

# Resident Survey Results 2025 Abbeyfield The Dales

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[www.abbeyfieldthedales.co.uk](http://www.abbeyfieldthedales.co.uk)

Abbeyfield The Dales Ltd. Registered Charity Number: 1160258, Company No: 9008680, Home England No: 5066



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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.

# Site Rates (%)

Response

Satisfaction

## Abbeyfield The Dales

53.7%

91.1%

### Registered Services

45.2%

92.7%

Fern House, Bingley

43.4%

92.8%

Grove House, Ilkley (Extra Care)

47.6%

90.8%

Grove House, Ilkley (Residential)

46.2%

90.7%

The Beeches, Menston

45.8%

97.3%

### Supported Living

47.6%

90.2%

Harriet Street, Burnley

50.0%

85.8%

St Stephen Street, Burnley

44.4%

97.4%

### Independent Living

60.2%

83.9%

Abbeyfield Court

46.2%

98.2%

Abbeyfield Lodge

40.0%

100.0%

Charles Edward Sugden

100.0%

100.0%

Elbolton, Grassington

100.0%

84.9%

Kirkview

42.9%

92.5%

Pawson Cottage Homes

75.0%

92.3%

Pudsey

16.7%

100.0%

Sir Francis Crossley

47.4%

54.3%

Woodview

60.0%

62.5%

### Community Hub

N/A

100.0%

Fern House, Community Hub

-

100.0%

Grove House, Community Hub

-

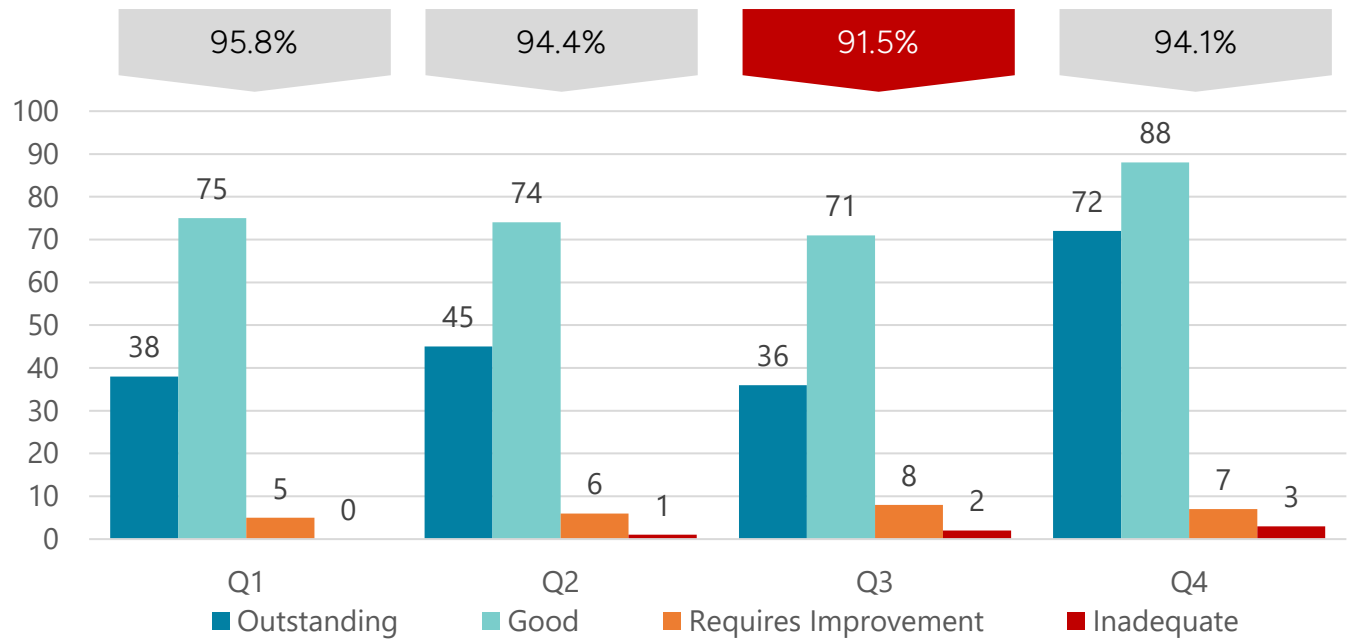
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Within each section of this report each question is displayed with a chart containing the volumes for all response types, the Satisfaction rate (%) for the question is in each arrow box which are coloured **RED** for the lowest scoring question within each section and **GREEN** for the highest. Total responses for questions may differ as due to no response.

