



Resident Survey Results

2023

Woodlands

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

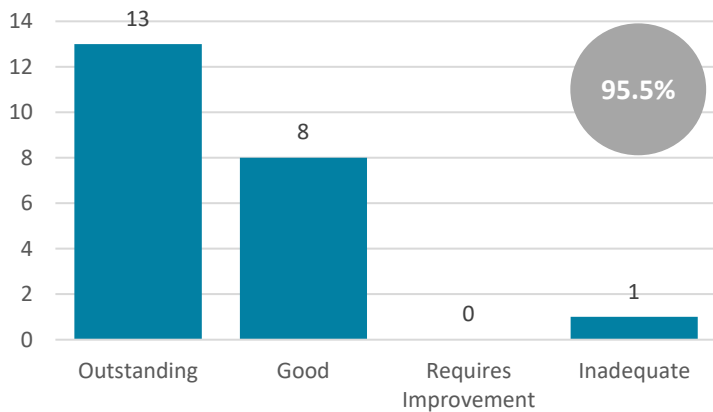
95.5%

Response volumes and satisfaction rates (%) by question.

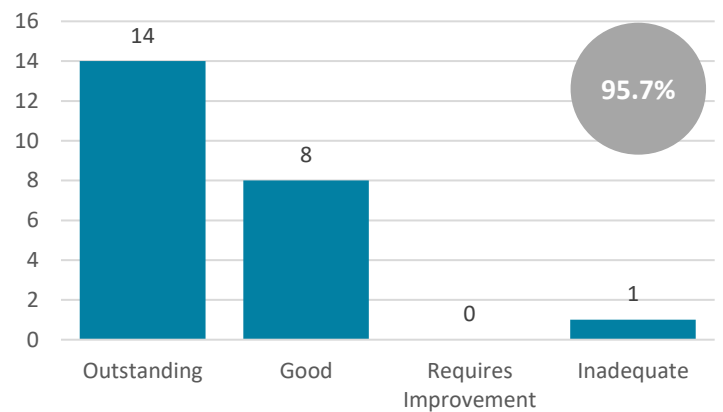
Within each section of this report each question is displayed with a chart containing the volumes for all response types, the Satisfaction rate (%) for the question is in each circle. The circle are coloured **RED** for the lowest scoring question within each section and **GREEN** for the highest.

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.

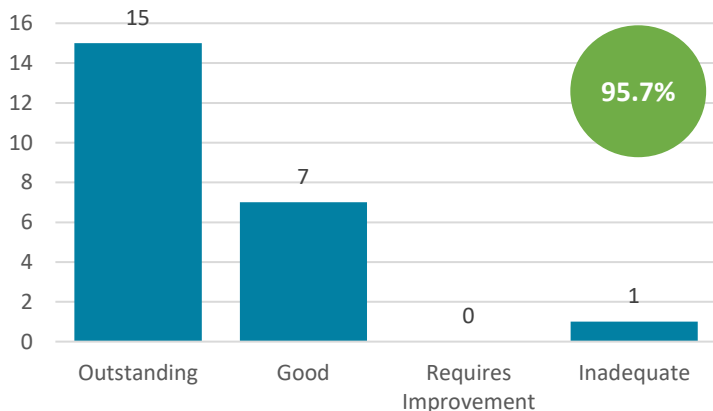
Q1, I feel included in the planning of my care and support.



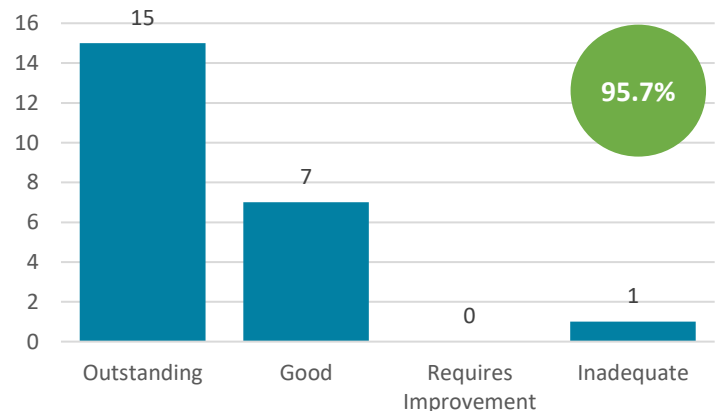
Q2, I feel my overall well-being and needs are met to my satisfaction.



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



Q4, The service makes me feel safe and secure.

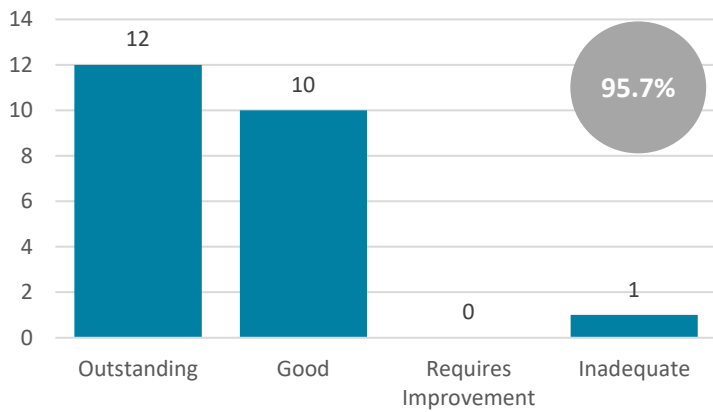


Your Care *continued*

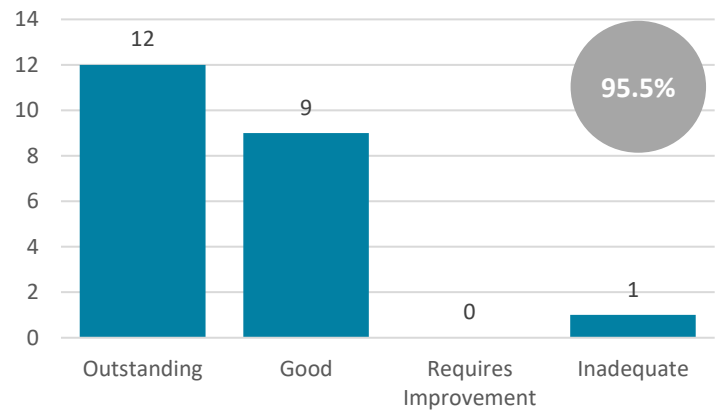
95.5%

Response volumes and satisfaction rates (%) by question.

