



Resident Survey Results 2023

The Beeches

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 possible 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

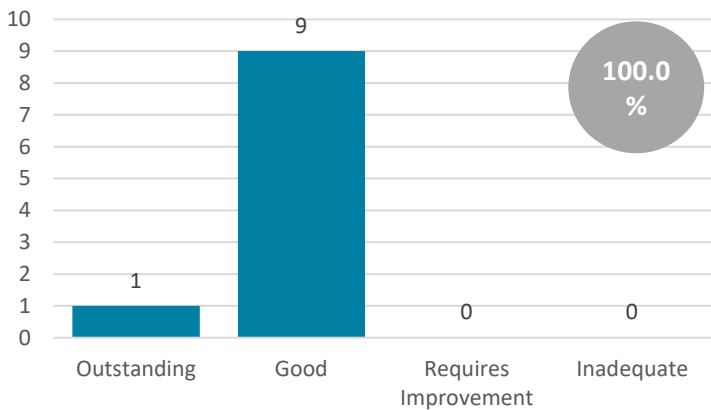
95.5%

Response volumes and satisfaction rates (%) by question.

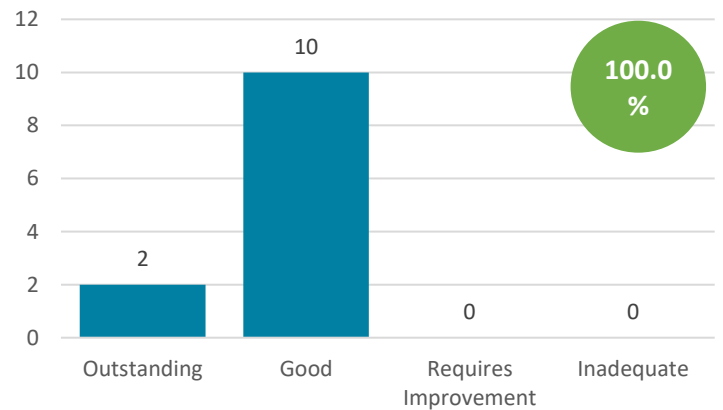
Within each section of this report each question is displayed with a chart containing the volumes for all response types, the Satisfaction rate (%) for the question is in each circle. The circle are coloured **RED** for the lowest scoring question within each section and **GREEN** for the highest.

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.

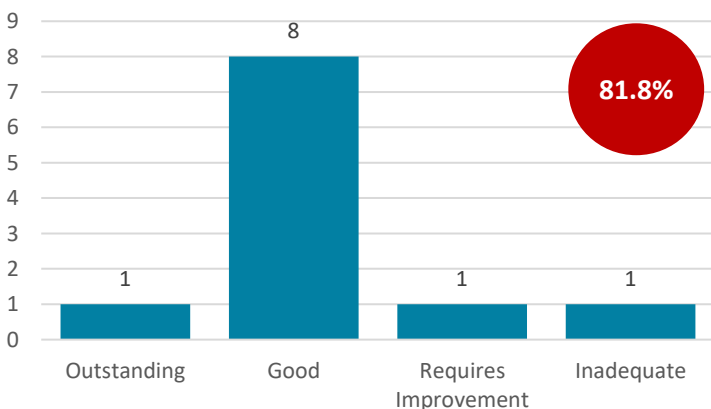
Q1, I feel included in the planning of my care and support.



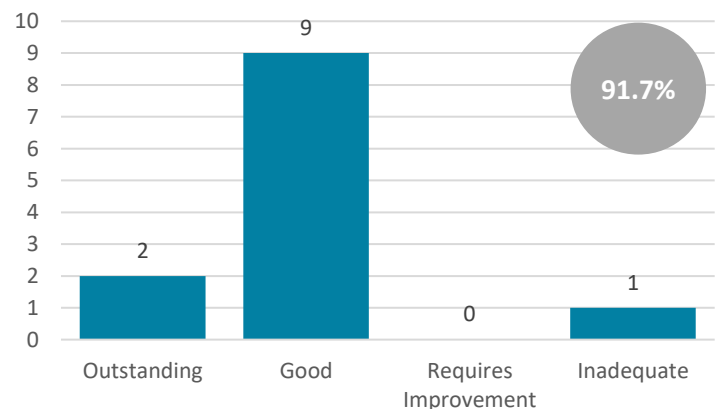
Q2, I feel my overall well-being and needs are met to my satisfaction.



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



Q4, The service makes me feel safe and secure.

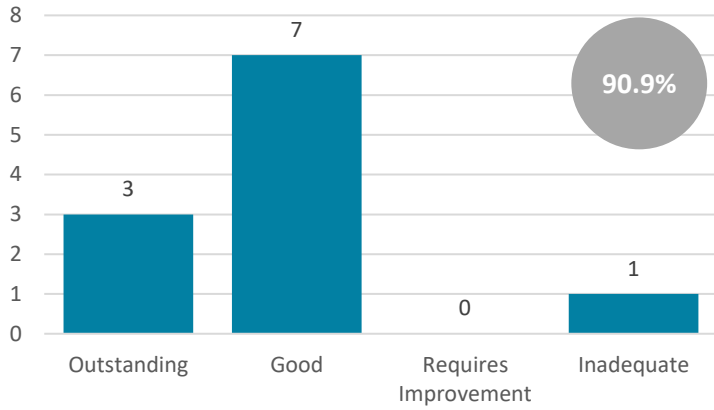


Your Care *continued*

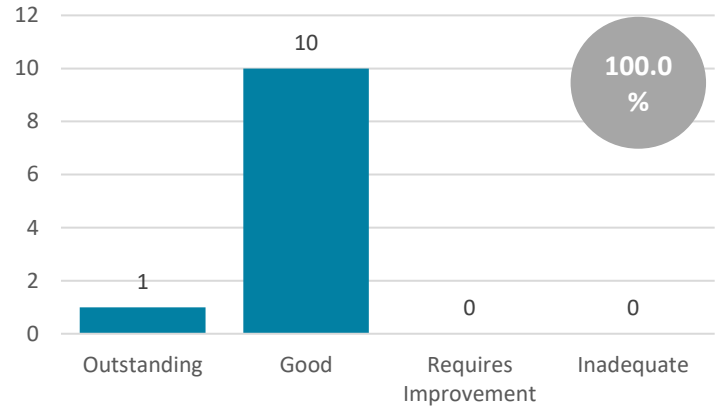
95.5%

Response volumes and satisfaction rates (%) by question.

