

Resident Survey Results

2025

The Beeches



www.abbyfieldthedales.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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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 | - | - |

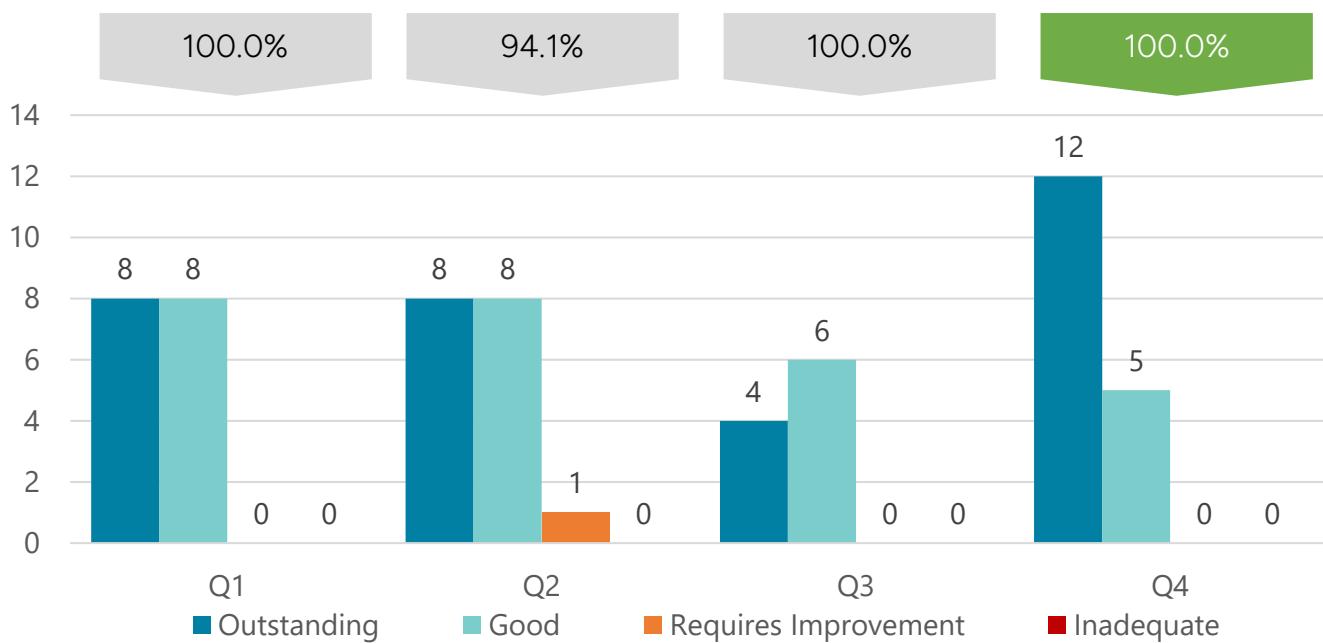
Within each section of this report each question is displayed with a chart containing the volumes for all response types, the Satisfaction rate (%) for the question is in each arrow box which are coloured **RED** for the lowest scoring question within each section and **GREEN** for the highest. Total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