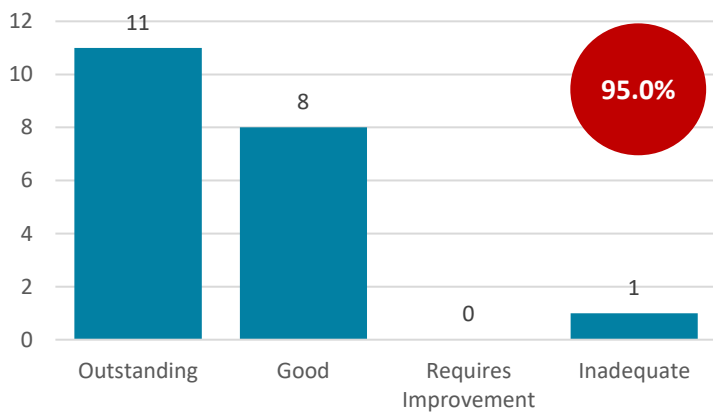
Q5, I can get help easily when I need it.



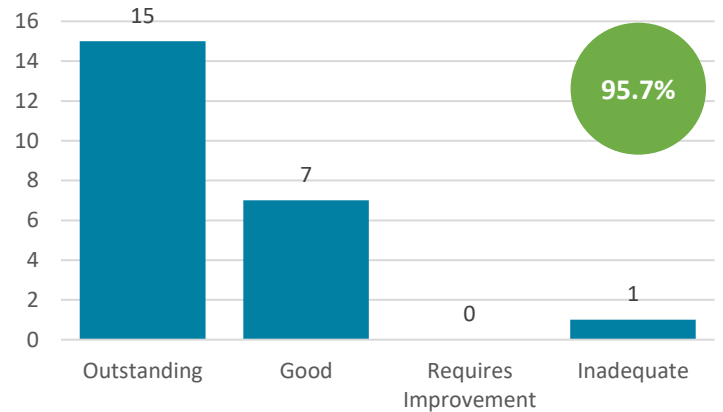
Q6, My views about my care are listened to and acted upon.



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



Q8, The service also helps me retain my independence.

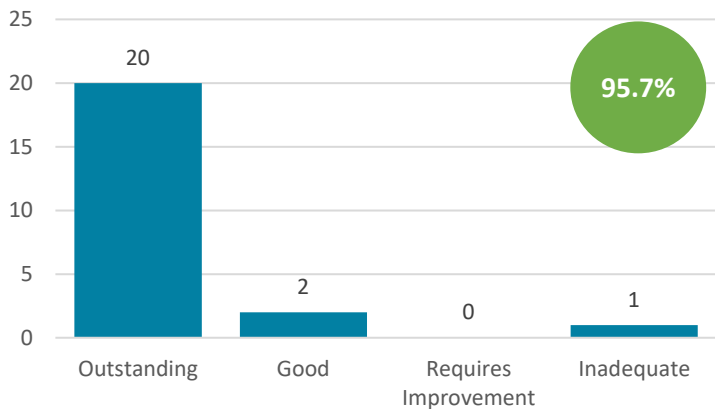


Onsite Staff

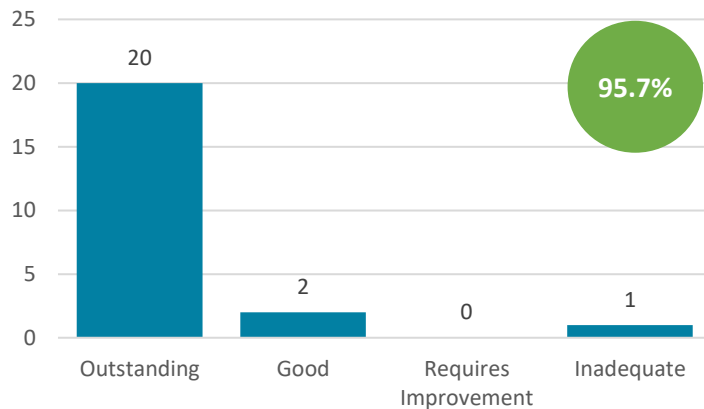
95.7%

Response volumes and satisfaction rates (%) by question.

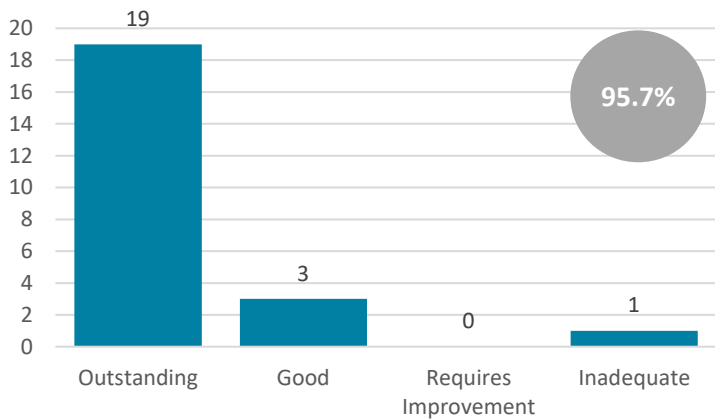
Q9, I have confidence in the staff who care for me.