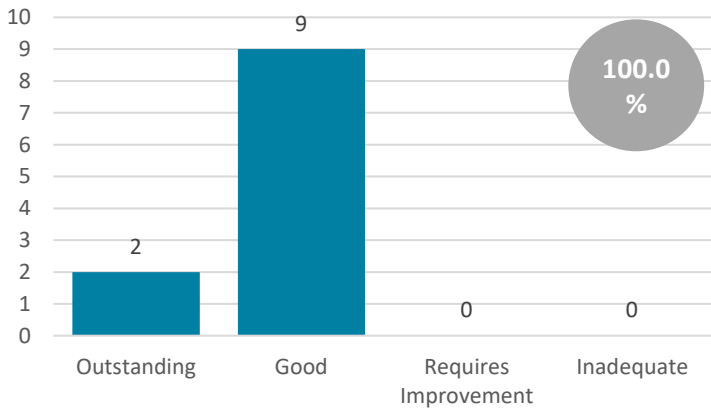
Q5, I can get help easily when I need it.



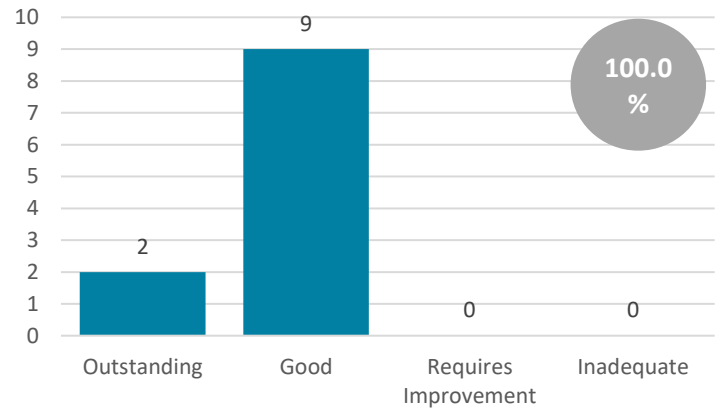
Q6, My views about my care are listened to and acted upon.



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



Q8, The service also helps me retain my independence.

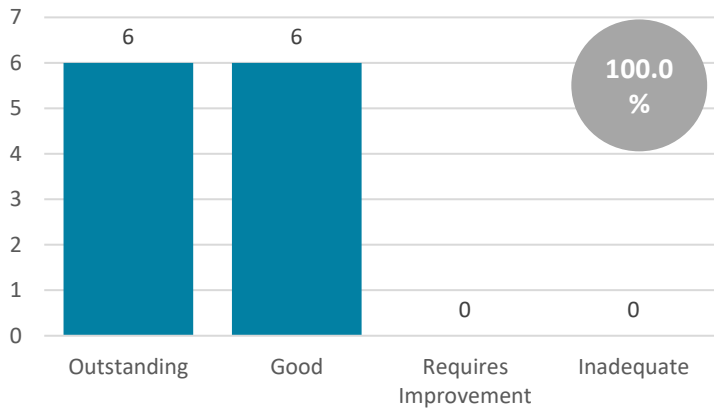


Onsite Staff

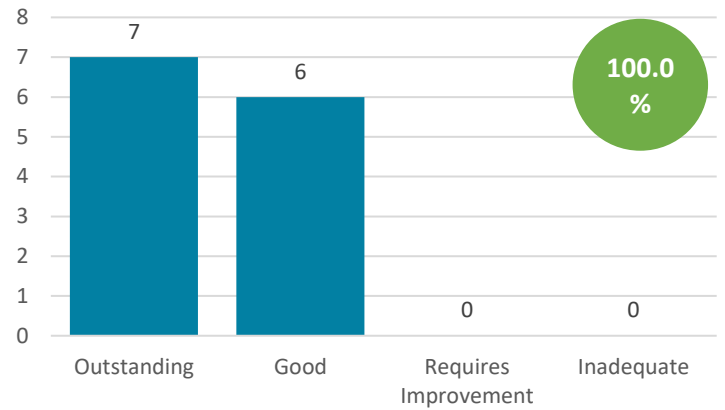
96.9%

Response volumes and satisfaction rates (%) by question.

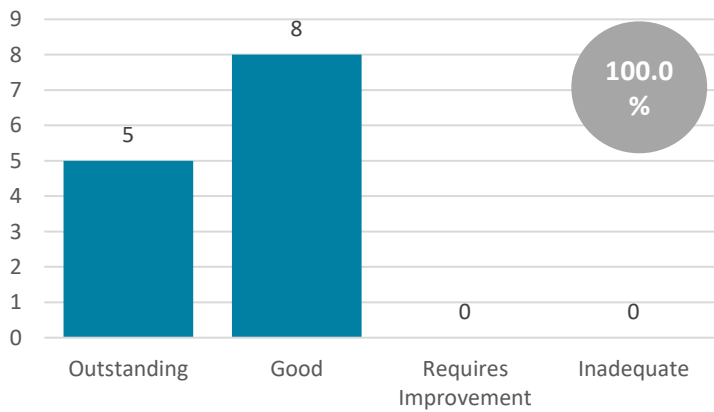
Q9, I have confidence in the staff who care for me.