98.2%

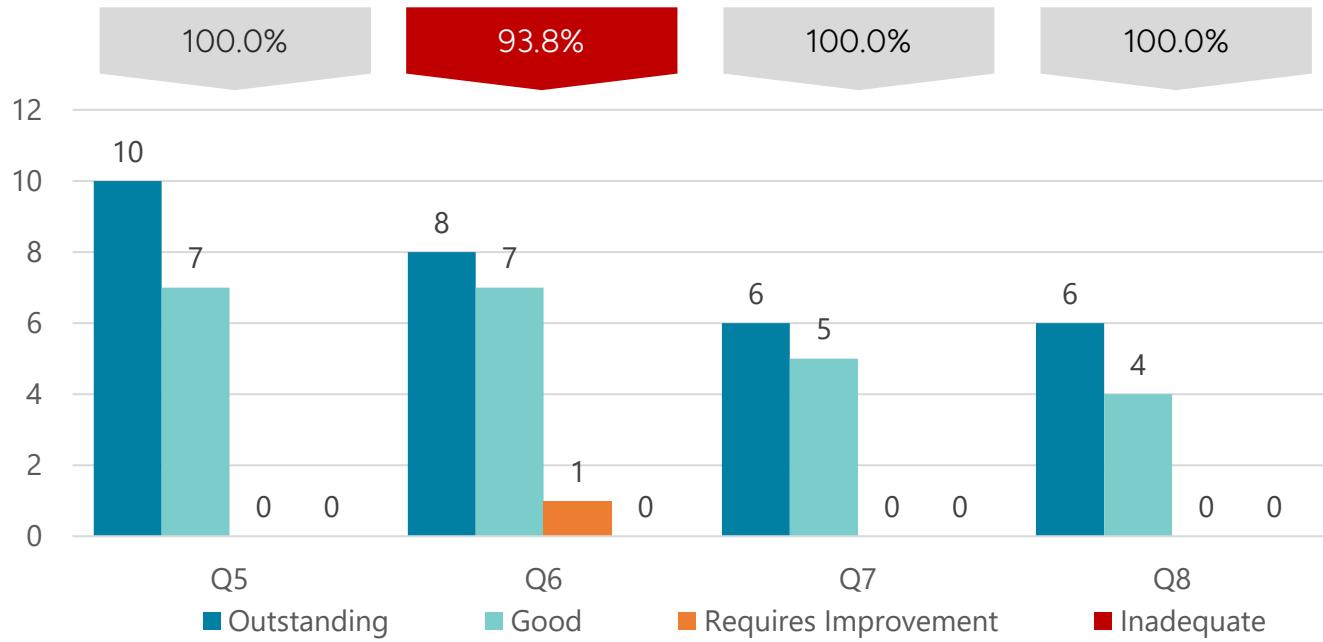


Q1. I feel included in the planning of my care and support.

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

97.6%



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

Visiting Staff

95.6%



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.

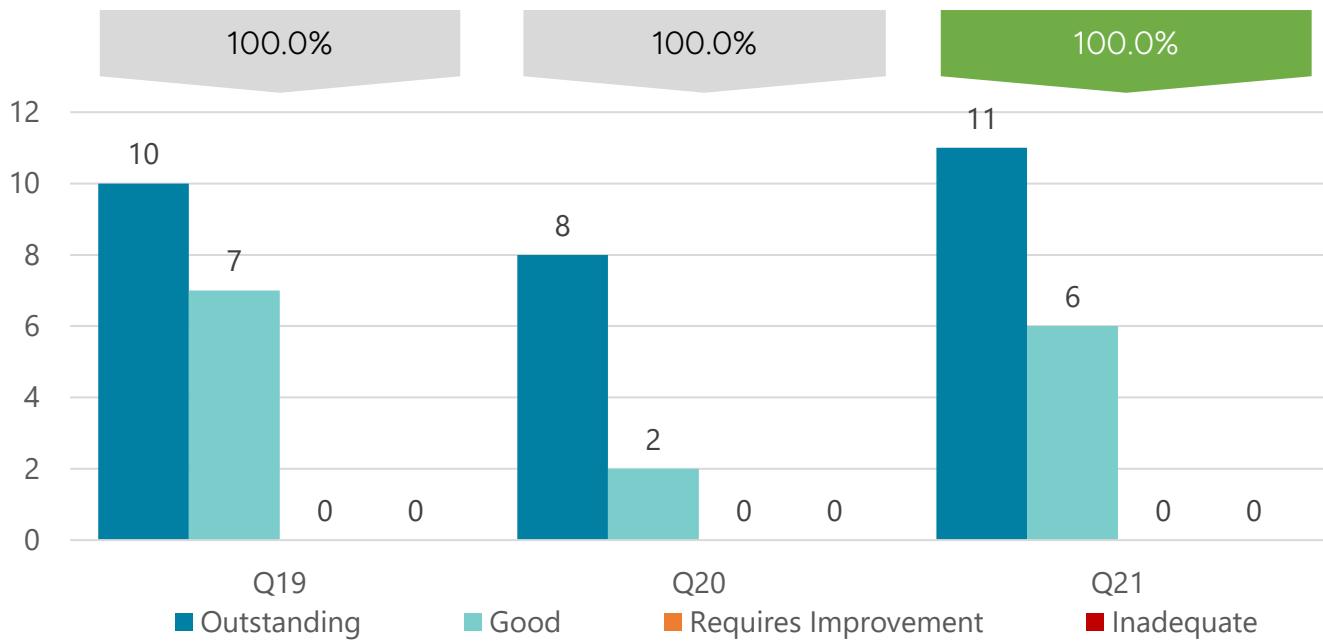
Q12 & Q17. The staff respect my privacy and dignity.