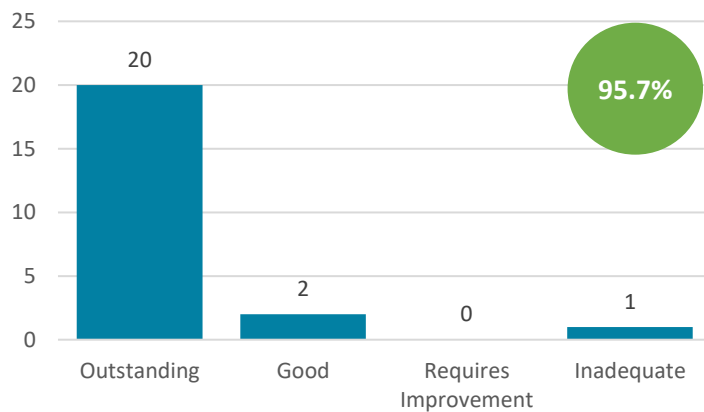
Q10, The staff are kind, caring and approachable.



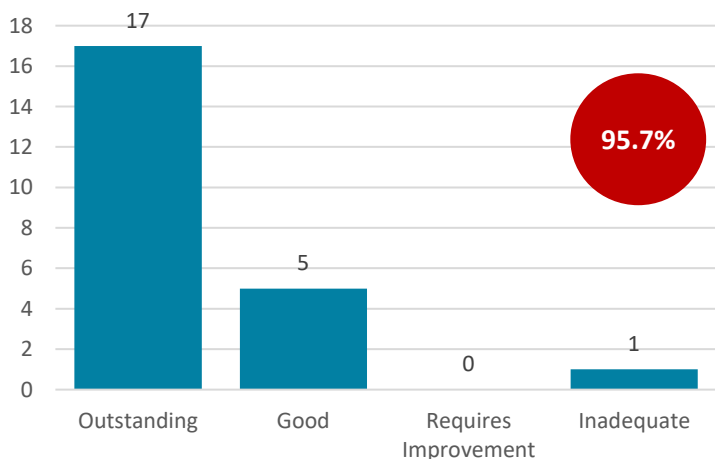
Q11, Staff are professional and well-presented.



Q12, The staff respect my privacy and dignity.



Q13, The staff take time to talk to me.

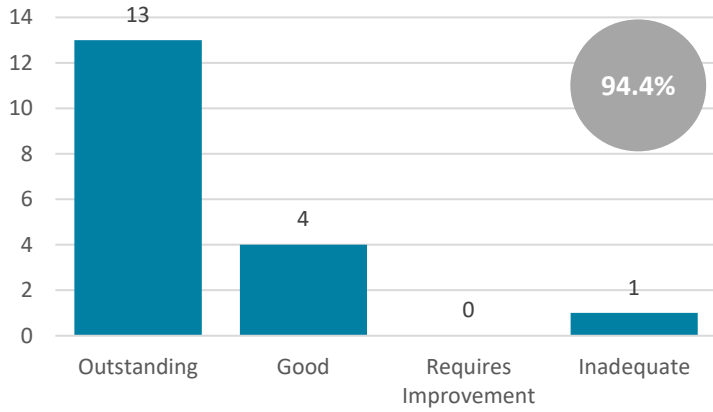


Visiting Staff

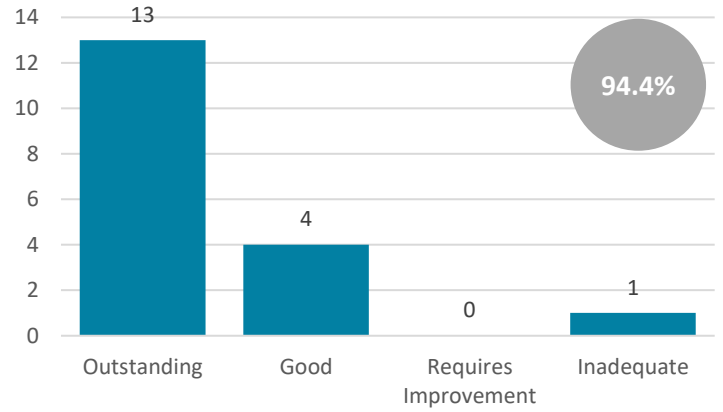
94.4%

Response volumes and satisfaction rates (%) by question.

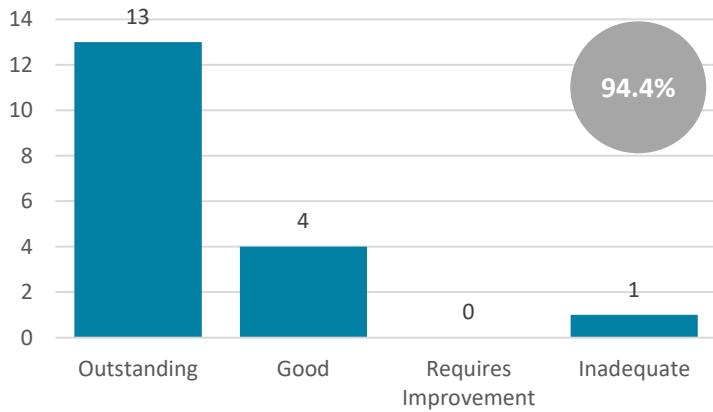
Q14, I have confidence in the staff who care for me.



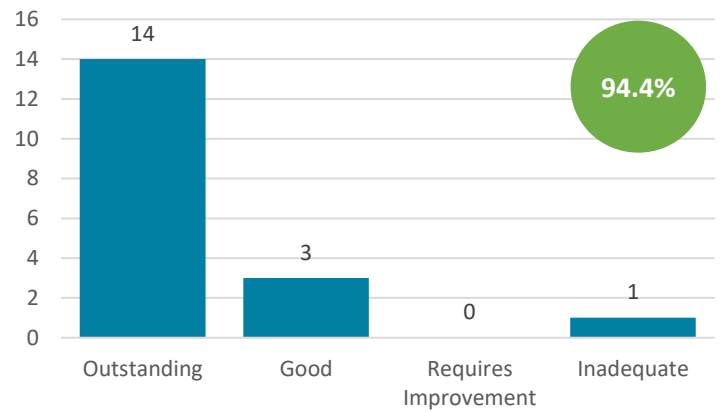
Q15, The staff are kind, caring and approachable.