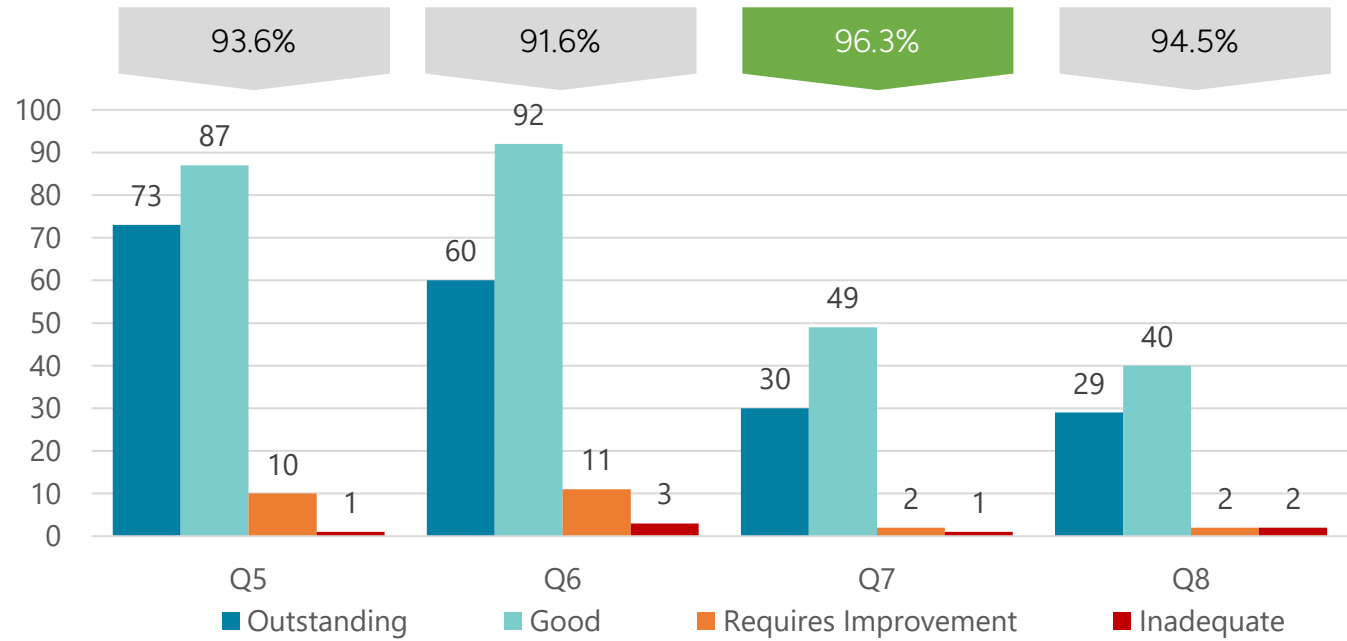
The satisfaction rate is a percentage based on the total combined responses for 'Outstanding' and 'Good', divided by the combined total of all response types from all Resident, Relatives & Friends and Professional Surveys.

Section 1 of 8: Response volumes and satisfaction rates (%) by question.

# Your Care



- 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.

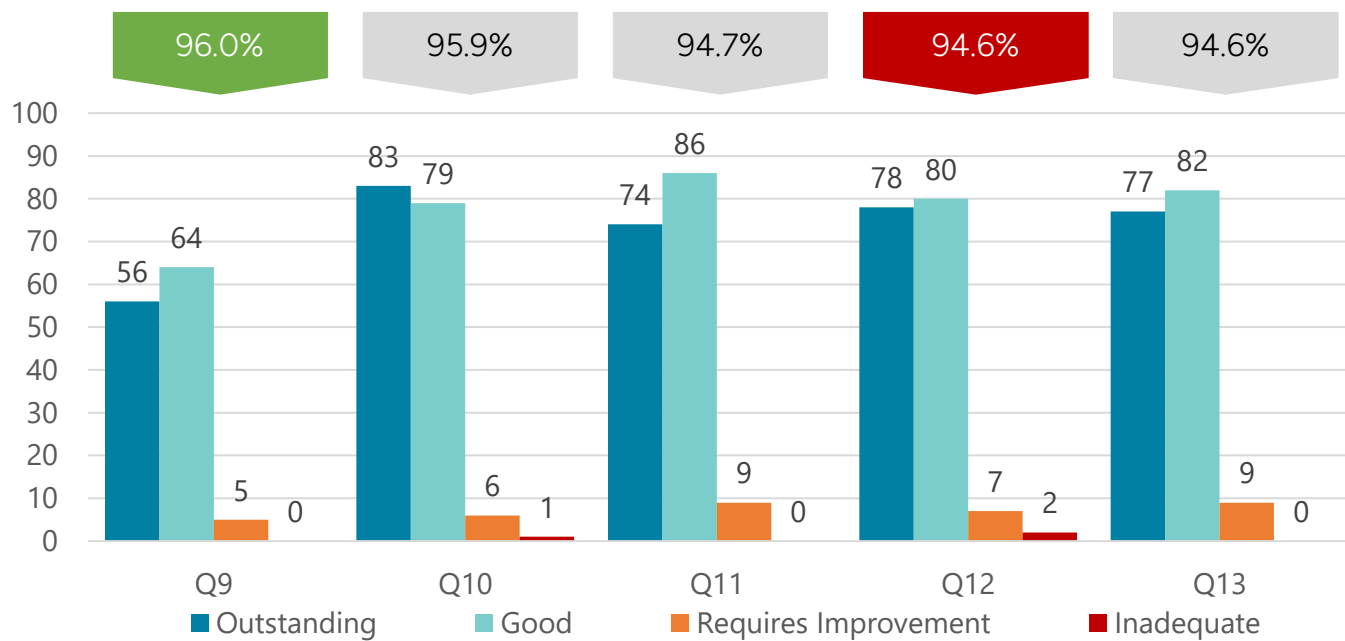


- Q5. I can get help easily when I need it.  
Q6. My views about my care are listened to and acted upon.  
Q7. The service supports me to get any additional care I need.  
Q8. The service also helps me retain my independence.