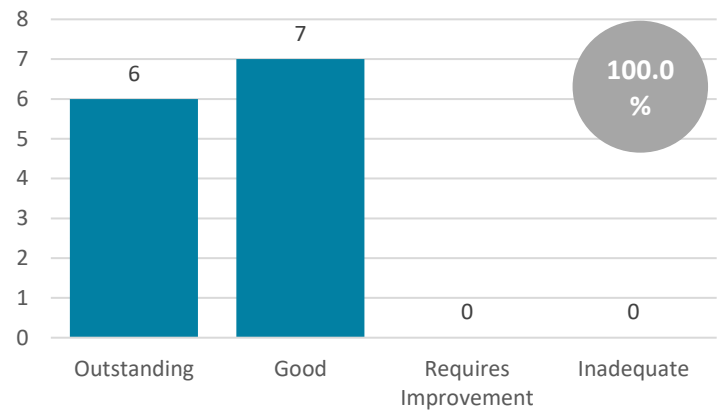
Q10, The staff are kind, caring and approachable.



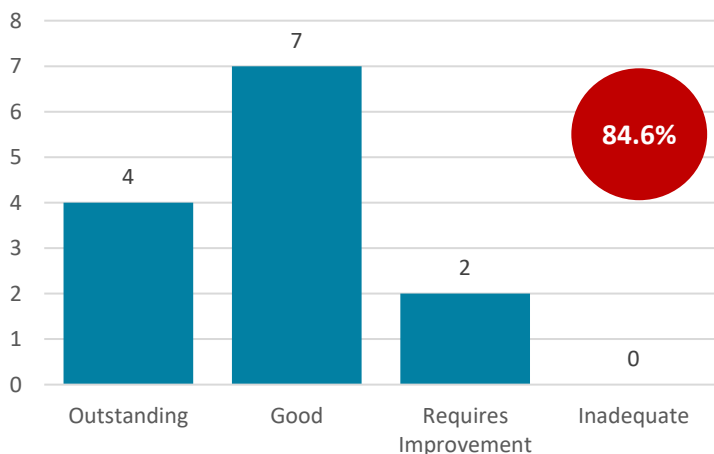
Q11, Staff are professional and well-presented.



Q12, The staff respect my privacy and dignity.



Q13, The staff take time to talk to me.

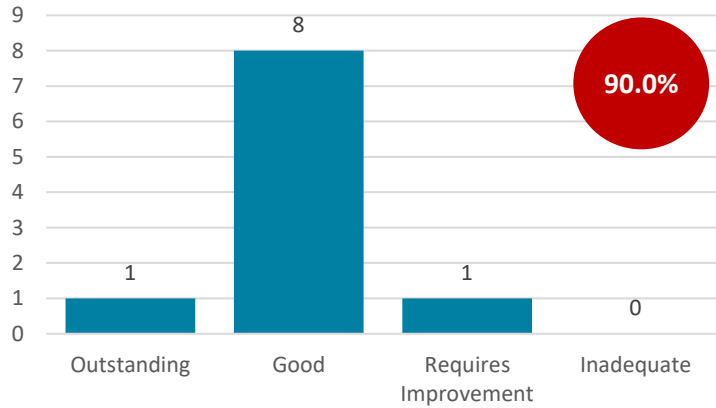


Visiting Staff

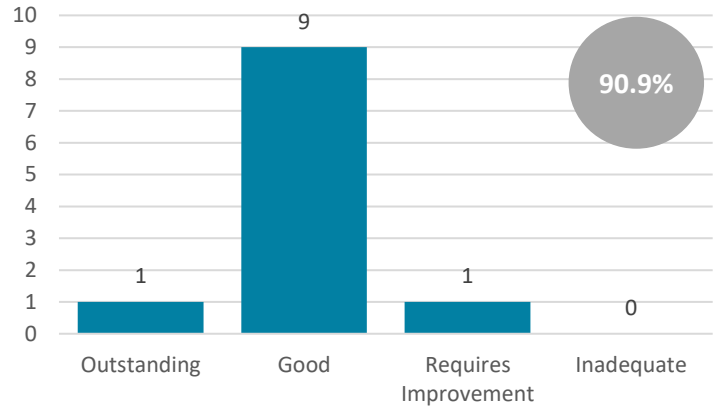
92.6%

Response volumes and satisfaction rates (%) by question.

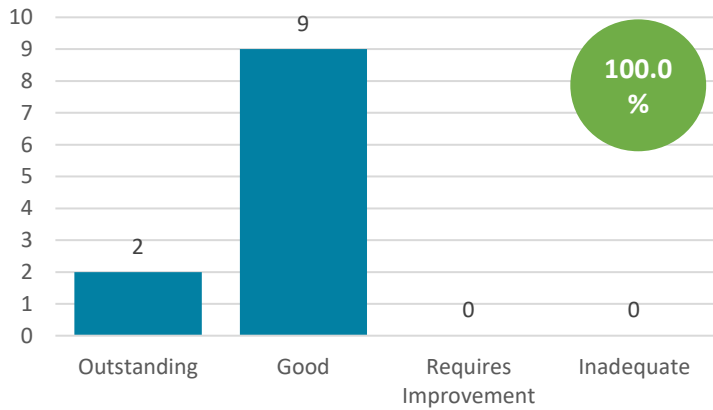
Q14, I have confidence in the staff who care for me.



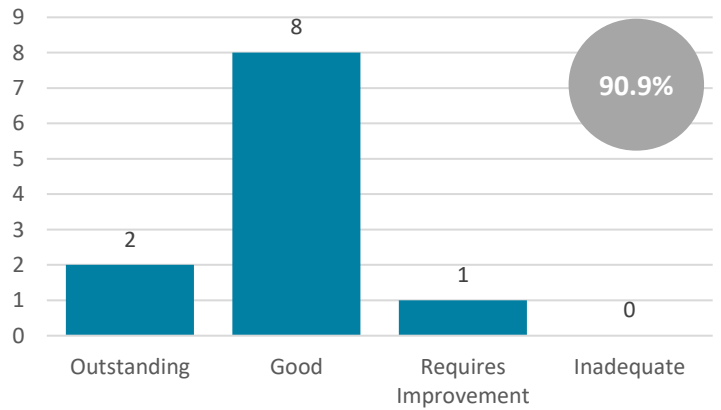
Q15, The staff are kind, caring and approachable.