Q13 & Q18. The staff take time to talk to me.

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

Your Home

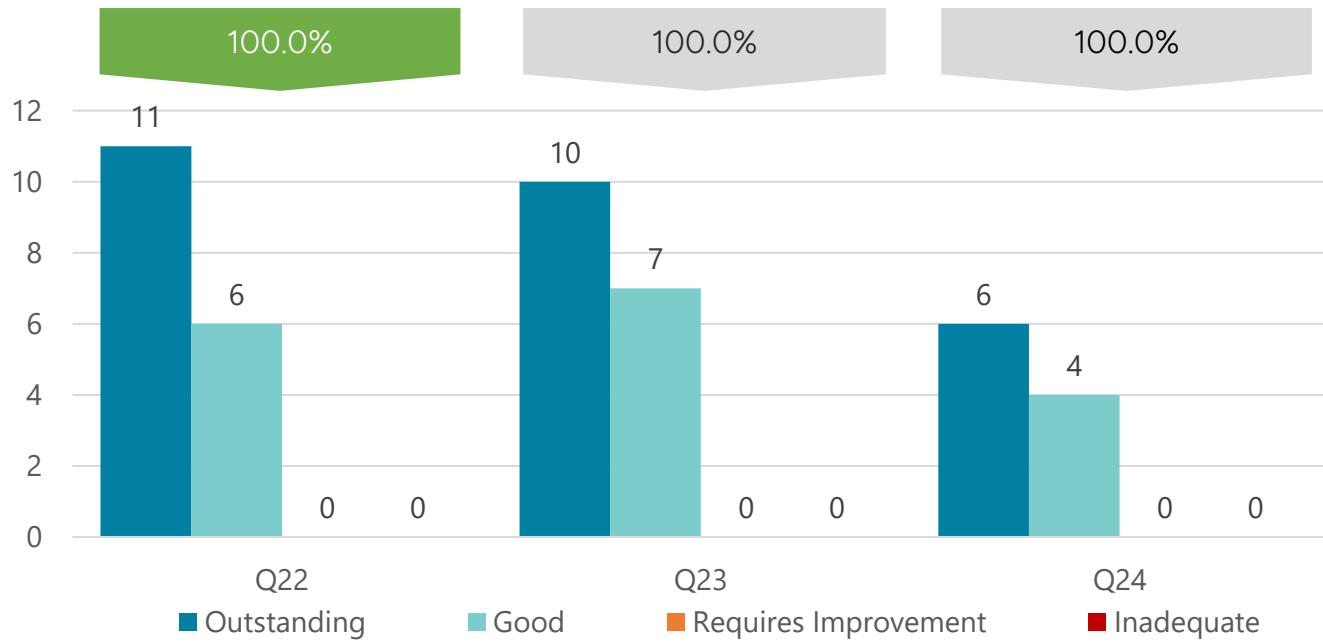
100.0%



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.