Section 2 of 8: Response volumes and satisfaction rates (%) by question.

# Onsite Staff

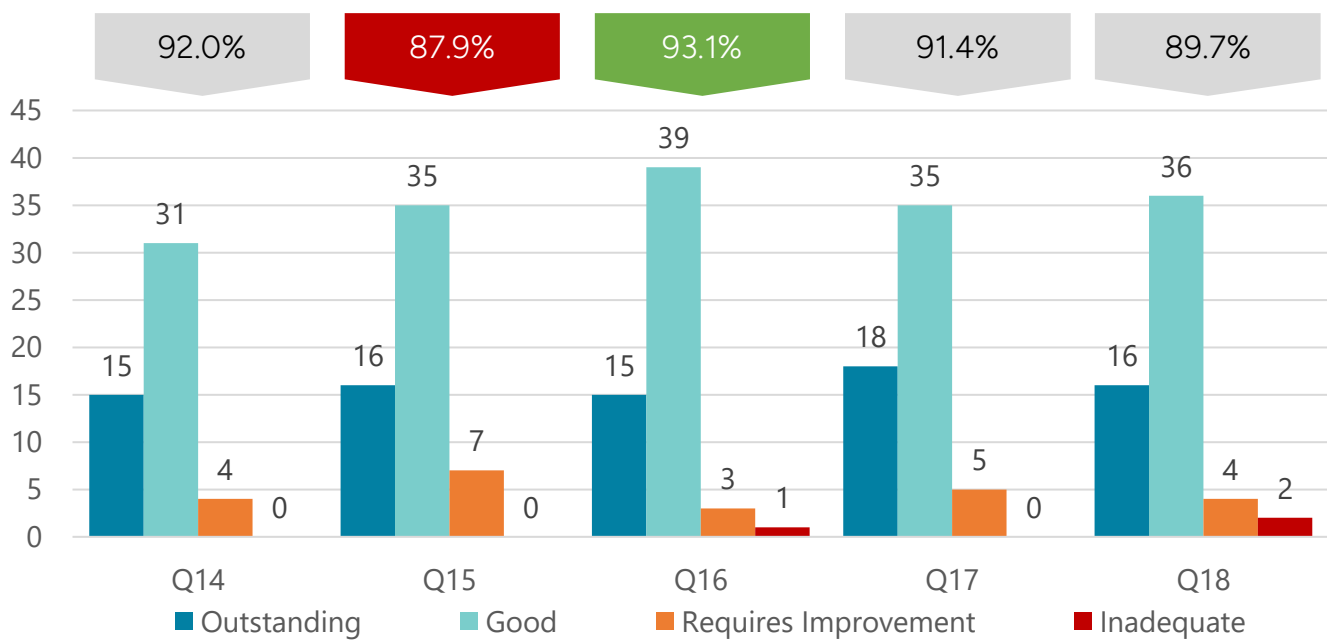
95.1%



Section 3 of 8: Response volumes and satisfaction rates (%) by question.