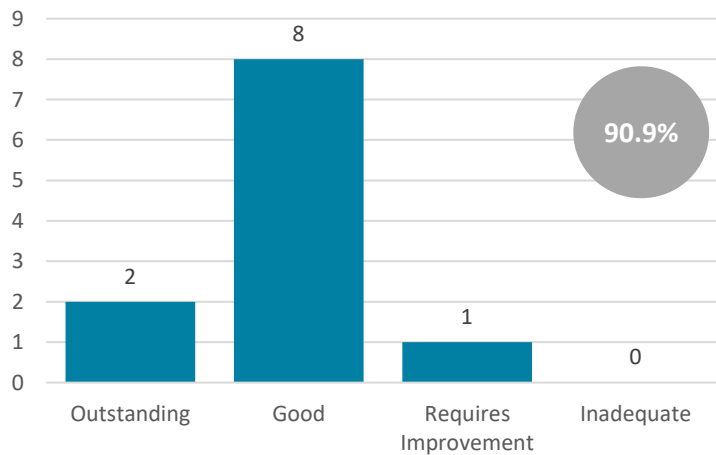
Q16, Staff are professional and well-presented.



Q17, The staff respect my privacy and dignity.



Q18, The staff take time to talk to me.

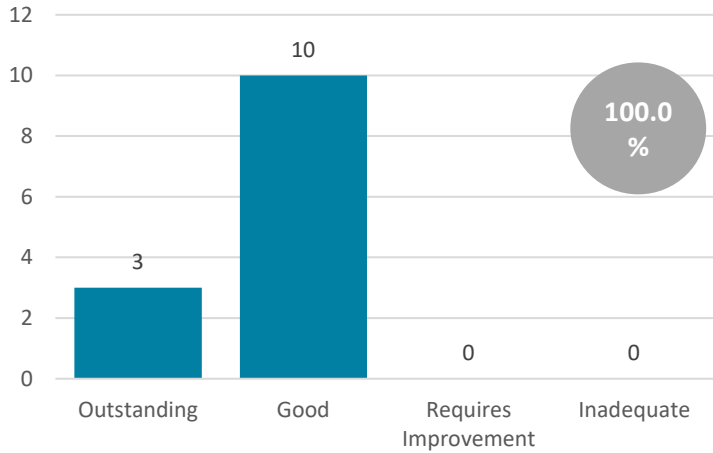


Your Home

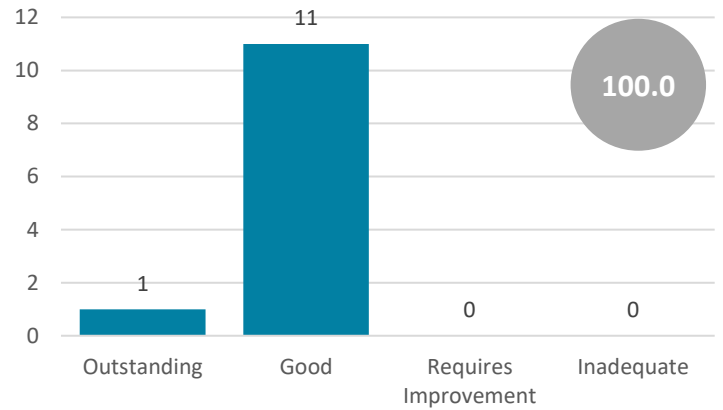
96.1%

Response volumes and satisfaction rates (%) by question.

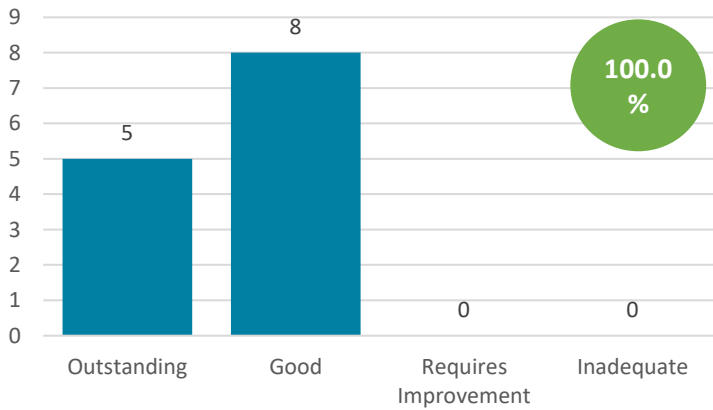
Q19, The environment feels homely.



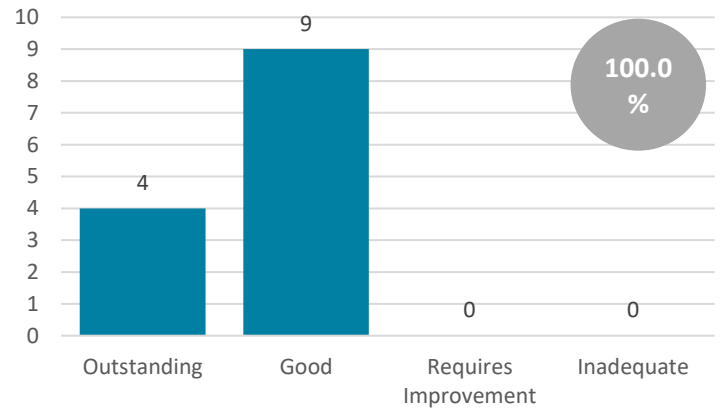
Q20, I am happy with the comfort of my home.



