

Resident Survey Results 2025

Fern House Community Hub



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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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

-

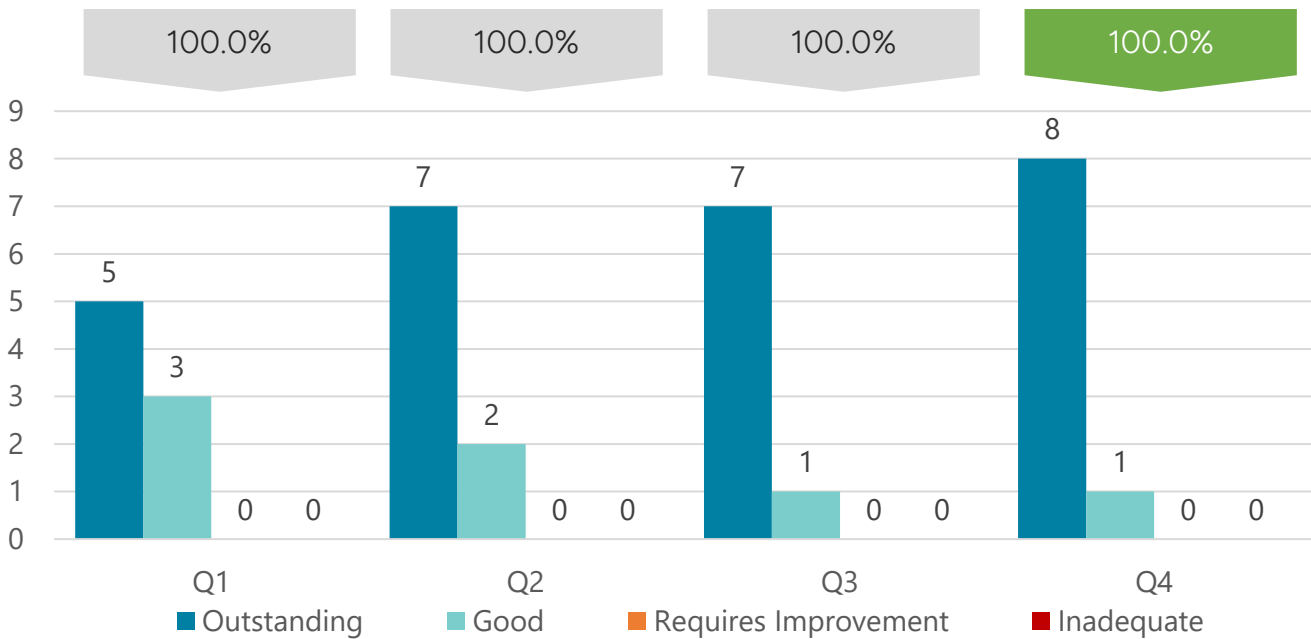
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Within each section of this report each question is displayed with a chart containing the volumes for all response types, the Satisfaction rate (%) for the question is in each arrow box which are coloured **RED** for the lowest scoring question within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