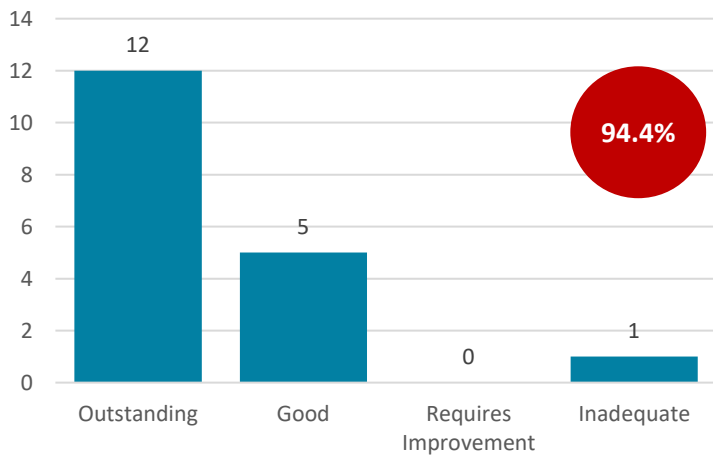
Q16, Staff are professional and well-presented.



Q17, The staff respect my privacy and dignity.



Q18, The staff take time to talk to me.

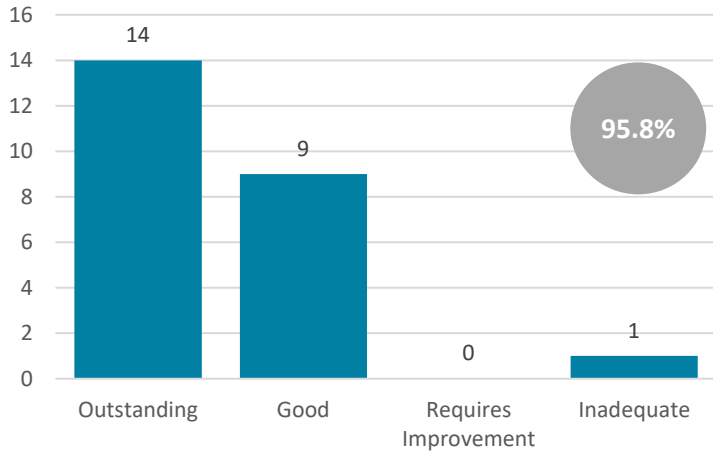


Your Home

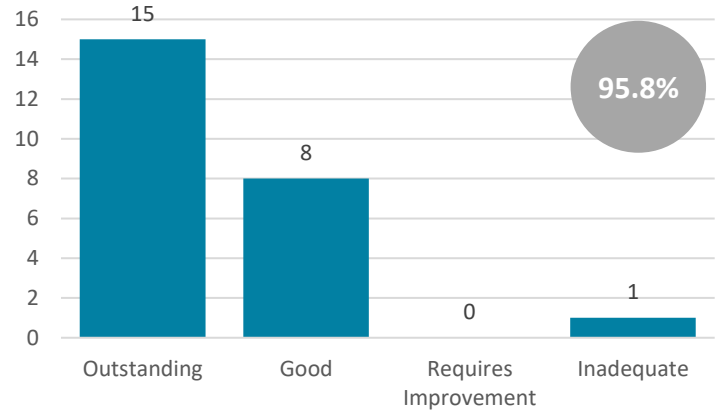
95.7%

Response volumes and satisfaction rates (%) by question.

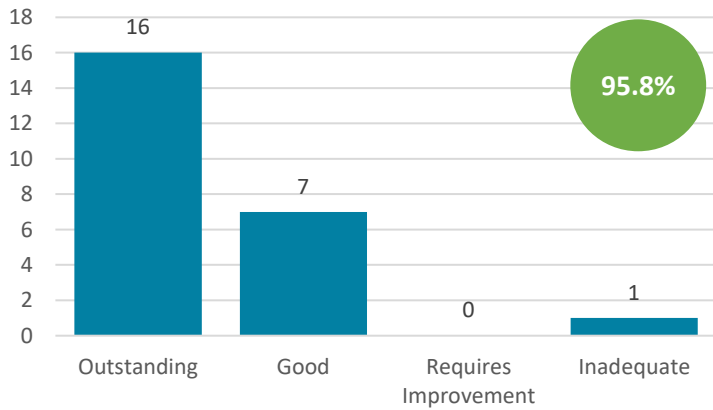
Q19, The environment feels homely.



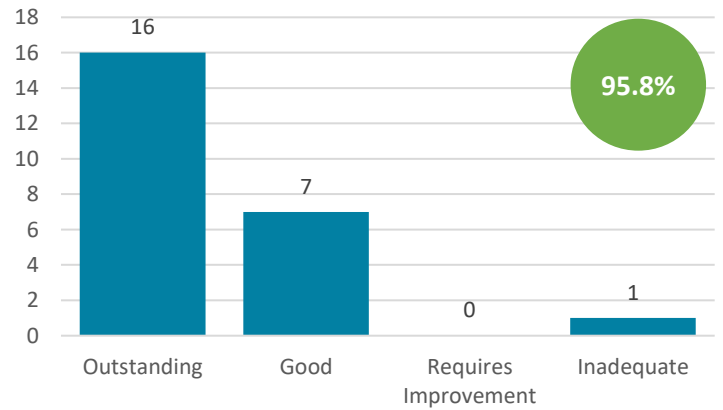
Q20, I am happy with the comfort of my home.



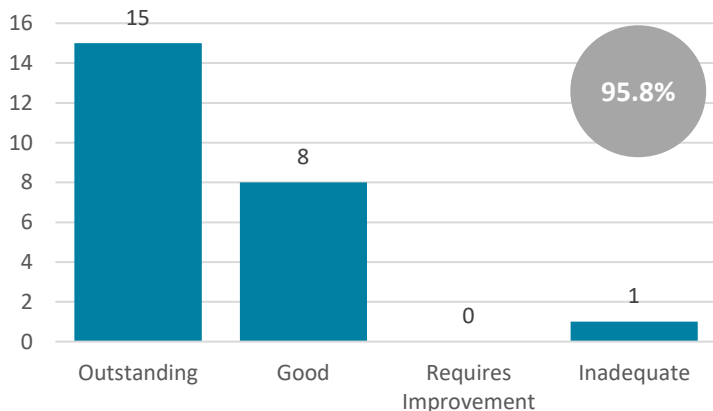
Q21, Communal areas are clean, tidy and smelling fresh.



