37, The service charges provide value for money.

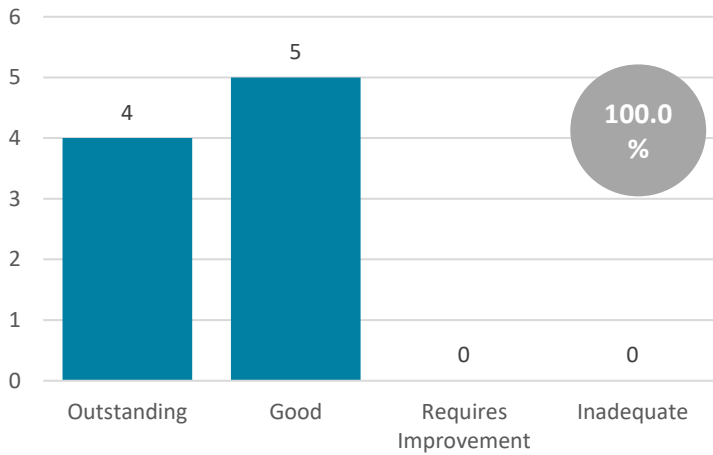


Your Say

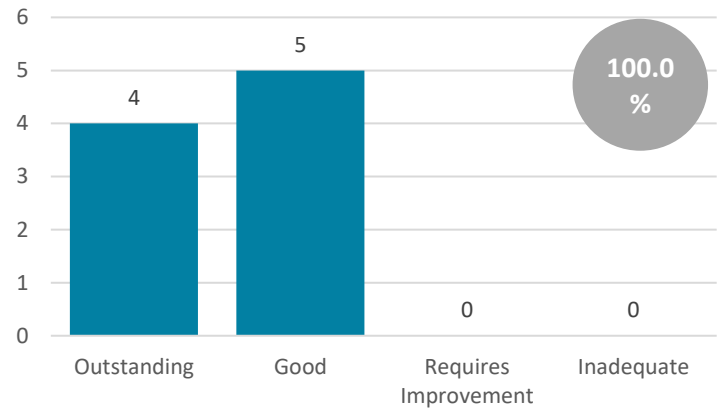
98.2%

Response volumes and satisfaction rates (%) by question.

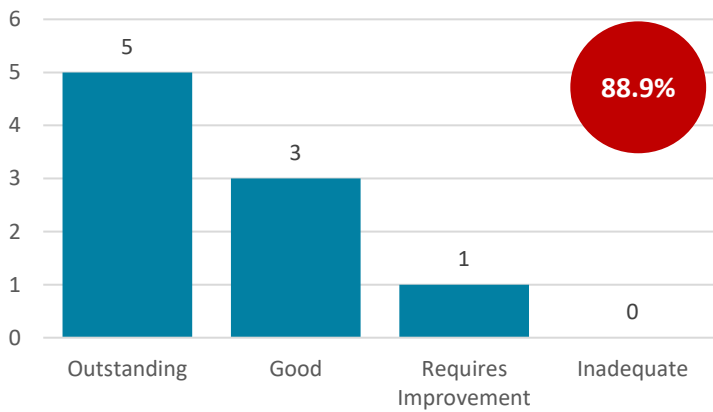
Q38, I know how to make a complaint.



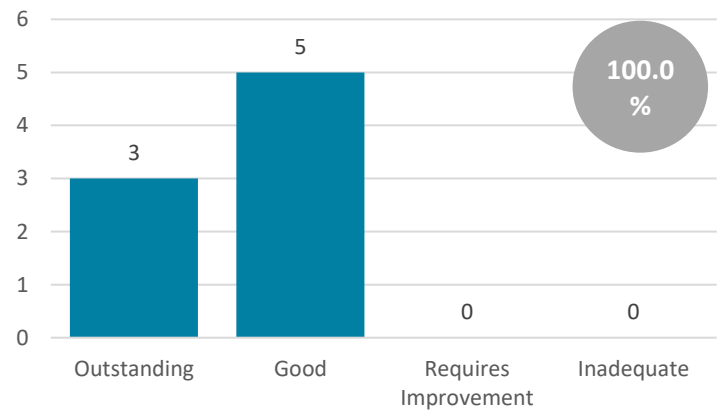
Q39, I am confident someone will listen if I have a complaint.