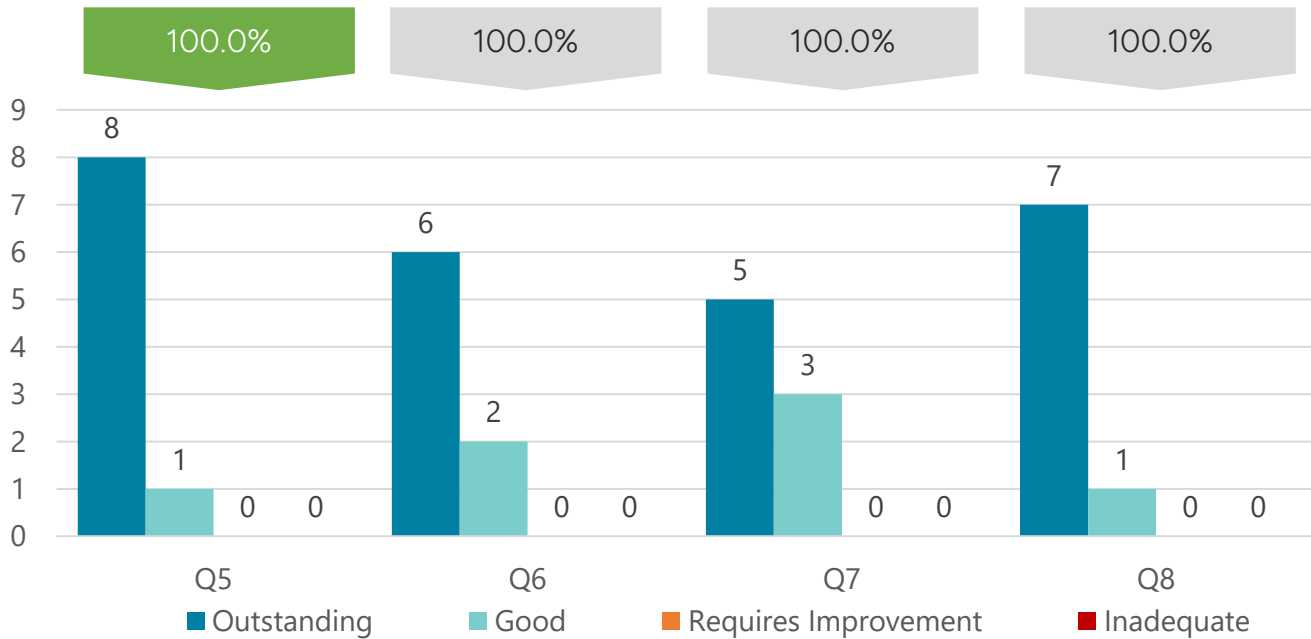
The satisfaction rate is a percentage based on the total combined responses for 'Outstanding' and 'Good', divided by the combined total of all response types from all Resident, Relatives & Friends and Professional Surveys.

Section 1 of 6: Response volumes and satisfaction rates (%) by question.

Service & Support



Q1. I feel included in the planning of the support I need whilst visiting Abbeyfield The Dales.
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.