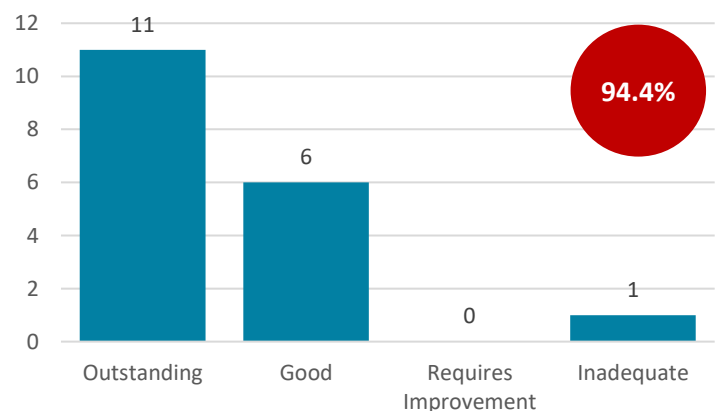
Q22, Communal areas are well maintained.



Q23, The grounds and gardens are well maintained.



Q24, I am happy with the laundry service.

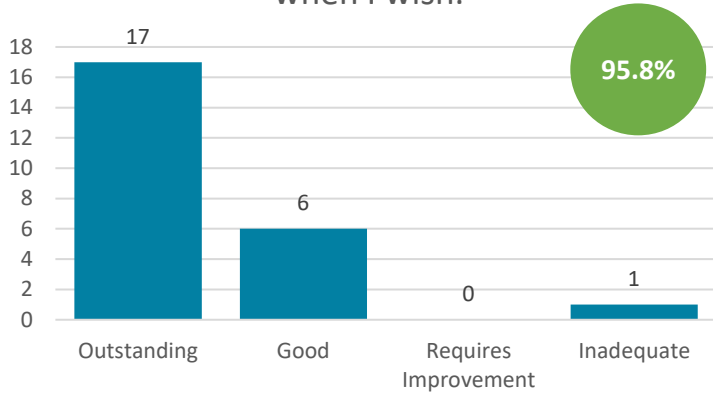


Activities & Connections

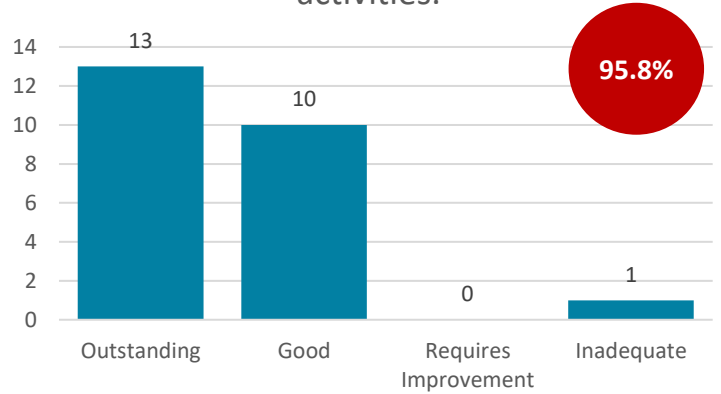
95.8%

Response volumes and satisfaction rates (%) by question.

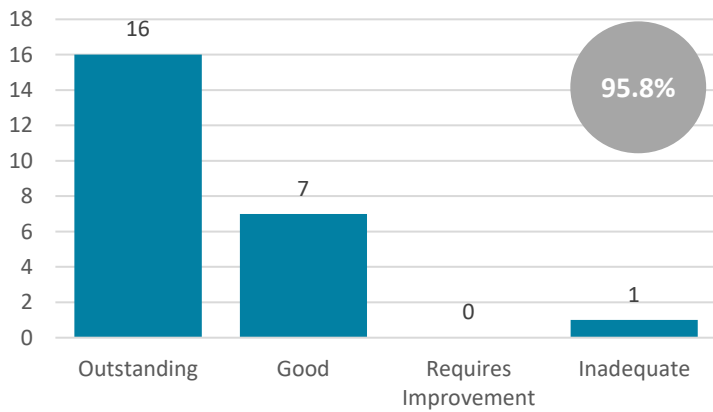
Q25, This is a place where I can choose to live privately and to 'join in' when I wish.



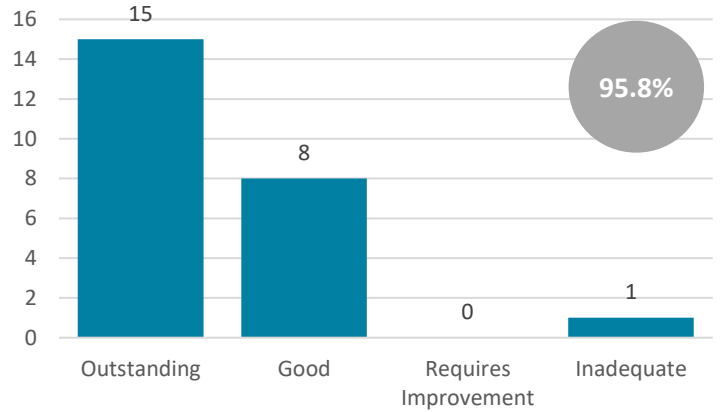
Q26, There is a good choice of relevant and enjoyable social activities.