# Visiting Staff

90.8%

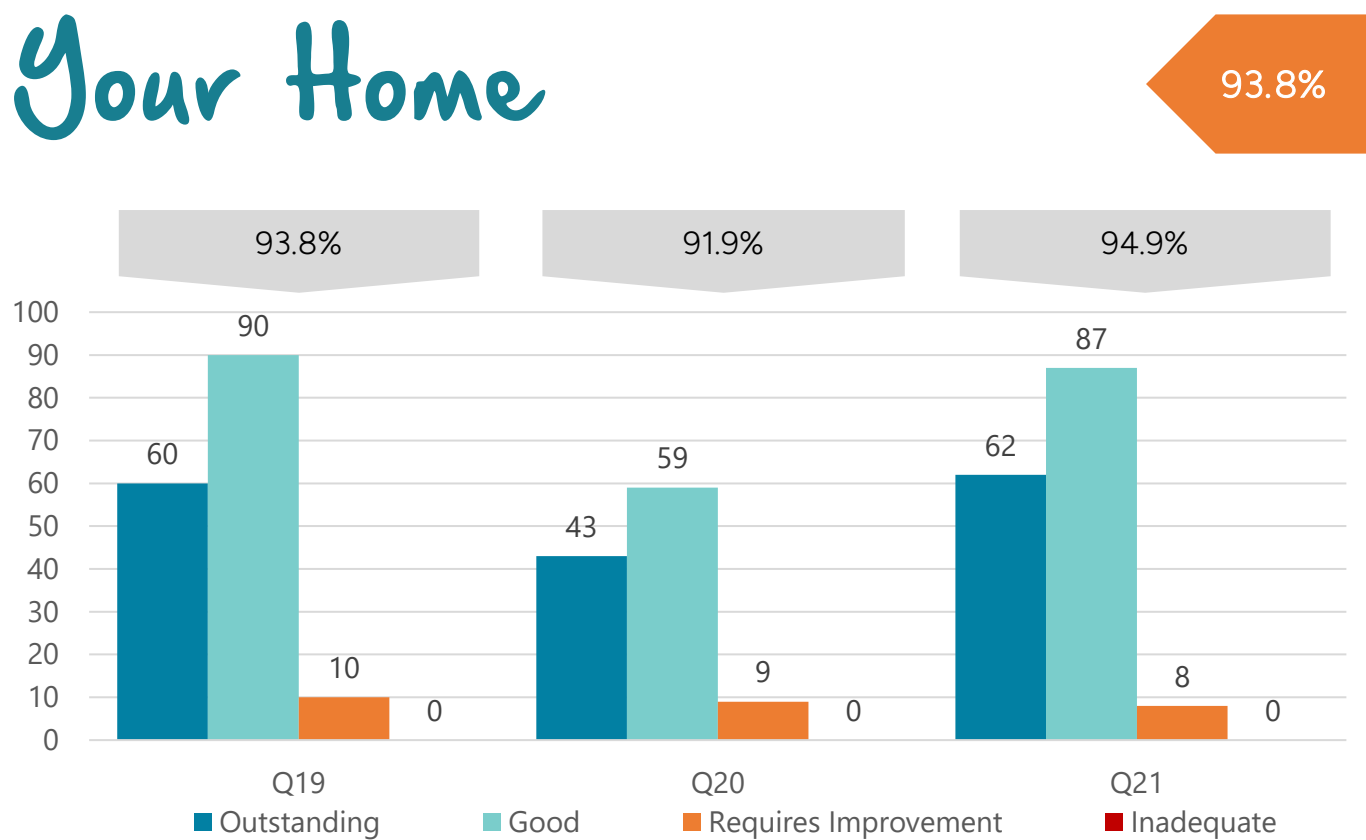


Q9 & Q14. I have confidence in the staff who care for me.  
Q10 & Q15. The staff are kind, caring and approachable.  
Q11 & Q16. Staff are professional and well-presented.  
Q12 & Q17. The staff respect my privacy and dignity.  
Q13 & Q18. The staff take time to talk to me.

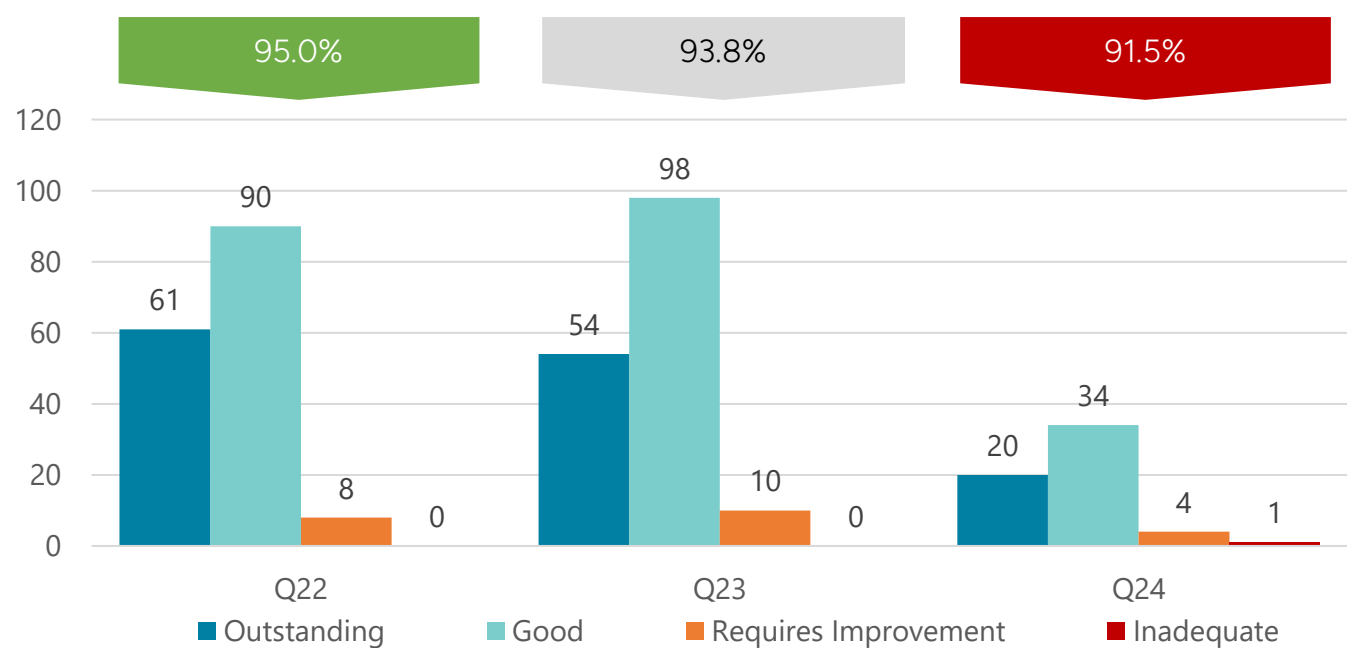


Section 4 of 8: Response volumes and satisfaction rates (%) by question.