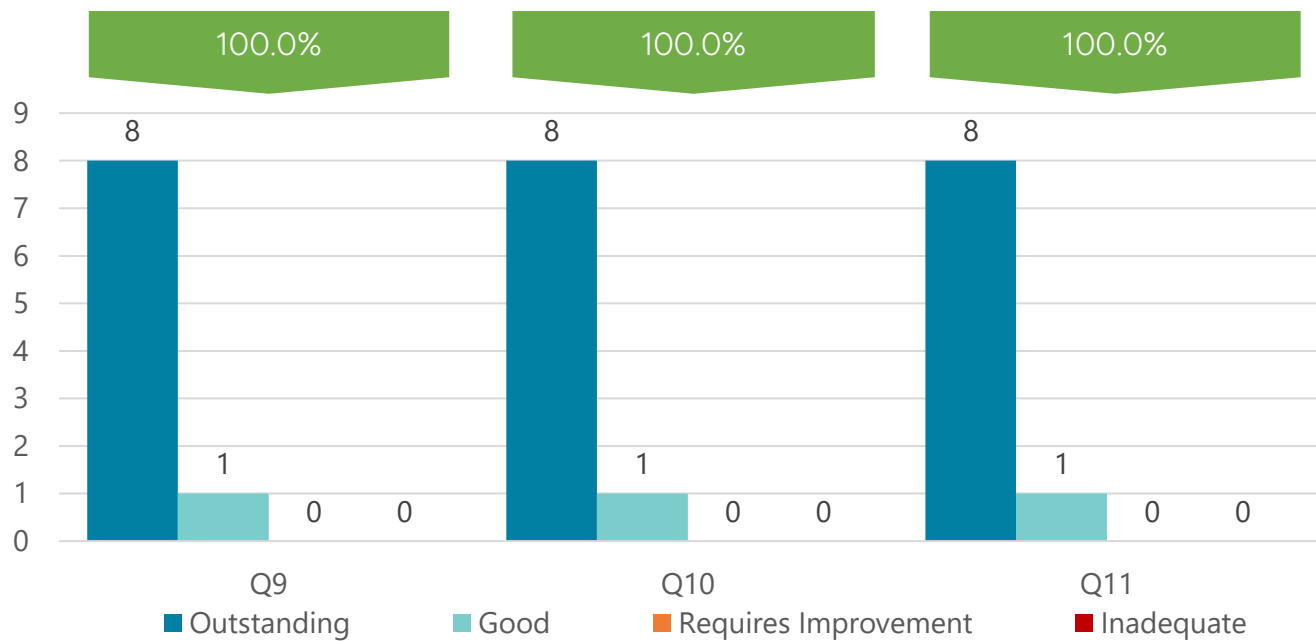


Q5. I can get help easily when I need it.
Q6. My views are listened to and acted upon.
Q7. The service supports me to get any additional care I need.
Q8. The service also helps me retain my independence.

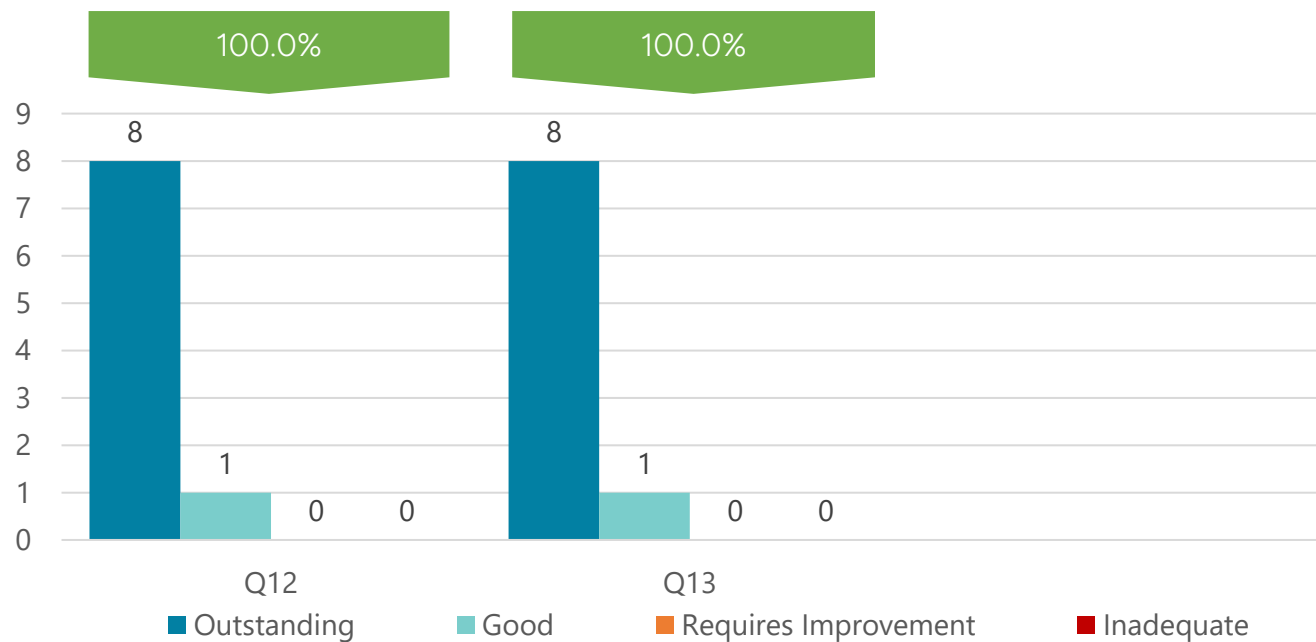
Section 2 of 6: Response volumes and satisfaction rates (%) by question.