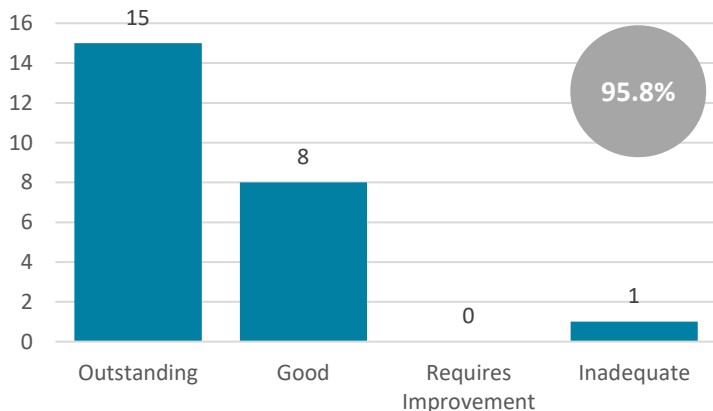
Q27, I am kept informed about activities and events.



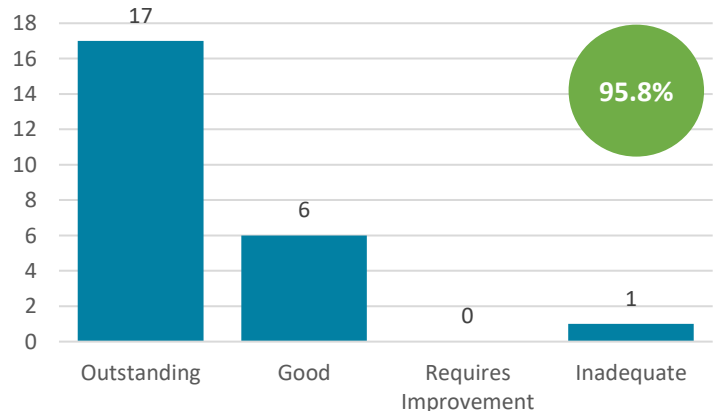
Q28, This is a good place to meet new friends.



Q29, I feel part of the wider community.



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

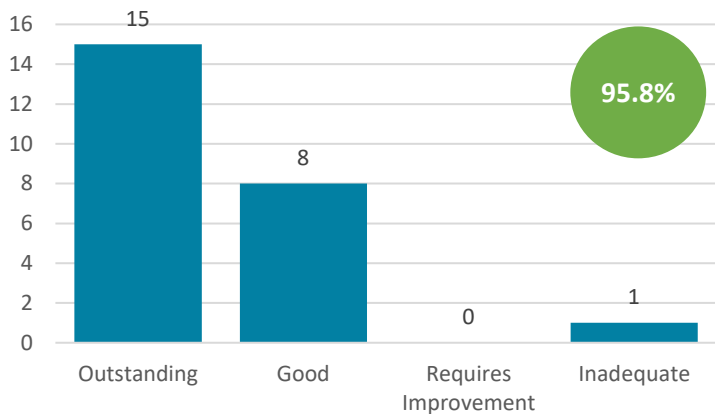


The Food

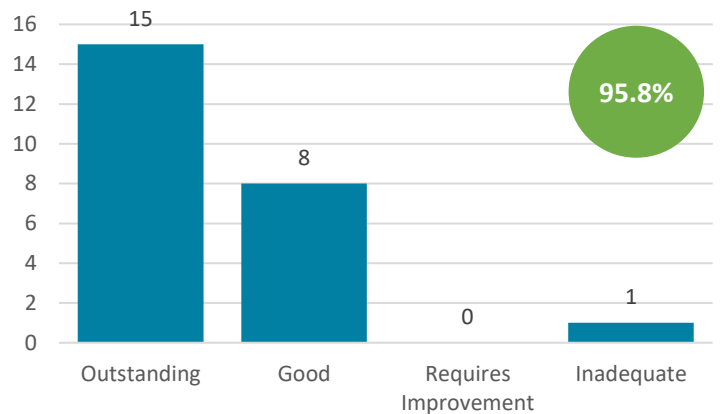
94.6%

Response volumes and satisfaction rates (%) by question.

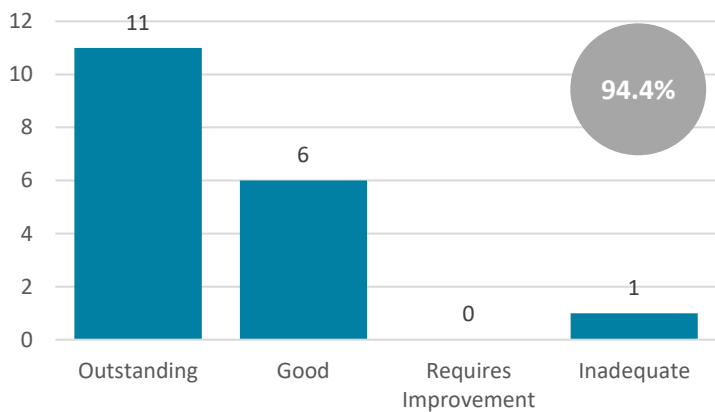
Q31, I enjoy the quality of the food provided.



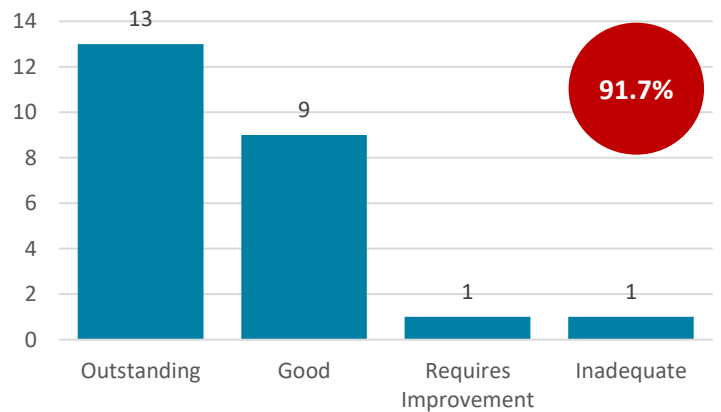
Q32, I am happy with the choice of food.