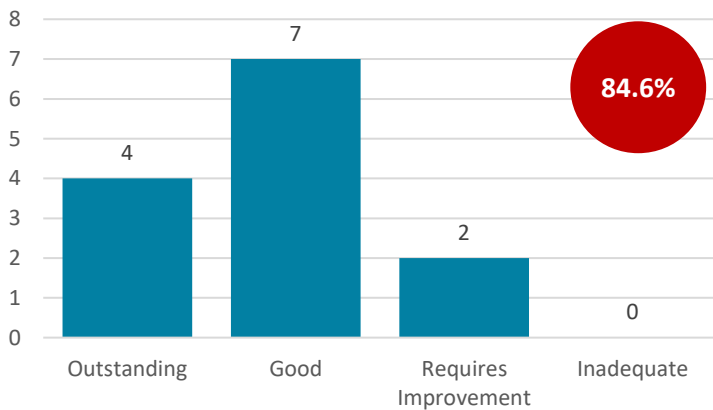
Q21, Communal areas are clean, tidy and smelling fresh.



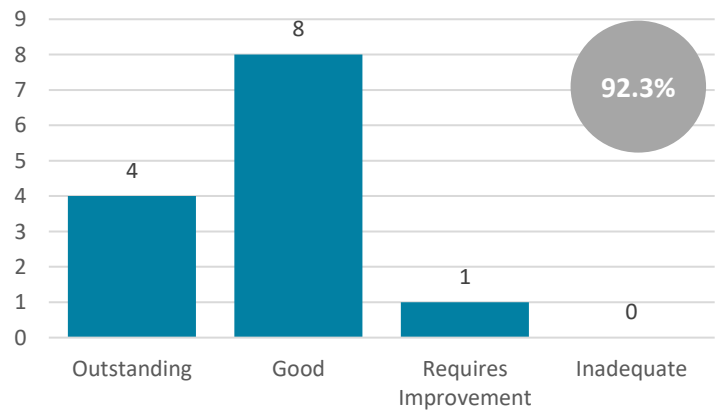
Q22, Communal areas are well maintained.



Q23, The grounds and gardens are well maintained.



Q24, I am happy with the laundry service.

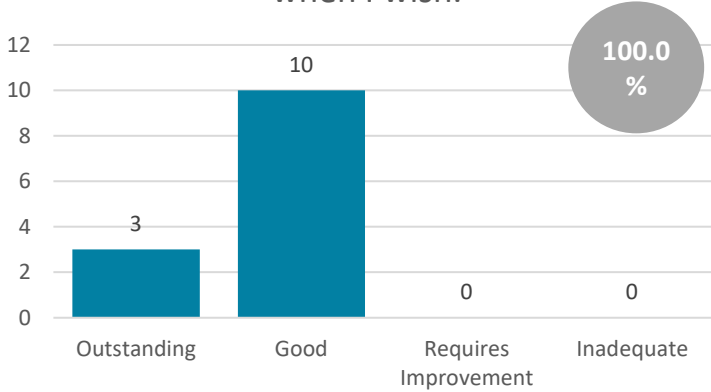


Activities & Connections

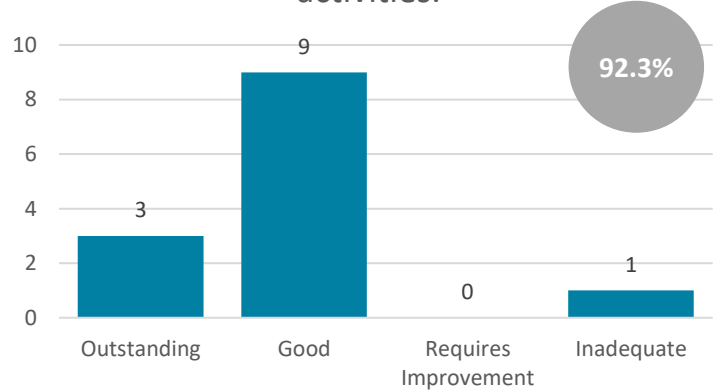
95.9%

Response volumes and satisfaction rates (%) by question.

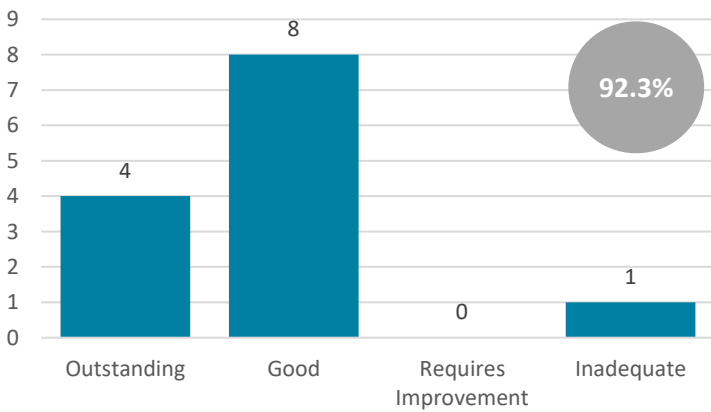
Q25, This is a place where I can choose to live privately and to 'join in' when I wish.



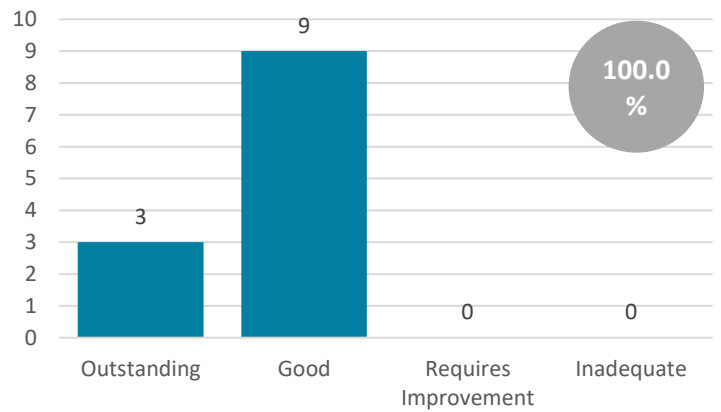
Q26, There is a good choice of relevant and enjoyable social activities.