Abbeyfield Staff

100.0%



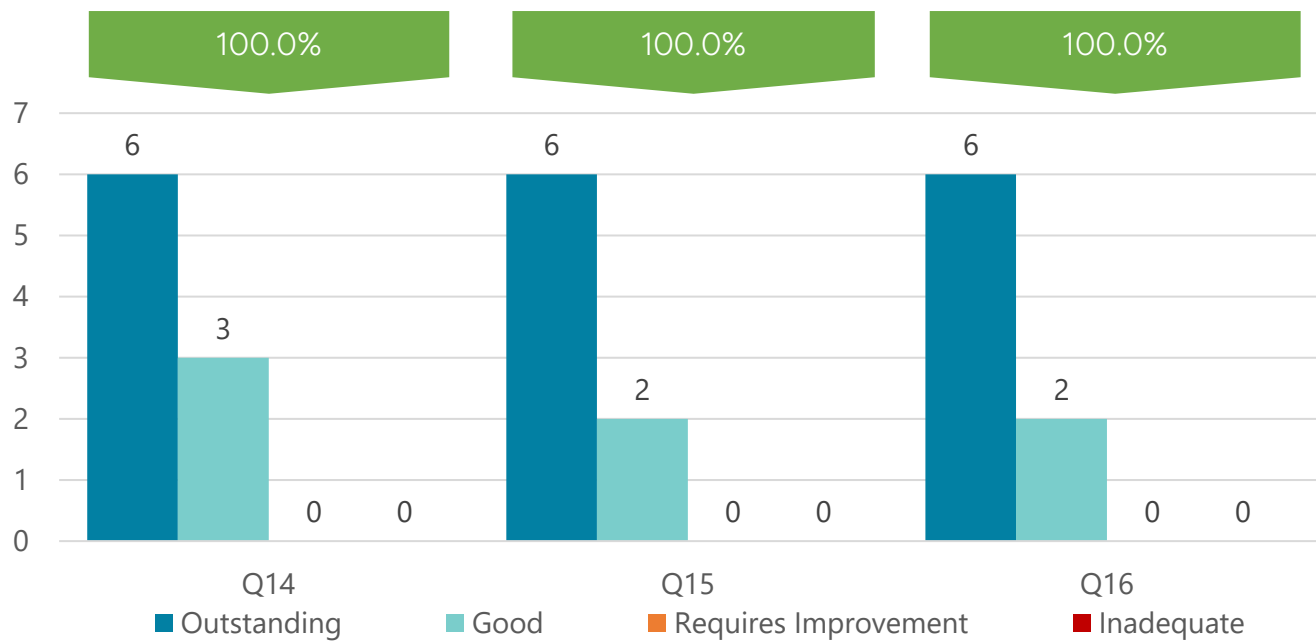
Q9. I have confidence in the staff who support me.
Q10. The staff are kind, caring and approachable.
Q11. Staff are professional and well-presented.



Q12. The staff respect my privacy and dignity.
Q13. The staff take time to talk to me.