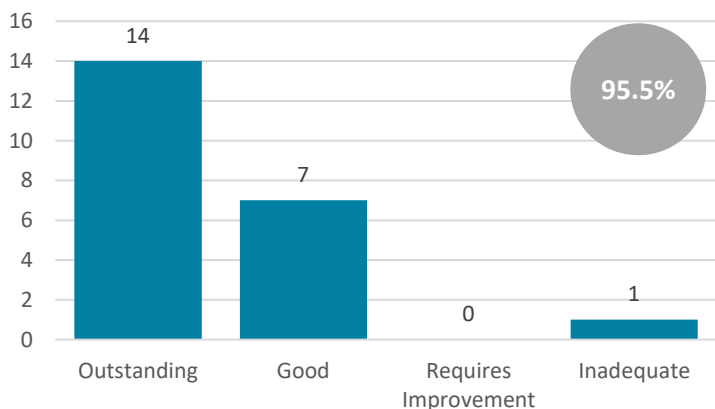
Q33, My special dietary needs are catered for.



Q34, There is enough flexibility around mealtimes.



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

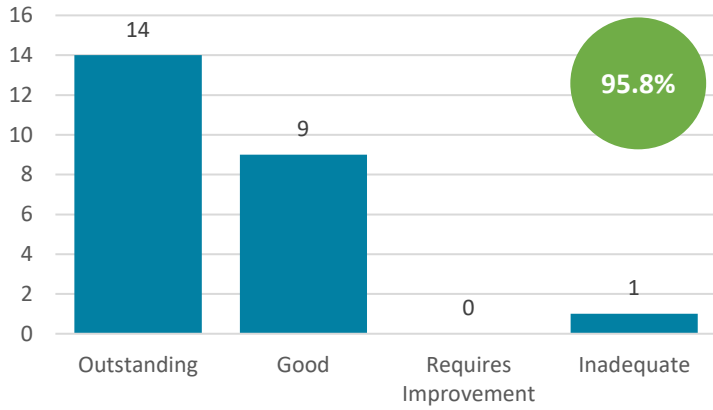


Value for Money

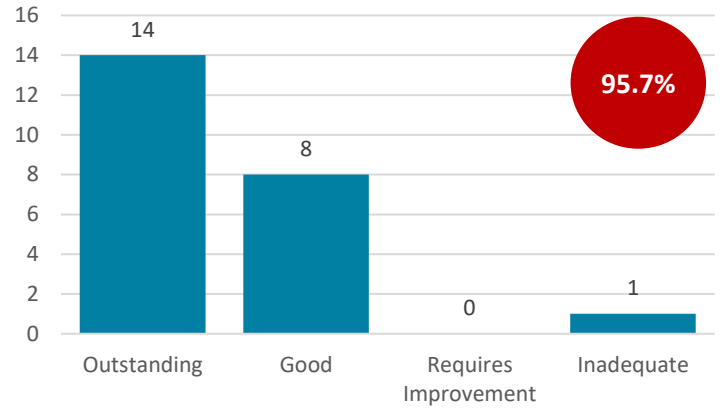
95.7%

Response volumes and satisfaction rates (%) by question.

Q36, My rent provides value for money.



Q37, The service charges provide value for money.

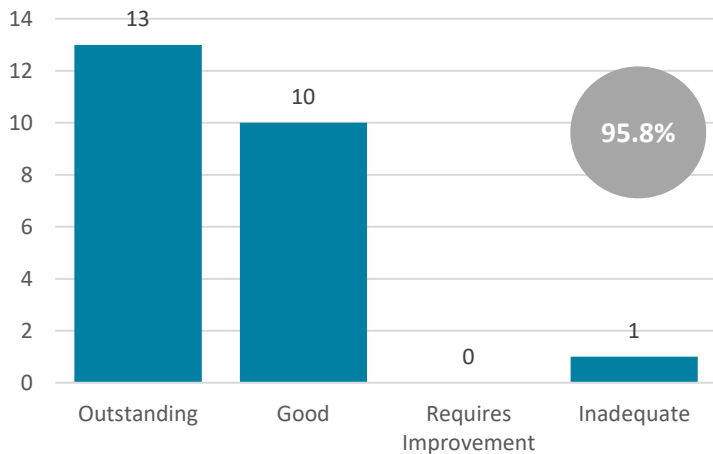


Your Say

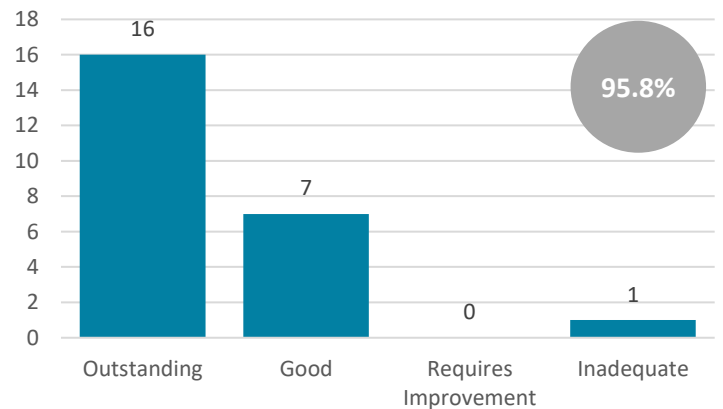
95.8%

Response volumes and satisfaction rates (%) by question.

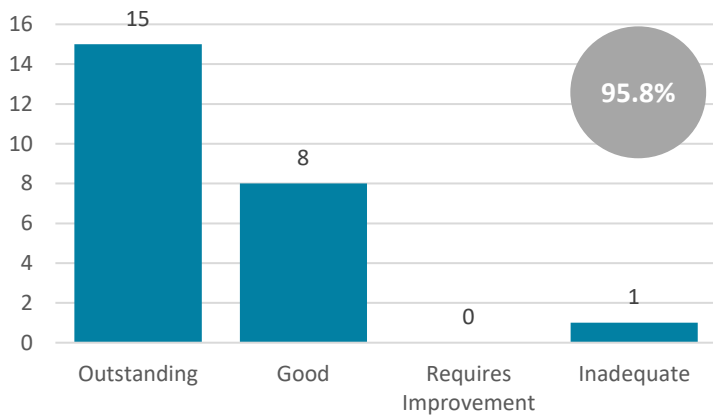
Q38, I know how to make a complaint.