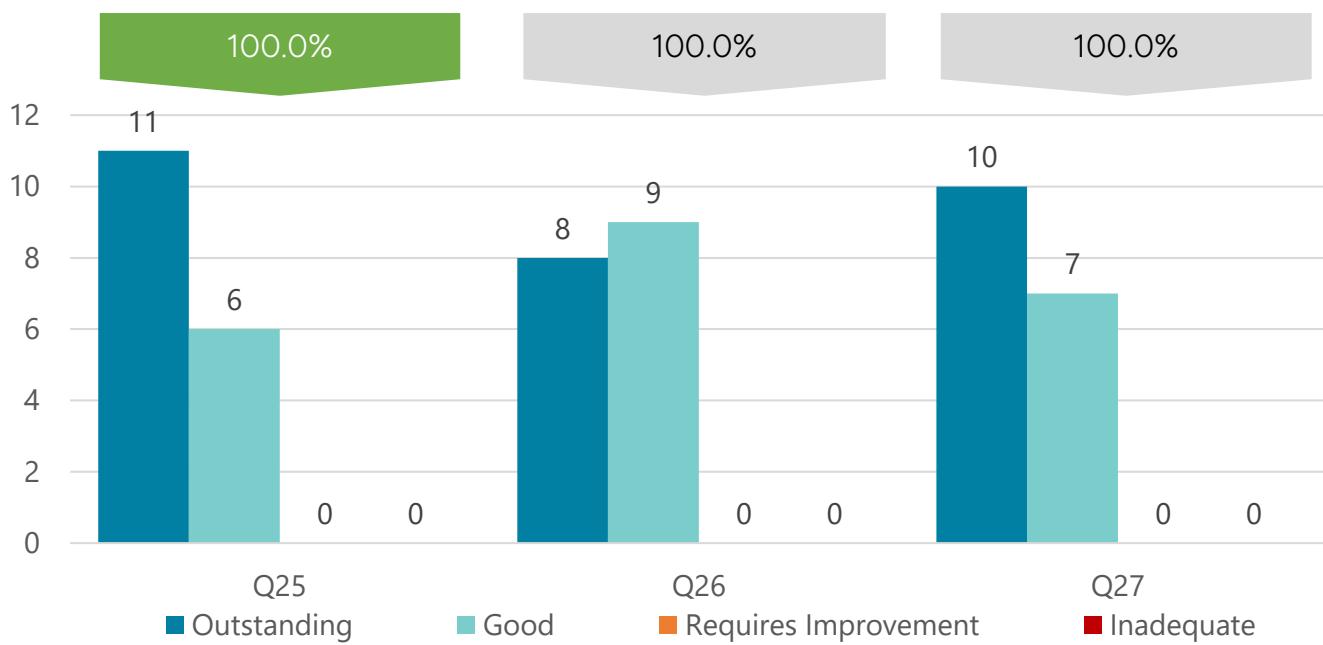
Q23. The grounds and gardens are well maintained.

Q24. I am happy with the laundry service.

Section 5 of 8: Response volumes and satisfaction rates (%) by question.