Activities & Connections

100.0%

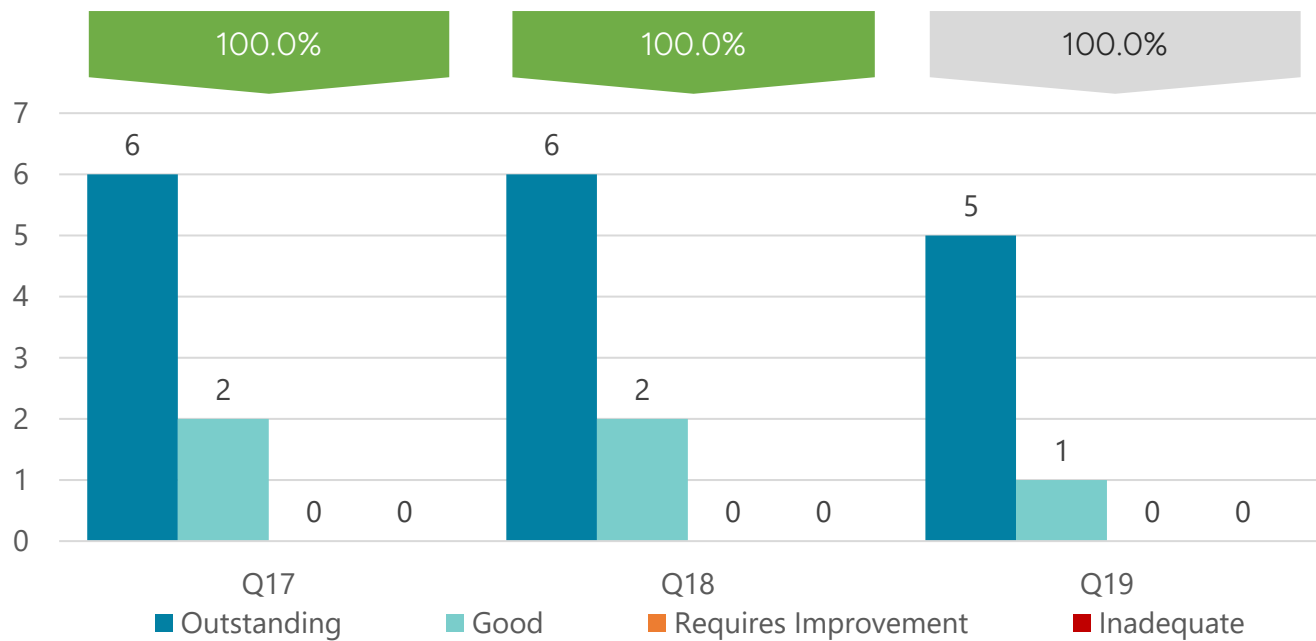


Q14. There is a good choice of relevant and enjoyable social activities.
Q15. This is a good place to meet new friends.
Q16. I feel part of the wider community.

Section 4 of 6: Response volumes and satisfaction rates (%) by question.

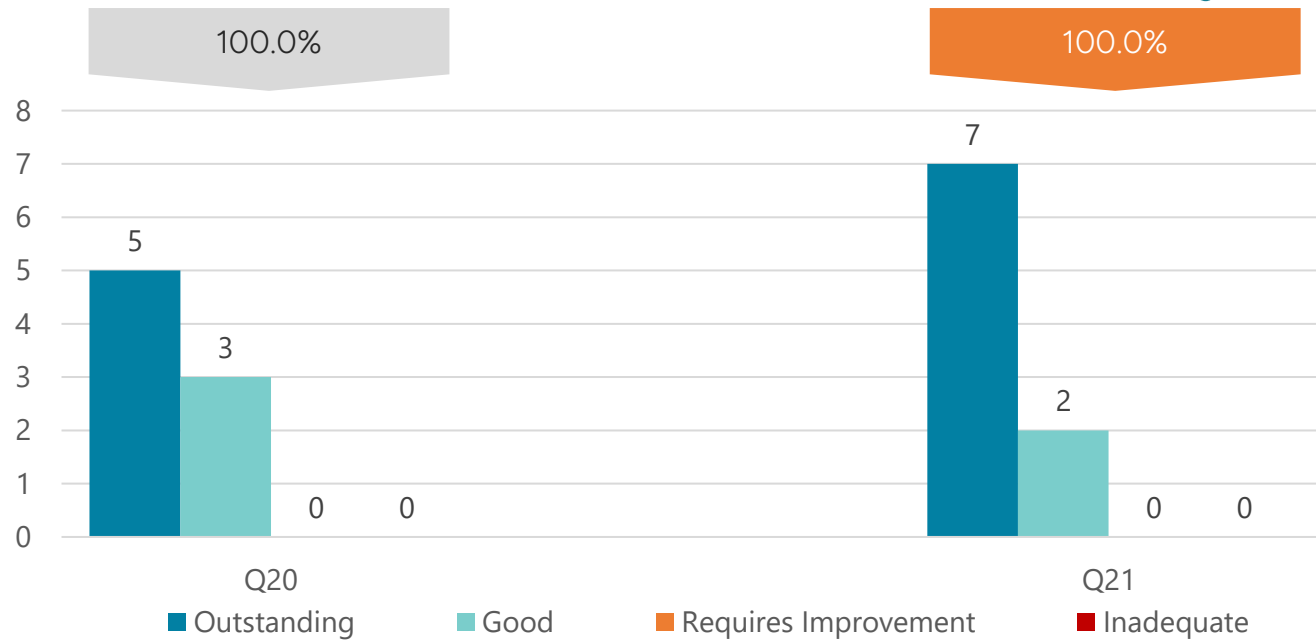
The Food

100.0%



Q17. I enjoy the quality of the food provided.
Q18. I am happy with the choice of food.
Q19. My special dietary needs are catered for.