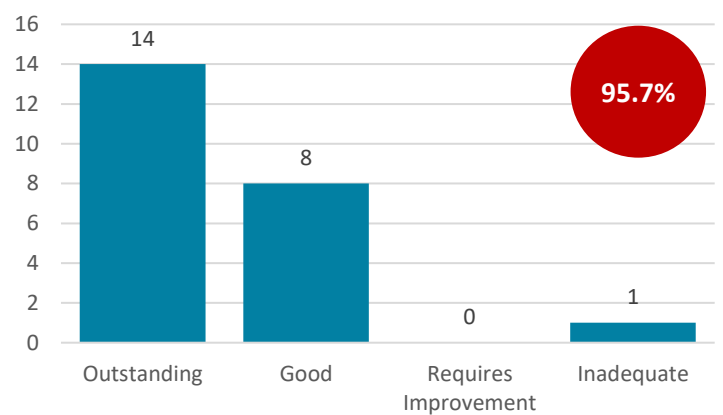
Q39, I am confident someone will listen if I have a complaint.



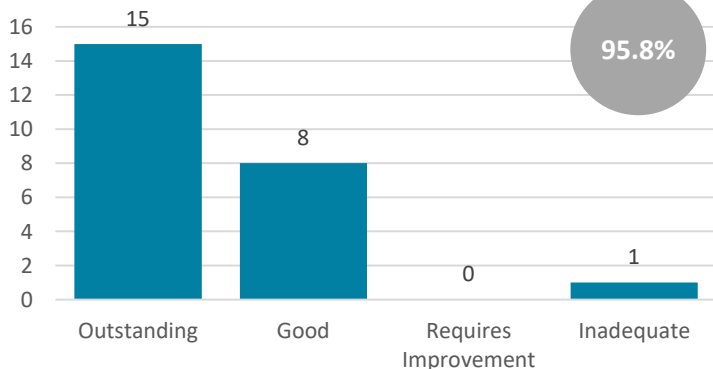
Q40, I am invited to attend regular service meetings.



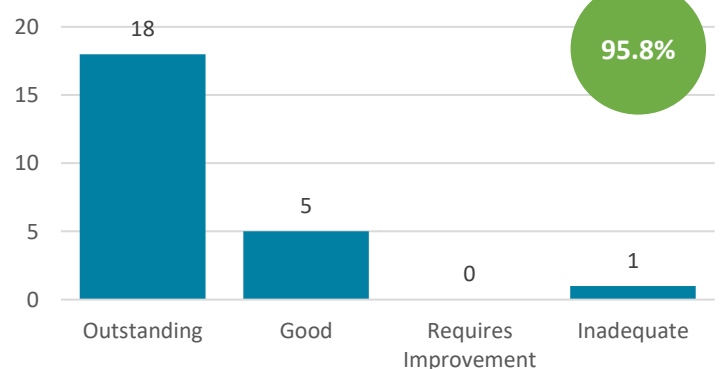
Q41, In general terms my views are listened to and acted upon.



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?

- 1. It would be a very helpful service is a medically qualified person (e.g. nurse/GP) could have a weekly drop in service (or even monthly) as its difficult accessing the surgery for many.**
- 2. The major problem since my heart attack is difficulty accessing outdoors as I am moderately claustrophobic in lifts - have talked to staff about this - and hope for downstairs flat if one becomes available. Breathing fresh air - my walking with rollator feels very important to me. Thank you.**

All individuals can request a home visit from a GP or District Nurse through contacting their GP service. This is not something Abbeyfield The Dales can put in place for individuals living in their own flats.

We are sorry that you do not feel safe in the lift, and recognise that accessing outdoor space is important to many residents. There is the outdoor space on the first floor (although the weather is currently inclement to enjoy it to it's full).

The lift is unpredictable and often breaks down. It is slow and noisy and sometimes feels a bit funny for some people.

The lift has been replaced very recently, and should be in fine working order. We realise there maybe intermittent mechanical issues that need to be addressed, and coupled with this the lift is serviced / inspected 3 times a year to ensure it works as it should.

Would like more daylight in my apartment.

We are not sure how this is possible without looking at your flat. Please bring this matter to the attention of the manager who will escalate this to us to see if there is anything that can be done to improve the light situation.

A morning call to ensure OK.

This can happen, and the Registered Manager can put this in place for you, and discuss whether you need additional support and assistance; and the cost of providing this.

Section 8

Open Questions, continued

I would like there to be a guest room as I no nearby family or friends who might visit very occasionally - not worth making the entire room in my flat into a bedroom!

I would love to have a proper bath sometimes. The spa bath is complicated and fussy and not possible to get in and out without assistance.

We are sorry there is no guest room at Woodlands, as this was not part of the original design; there is also limited space to accommodate one now.

The flats were fitted with level access shower facilities / wet rooms and we are unable to retro-fit a bath without there being an additional cost to the resident. Care Staff can assist residents to access and use the spa bathing facilities, but we recognise there will be a charge for this assistance.

Remove some trees so more light gets into the flat.

This is something we could look into but most trees have a Local Authority enforced Tree Preservation Order (TPO) in place; so we may not be allowed to remove them. We could look into whether we would be able to reduce the volume / size of each tree.

They do their best, short of staff.

We monitor our staffing levels regularly, and this is formally reviewed each month with the Director of Operations. We currently have an excess of staff to deliver the care service to our residents.

NAME feels walking into town is a long way. Ideally it would be good if there was some transport. Please can someone look at bus times for NAME and a bus pass.

Please discuss this with the registered manager, or a family member could look into this on-line for their loved one.

An introduction to all members when coming into the dining room for the first time.

We recognise that not all residents would like to be made a fuss of, and meeting a room full of new people for the first time maybe intimidating for some. The Registered Manager can discuss this with each new resident; but this will be a personal choice and we will not enforce anything with them.

Thank you for participating in this years survey.