Activities & Connections

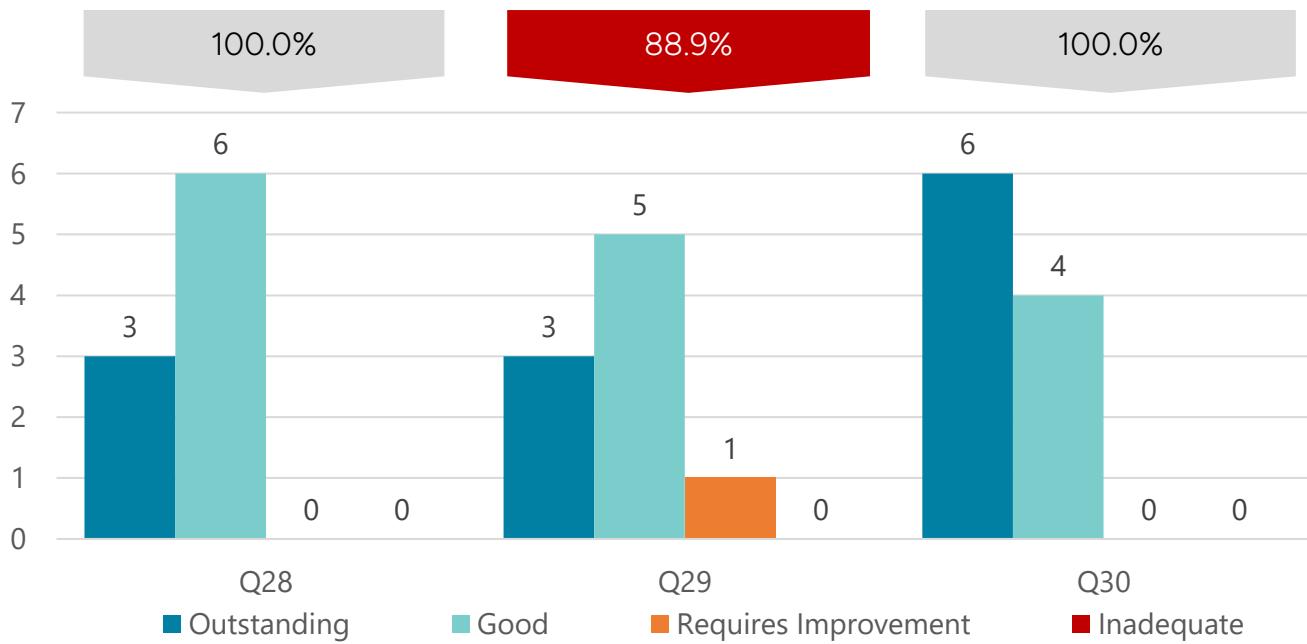
98.7%



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.

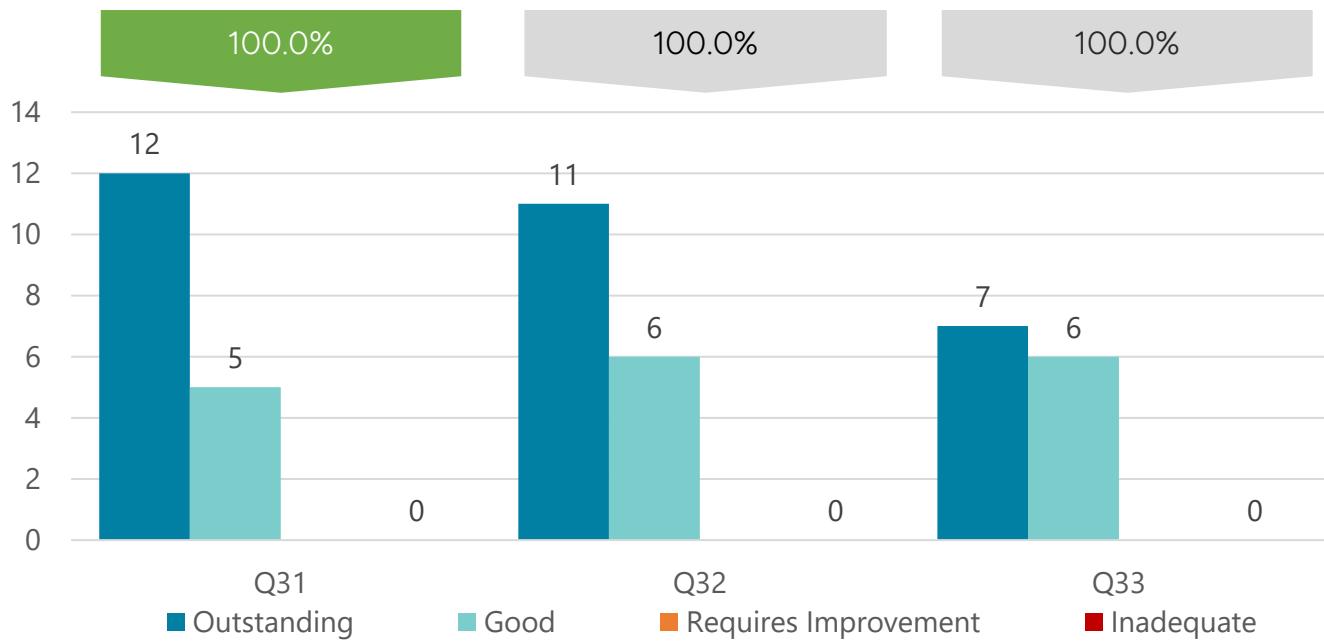
Q29. I feel part of the wider community.