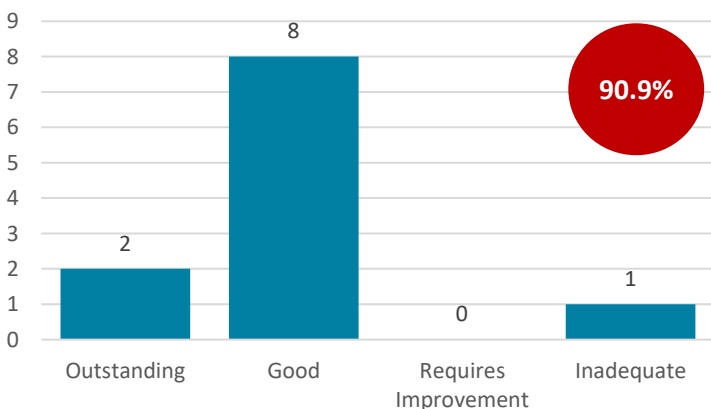
Q27, I am kept informed about activities and events.



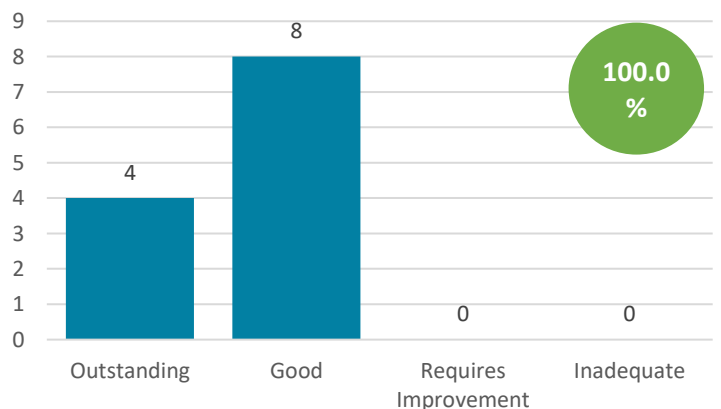
Q28, This is a good place to meet new friends.



Q29, I feel part of the wider community.



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

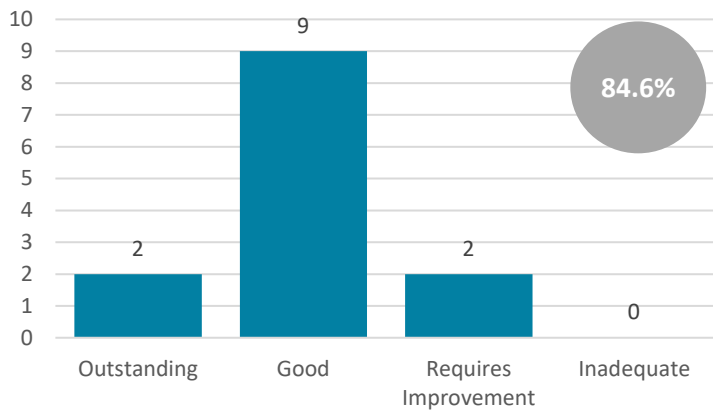


The Food

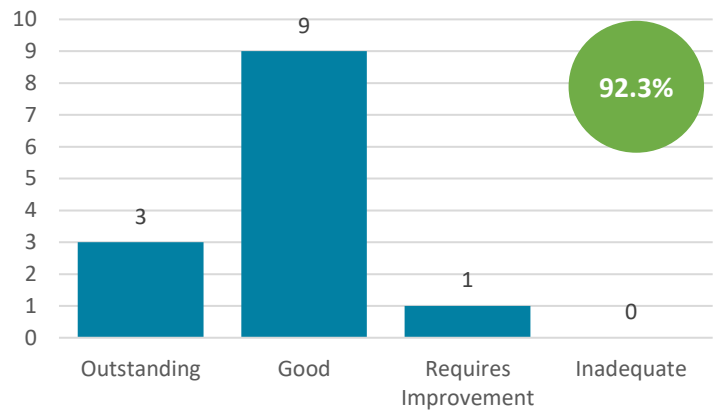
87.7%

Response volumes and satisfaction rates (%) by question.

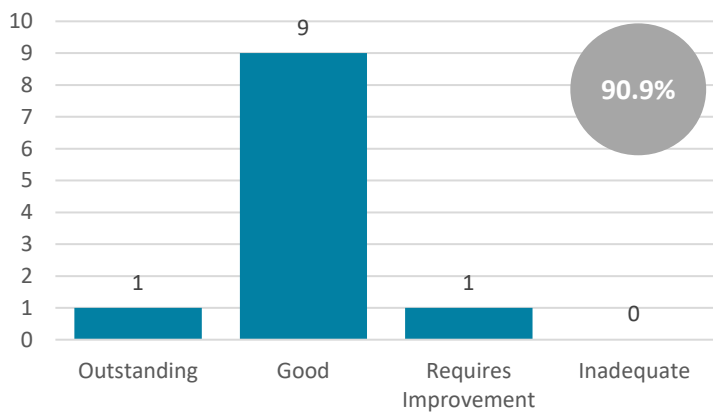
Q31, I enjoy the quality of the food provided.



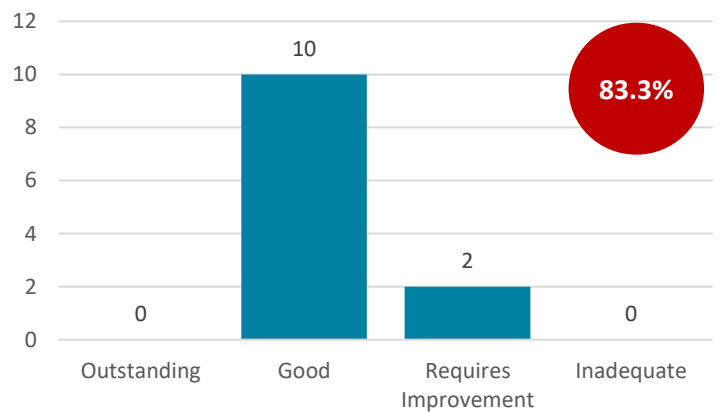
Q32, I am happy with the choice of food.