# Your Home



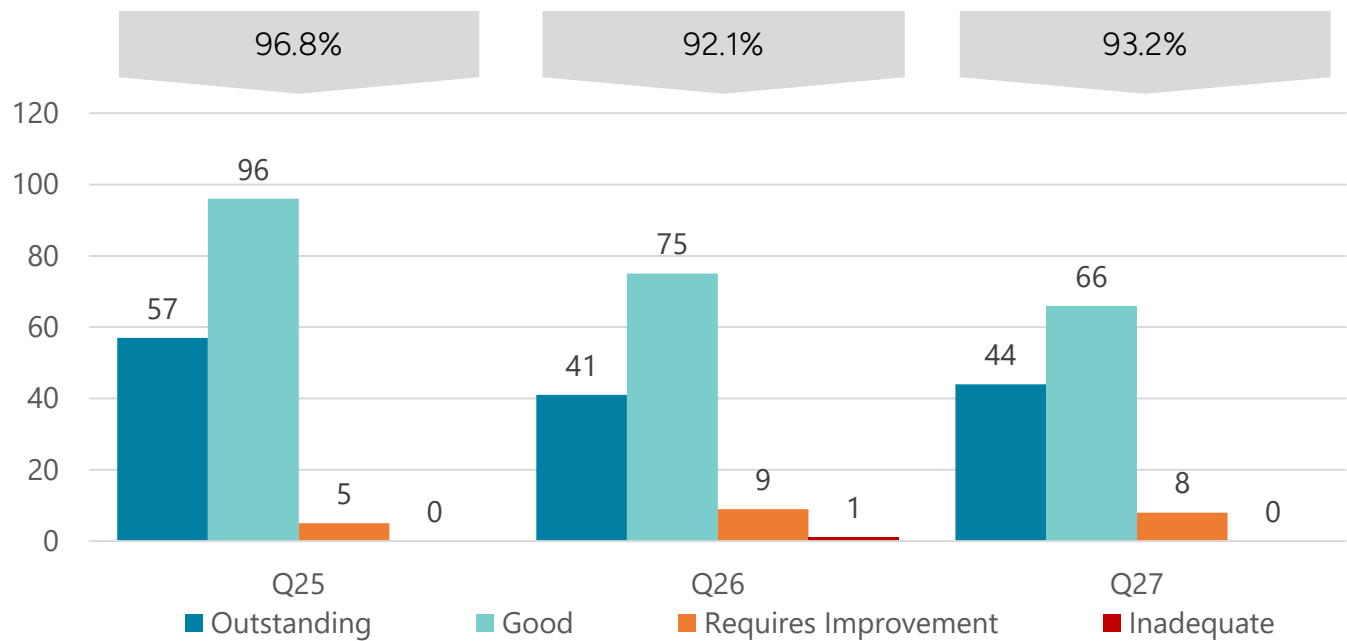
Q19. The environment feels homely.  
Q20. I am happy with the comfort of my home.  
Q21. Communal areas are clean, tidy and smelling fresh.



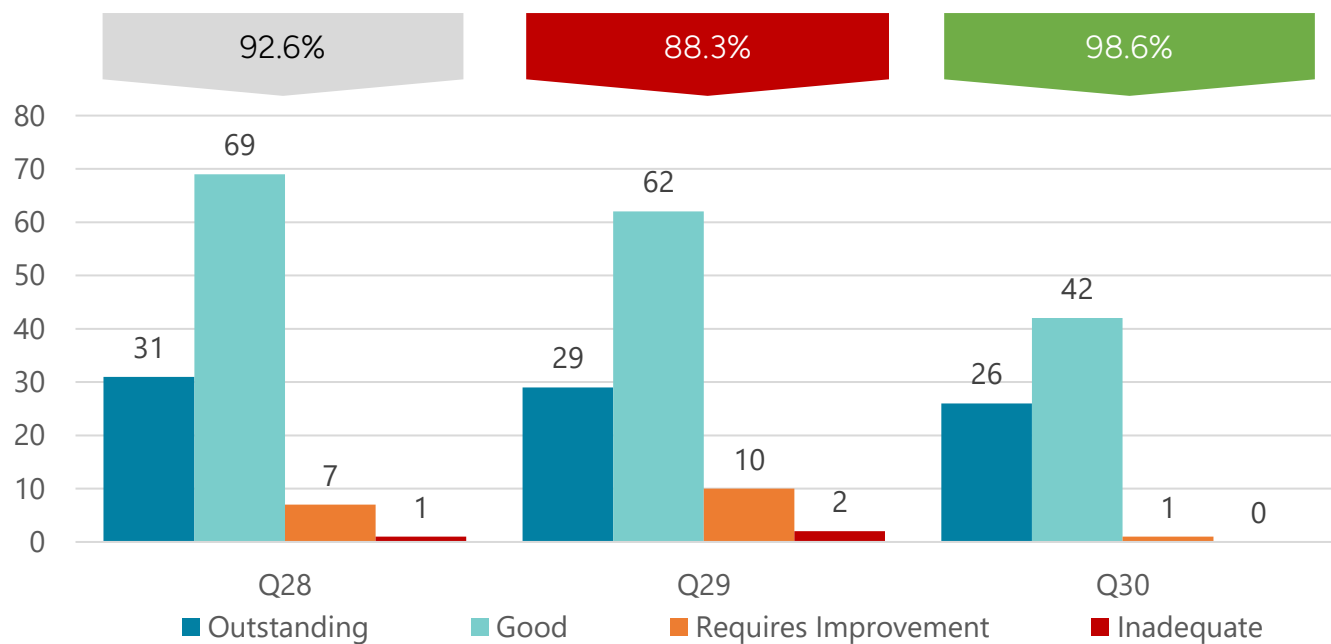
Q22. Communal areas are well maintained.  
Q23. The grounds and gardens are well maintained.  
Q24. I am happy with the laundry service.