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

100.0%



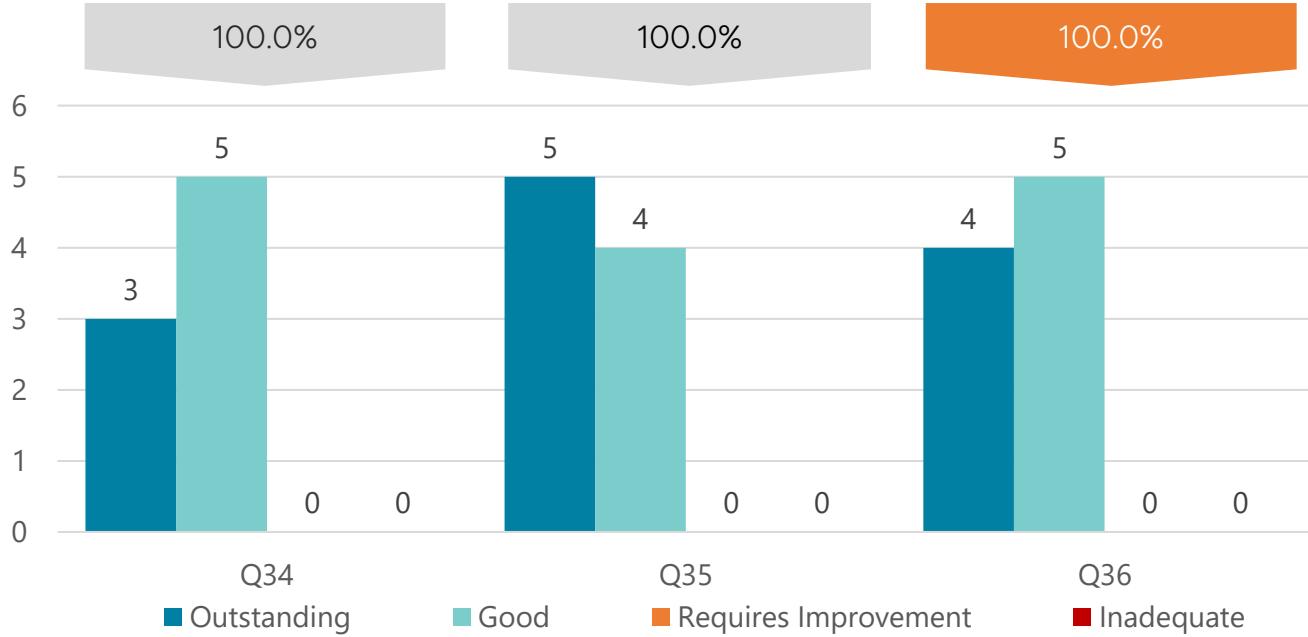
Q31. I enjoy the quality of the food provided.

Q32. I am happy with the choice of food.

Q33. My special dietary needs are catered for.

Value For Money

100.0%



Q34. There is enough flexibility around mealtimes.