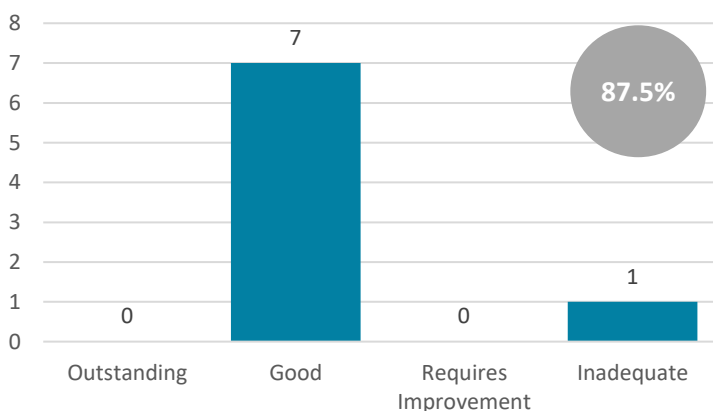
Q33, My special dietary needs are catered for.



Q34, There is enough flexibility around mealtimes.



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

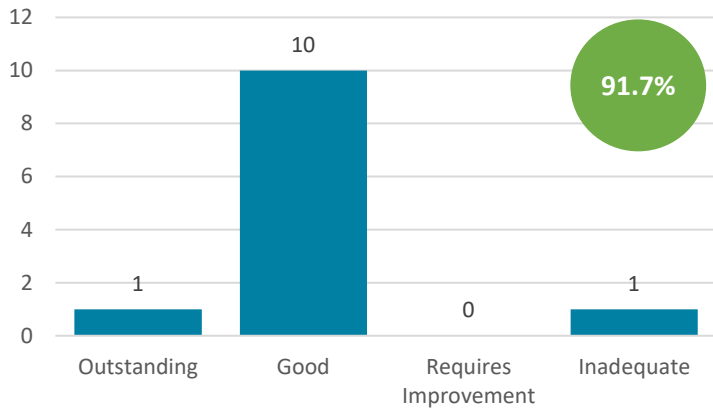


Value for Money

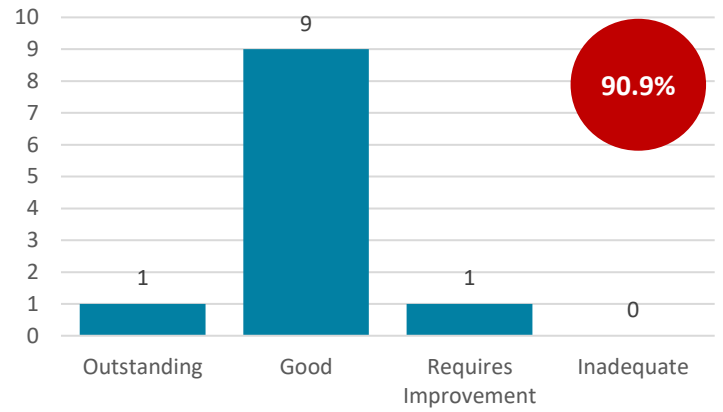
91.3%

Response volumes and satisfaction rates (%) by question.

Q36, My rent provides value for money.



Q37, The service charges provide value for money.

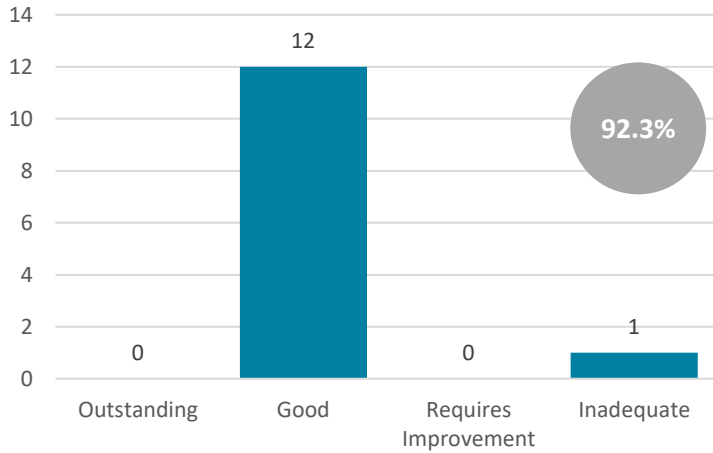


Your Say

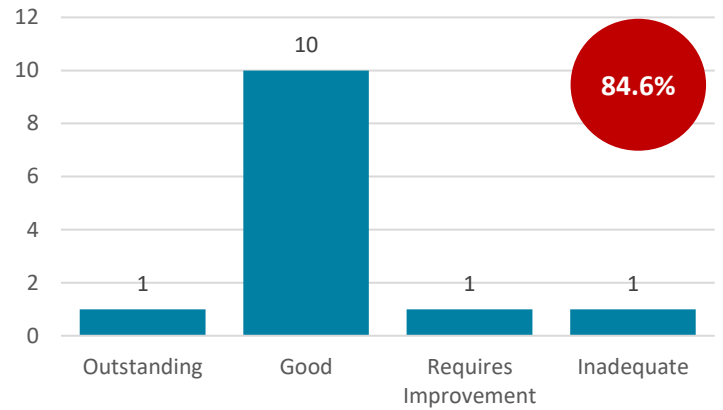
93.2%

Response volumes and satisfaction rates (%) by question.