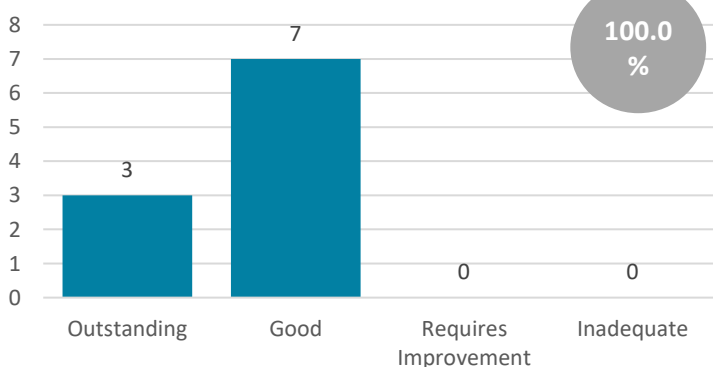
Q40, I am invited to attend regular service meetings.



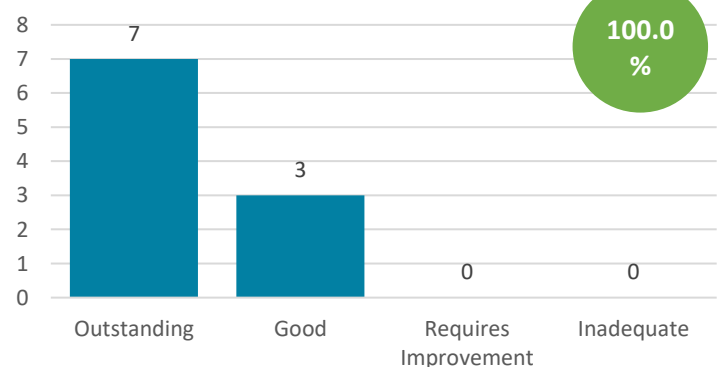
Q41, In general terms my views are listened to and acted upon.



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.

We take the security of all our residents very seriously, and hope there are no breaches or gaps so that residents can keep safe. Registered Manager to cover this topic at the next resident's meeting to ensure we understand the issues and address any concerns raised.

Staff uniform too outdated.

Table provision e.g. sample the sauce, spice for individual taste.

I personally use very little of either but appreciate lack of instant choice causing waits for individuals.

We are slowly rolling out a new style uniform in a 'scrubs' type style. We are unable to completely change the uniform for all staff all at once due to the cost and waste involved.

We wish the mealtime experience to be good for all residents, and this matter can be discussed and suggestions put forward in a resident's meeting.

As I can get out, the bus service around here is terrible.

The Registered Manager does provide a bus service to residents as often as she is able.

Unfortunately, Abbeyfield The Dales only has 1 minibus to share amongst all its sites so a more regular service is not possible.

Sometimes wish carers were more pro-active, eg, they tend to expect the family to do an awful lot, but generally they do a great job. Maybe my expectations are too high but I do appreciate they are short staffed and so time is at a premium.

I would like more encouragement to do more things that are within my capability eg, make cups of tea and morning porridge.

Whilst most carers do listen and act on my views about care, not all do.

Privacy is good, dignity requires remembering - I am 69 not 96!!!

I would welcome more protein from beans and lentils.

Carers provide the service that is requested by an individual and that is paid for. If you require more support, please discuss this with the Registered Manager who will see if we can help you more and any charge for this.

Section 8

Open Questions, continued

Thank you for participating in this years survey.