Value For Money



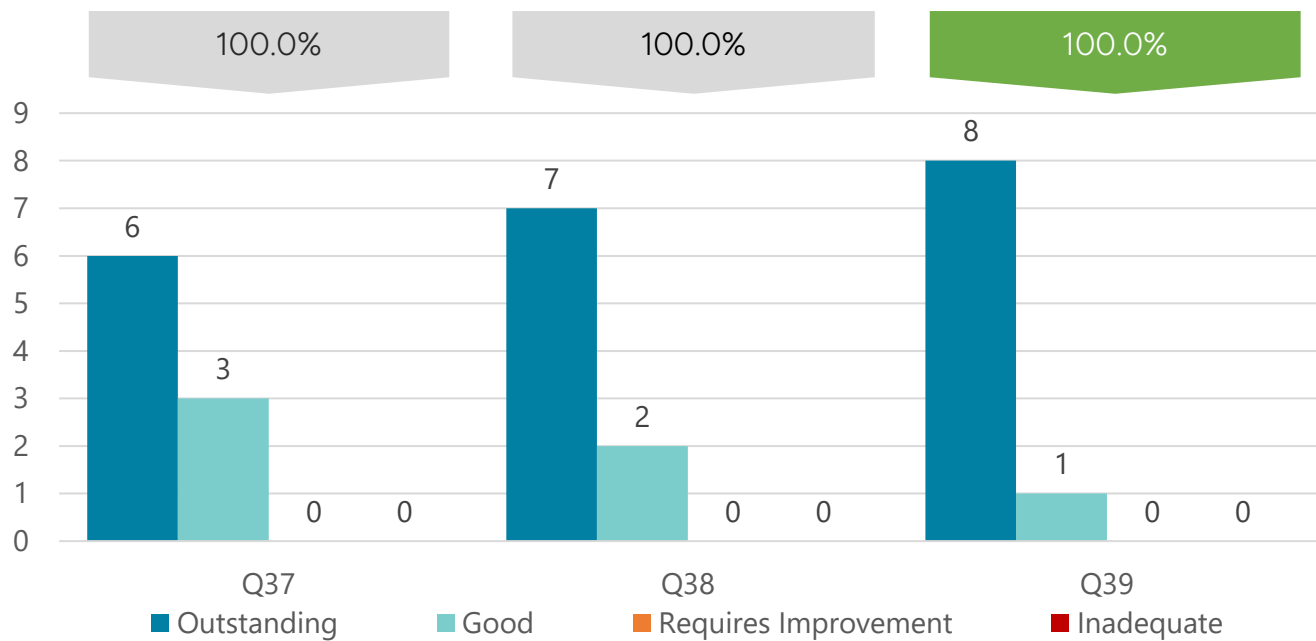
Q20. There is enough flexibility around mealtimes.
Q21. The charge I pay provides value for money.

(Section 5: Only 1 question)

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

Your Say

100.0%



Q37. I know how to make a complaint.
Q38. I am confident someone will listen if I have a complaint.
Q39. 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.

Keep as is and that the food is outstanding thank you to the kitchen staff.

More live entertainment, better for someone living with Dementia.

I find the service at the Community Hub excellent. Sarah, Meena, Andrew and Volunteers are of a very caring nature. Always a good welcome and a smile makes it easy for me to leave my wife Jackie in their hands for a few hours each Monday, Tuesday and Thursday, knowing she will be looked after by very caring staff.

As John is still relatively active, it would be a real bonus to have the opportunity to access simple outdoor activities (Walks, access to outside & fresh air) especially during the summer months.

Fern House Day Care is a lovely, bright and welcoming place offering a good balance of activities and support for everyone. The seated exercises and music activities are of particular enjoyment for John.

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**

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**

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

Thank you for participating
in this years survey



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