# Activities & Connections

93.5%



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.

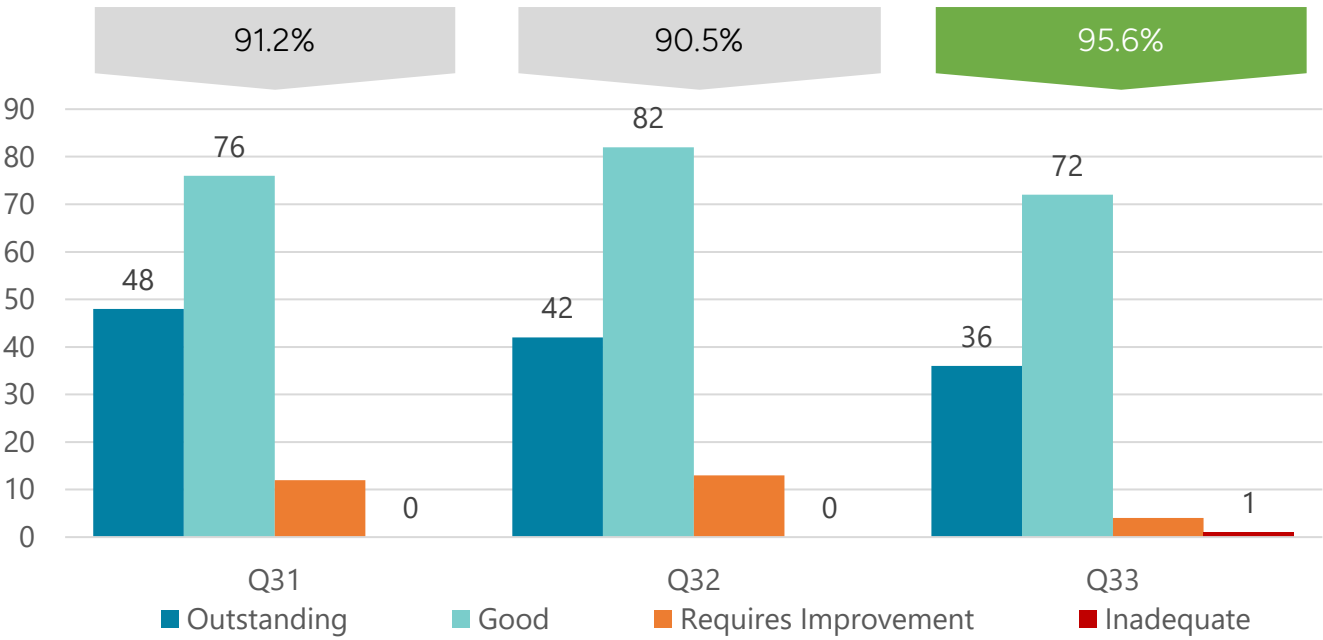


Q28. This is a good place to meet new friends.  
Q29. I feel part of the wider community.  
Q30. My friends and family feel welcome and can visit when they like.

Section 6 of 8: Response volumes and satisfaction rates (%) by question.