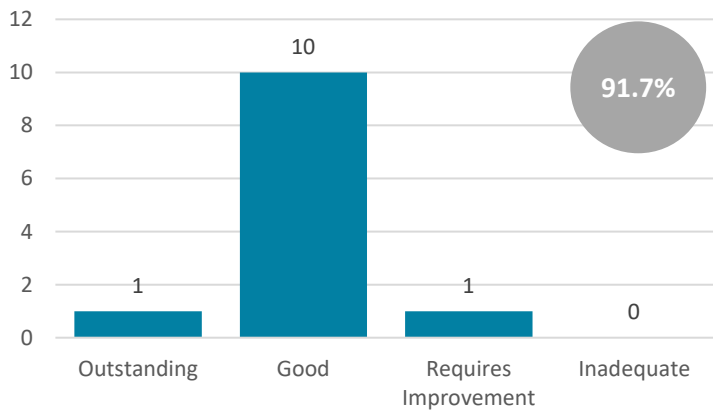
Q38, I know how to make a complaint.



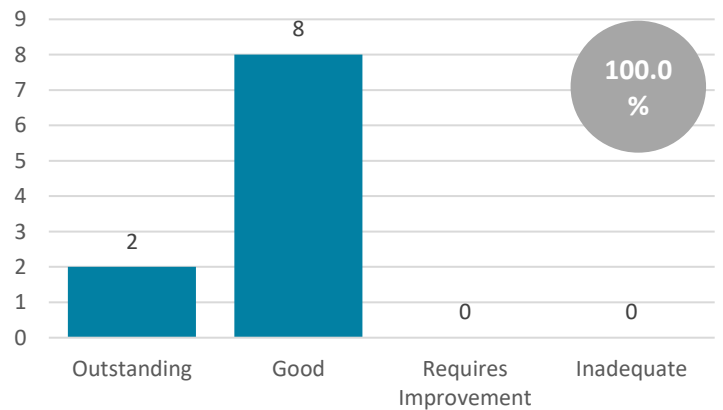
Q39, I am confident someone will listen if I have a complaint.



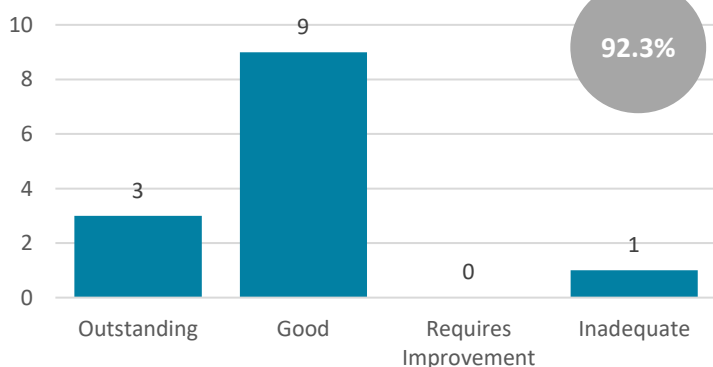
Q40, I am invited to attend regular service meetings.



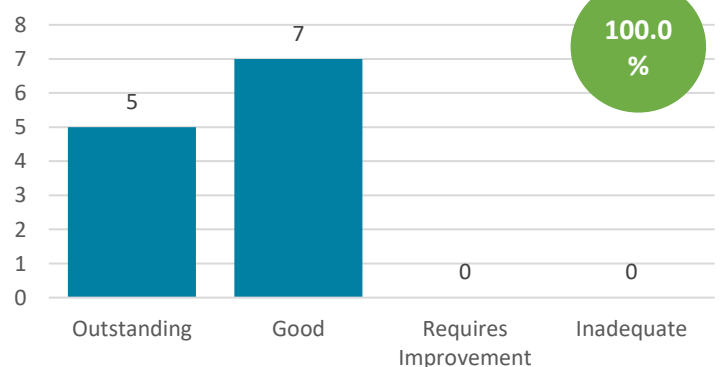
Q41, In general terms my views are listened to and acted upon.



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?

I don't like buffet tea on a Sunday, I would rather sit with friends in the dining room.

This is something that has happened for many years, but it doesn't mean things can't change. There needs to be resident agreement for the change to happen, and the cost charged to residents may have to alter.

Registered Manager and Head Chef to discuss at the next resident's meeting, and obtain a vote to see if a change can be introduced.

I would improve and increase the entertainment as it is limited and repetitive.

Rent - Utilities should be included (or at least organised for us).

TV - Very poor reception.

Absolutely a change and varied activities programme should happen.

As residents live independently, many wish to organise their own utility providers as individuals can often get a better price than a commercial organisation (even a registered charity such as ourselves).

We assume the poor TV reception is in your own flat, this maybe a simple retuning task which your family can assist you with, or a member of the maintenance team can help with for a small charge.

Communication and updates on residents health e.g. Fred fell at dining table - not heard how he is since then same point re Joan. Appreciate data protection issues but some info would be good.

Gutters need cleaning out and repairing.

We cannot always pass on information about other residents that is personal and sensitive, however, we recognise that friendships are built and residents can become concerned about fellow residents.

Registered Manager to discuss with residents how they wish to be kept informed of changes to circumstances and updates regarding fellow residents. It should be noted that not all residents would like their circumstances to be shared and this must be respected.

The gutters have recently been cleared and we have a twice yearly contract now in place to keep them as clear as we possibly can.

Section 8

Open Questions, continued

My transit room is quite dark and I would like some more room.

This needs to be looked into further by the Registered Manager and Maintenance Manager who will look for a solution if possible.

Lack of visits into the community. Lack of availability of bus/train timetables.

Our links with the community are important but many of us cannot manage the steep hill into Main Street.

The bus and train timetables can be accessed on-line by your family; we will ask the Administrator to download the local timetables and place these on resident noticeboards.

The feeling of haste when dining, items being removed as a ??? Sometimes - the ??? Intrusive.

We want your meal time experience to be enjoyable, and I will ask for the registered manager to look into this and ensure all staff give a person centred service at meal times.

Thank you for participating in this years survey.