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

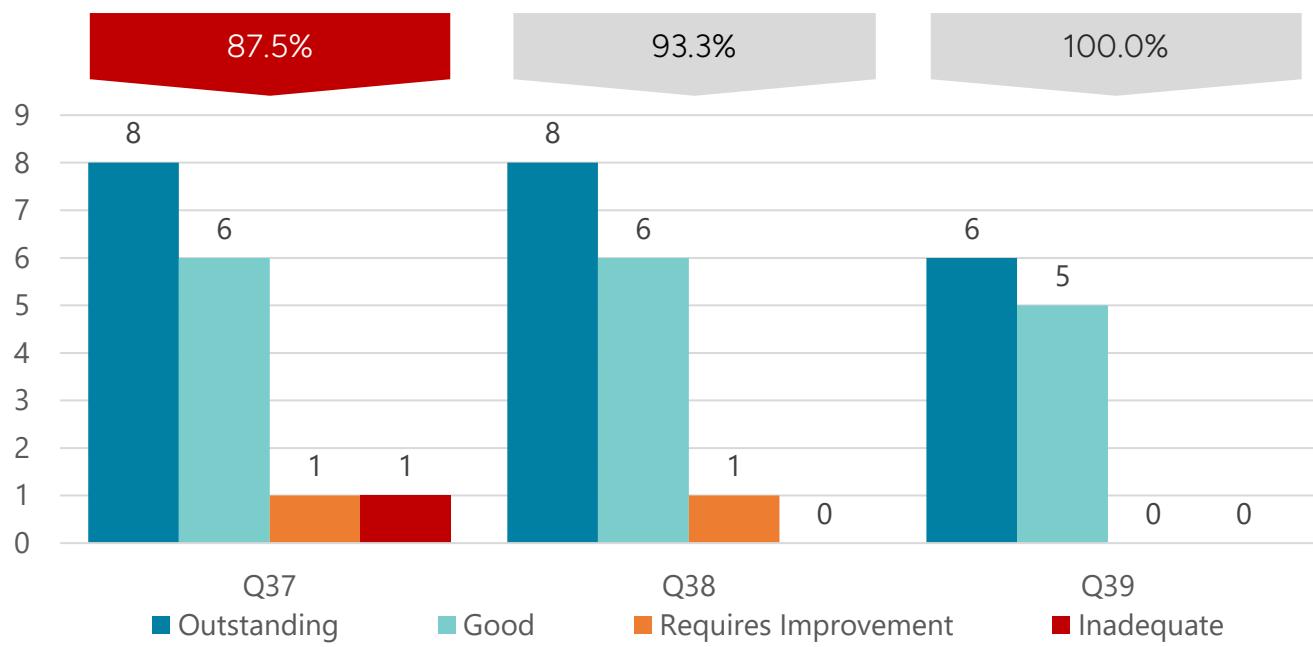
Q36. My rent provides value for money.

(Section 7: Only 1 question)