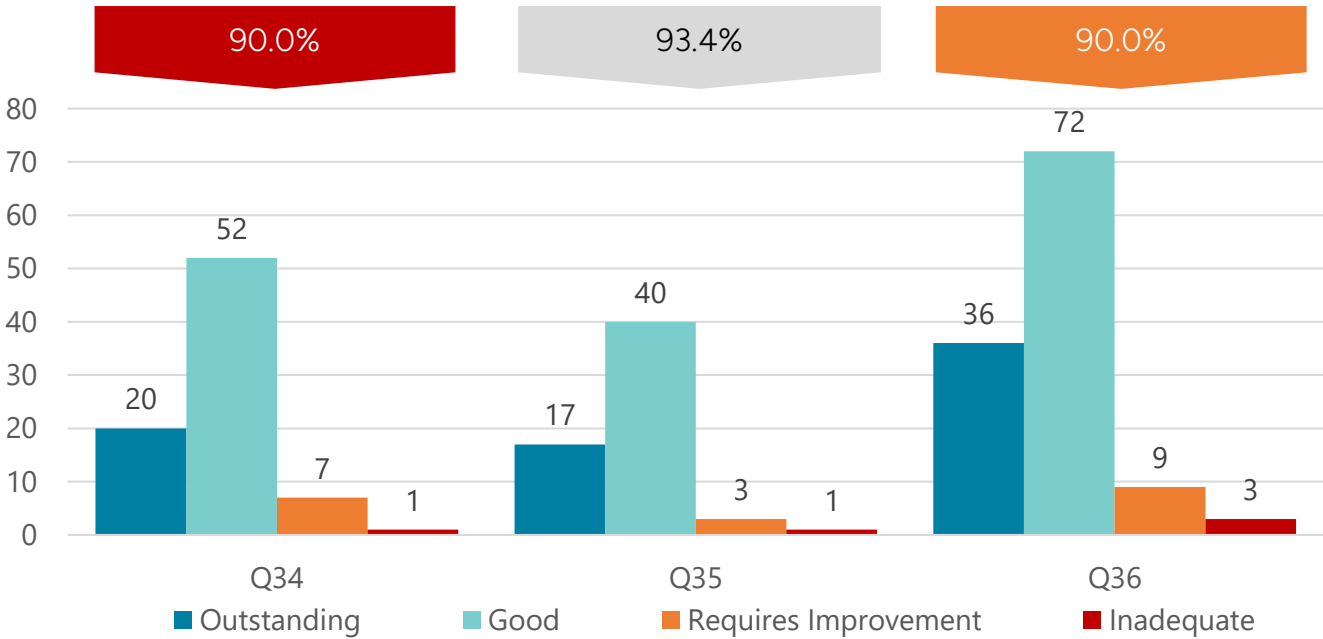
# The Food

92.0%



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.