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

Your Say

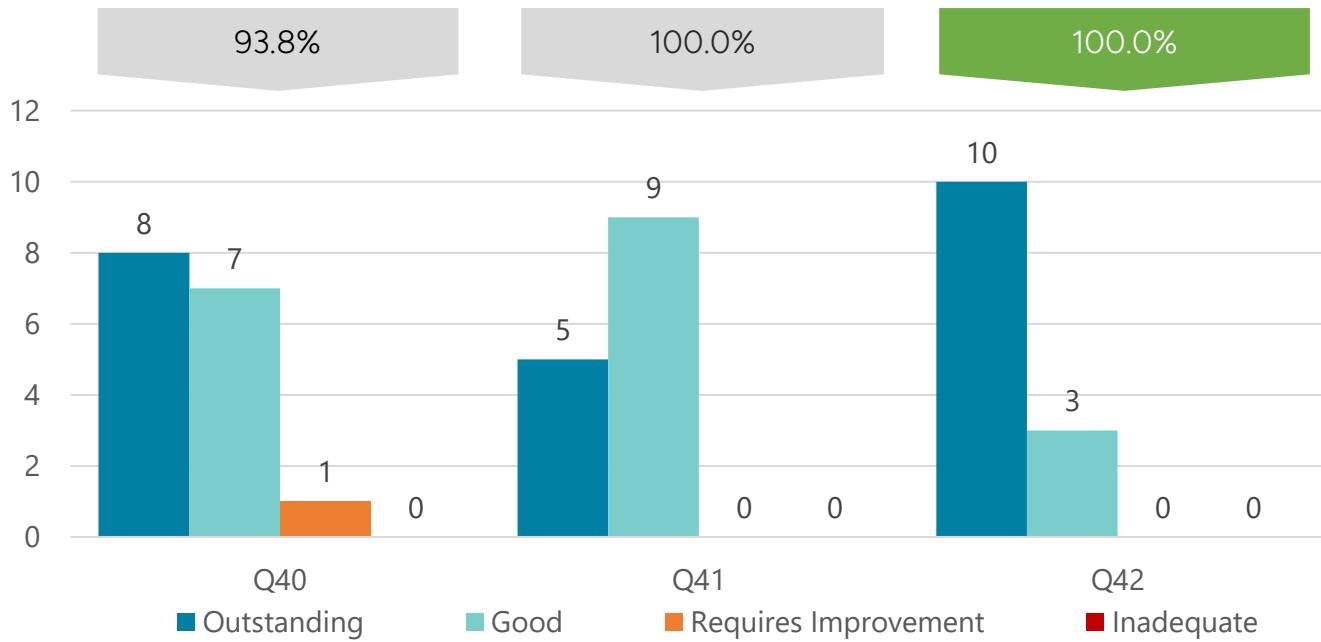
95.3%



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.

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

The whole experience has been outstanding.

Convenience, friendship, feel safe, and great staff. We do some fun activities and I feel I can join in when I choose.

Very comfortable environment. Excellent happy and friendly staff like Amanda, Angela, Katherine and Ruth to name a few - Everyone is very approachable.

Tony the Chef is always really friendly and happy to chat - which is lovely - bit of humour!

The cleaning team (pink tops) are excellent, they are really thorough and discreet when cleaning my flat, and always friendly.

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

The company and people near me to help & support me. Not having to cook dinner/tea.

Very welcoming - lovely place to visit - residents always happy when I visit them.

Sense of inclusion when joining activities.

Open Questions

What is the one thing you would change about living with Abbeyfield the Dales, and why? & If you scored 'Inadequate' for any question, please tell why and how we can improve.

Comment

I was not aware of how to make a complaint or who to go to, but now I have asked reception what I should do.

Response

We recently updated all our complaints policy and all accompanying literature due to new guidance from the Housing Ombudsman. Every resident should have received a copy of our complaints booklet which tells you everything you need to know. We're sorry this didn't happen but we are glad you now have the information you need. A copy of our complaints procedure should also be displayed on your resident notice boards.

Comment

Difficulty of having regular and relief staff which cannot be avoided. Difficulty in communication when staff are in stress.

Response

We recently updated all our complaints policy and all accompanying literature due to new guidance from the Housing Ombudsman. Every resident should have received a copy of our complaints booklet which tells you everything you need to know. We're sorry this didn't happen but we are glad you now have the information you need. A copy of our complaints procedure should also be displayed on your resident notice boards.

Comment

Someone on reception at weekends and evenings.

Response

We will consult with all residents whether this is something everyone at The Beeches would like, and be prepared to pay an additional fee for.

Open Questions

What is the one thing you would change about living with Abbeyfield the Dales, and why? & If you scored 'Inadequate' for any question, please tell why and how we can improve.

Comment

The only thing I would change is tea time, it's too close to lunch. There was not inadequate, and I know there is only 4 of us but more male orientated activities.

Response

We will consult with all residents about meal times. If the consensus is a later tea time, we will need to provide the additional cost for residents to see if everyone is prepared to pay the additional cost of having staff work longer hours.

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@abbeyfieldthedesales.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://abbeyfieldthedesales.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**

Website: **www.housing-ombudsman.org.uk**

Thank you for participating in this
years survey



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