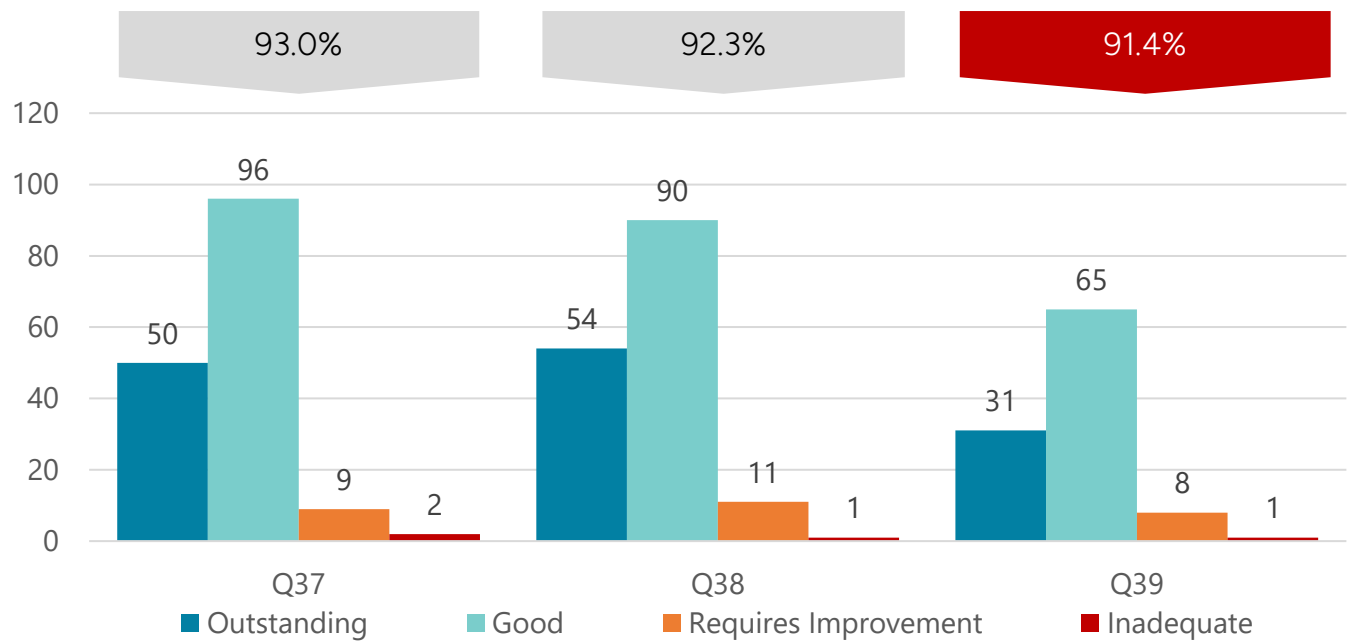
# Value For Money



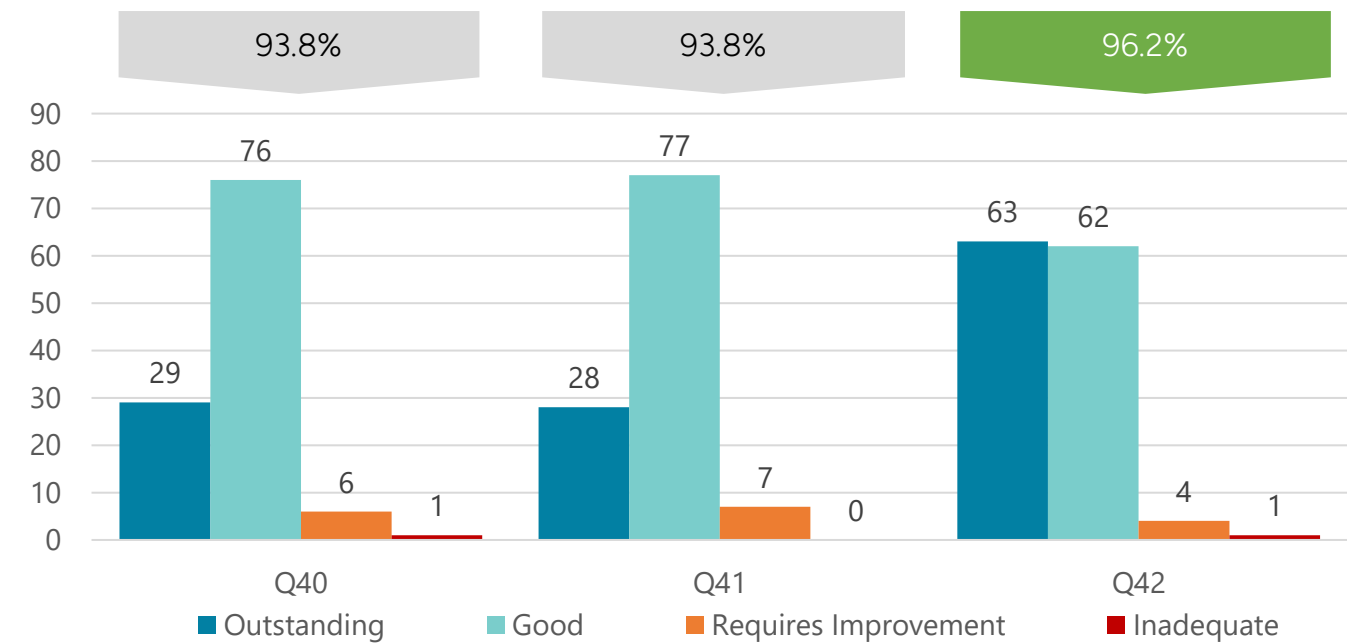
Q34. There is enough flexibility around mealtimes.  
Q35. I can get drinks and snacks easily if I want them.  
Q36. My rent provides value for money. (Section 7: Only 1 question)

Section 8 of 8: Response volumes and satisfaction rates (%) by question.

# Your Say



Q37. I know how to make a complaint.  
Q38. I am confident someone will listen if I have a complaint.  
Q39. I am invited to attend regular service meetings.



Q40. In general terms my views are listened to and acted upon.  
Q41. I receive timely communication regarding matters that affect me in my home.  
Q42. Based on my experiences, I would recommend Abbeyfield The Dales.

# Open Questions

Here are some wonderful things you had to say about living with Abbeyfield the Dales.

All staff here are very kind & helpful. I feel I couldn't be in a better place. Thank you to Abbeyfield.

As a 93 year old I feel that The Beeches is the perfect environment for me. I am very happy here.

Being local for the rest of family & friends to visit and not too far away for me to see them.

The whole experience has been outstanding.

I am very grateful to be living here having known of it for 20 years. It does what it says on the can.

Welcome into Abbeyfield 2 years ago. My husband died in April this year, the support I have received from staff and residents has been immense.

I have made lots of friends and feel welcomed.

I do enjoy living here, took a bit of getting used to as most people will agree. But now I don't think I'd settle anywhere else. I love the freedom to do what I want.

The food is good and the kitchen and dining room are well organised. Everyone is friendly and helpful, and mealtimes are happy occasions.

Knowing that if I need help with anything I can get it. The staff are exceptional in looking after everyone.

# Complaints

**We are committed to providing the highest possible quality of service. However, we understand that sometimes things go wrong and you may wish to make a complaint.**

If something goes wrong, your first course of action should be to raise the issue directly with the relevant manager or staff member concerned. In many cases, they will often be able to put things right very quickly and simply and no further action will be required. However, if you do not feel comfortable doing this, or you are dissatisfied with the initial response, you can make a complaint in many ways – and you don't have to put it in writing if you don't want to.

By email: **[complaints@abbeyfieldthedaes.co.uk](mailto:complaints@abbeyfieldthedaes.co.uk)**

By telephone: **01943 886000**

By post: **Complaints. Abbeyfield The Dales Limited,  
Grove House, 12 Riddings Road, Ilkley, LS29 9BF**

You can find our full complaints process including links to our full policy here:  
**<https://abbeyfieldthedaes.co.uk/complaints-process/>**

Our complaints policy has been reviewed in line with the Housing Ombudsman Complaints Code, we now have a more streamlined process for you to follow. We have also supplied additional support and training to all employees so they give you the support you need to make a complaint with confidence that it will be dealt with efficiently.

## **Housing Ombudsman Service**

Address: **PO Box 1484, Unit D, Preston, PR2 0ET**

Phone: **0300 111 3000**

E-mail: **[info@housing-ombudsmen.org.uk](mailto:info@housing-ombudsmen.org.uk)**

Website: **[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**

Thank you for participating  
in this years survey



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