

Resident Survey Results 2025 Grove House Extra Care



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.

Contents

Response & Satisfaction Rates by Site

Response & Satisfaction Rates (%)	4
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Satisfaction Rates by Section

Your Care	6
Onsite Staff	7
Visiting Staff	7
Your Home	8
Activities & Connections	9
Food	10
Value for Money	10
You Say	11

Open Questions

Your comments	12
How to make a complaint	15

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

-

-

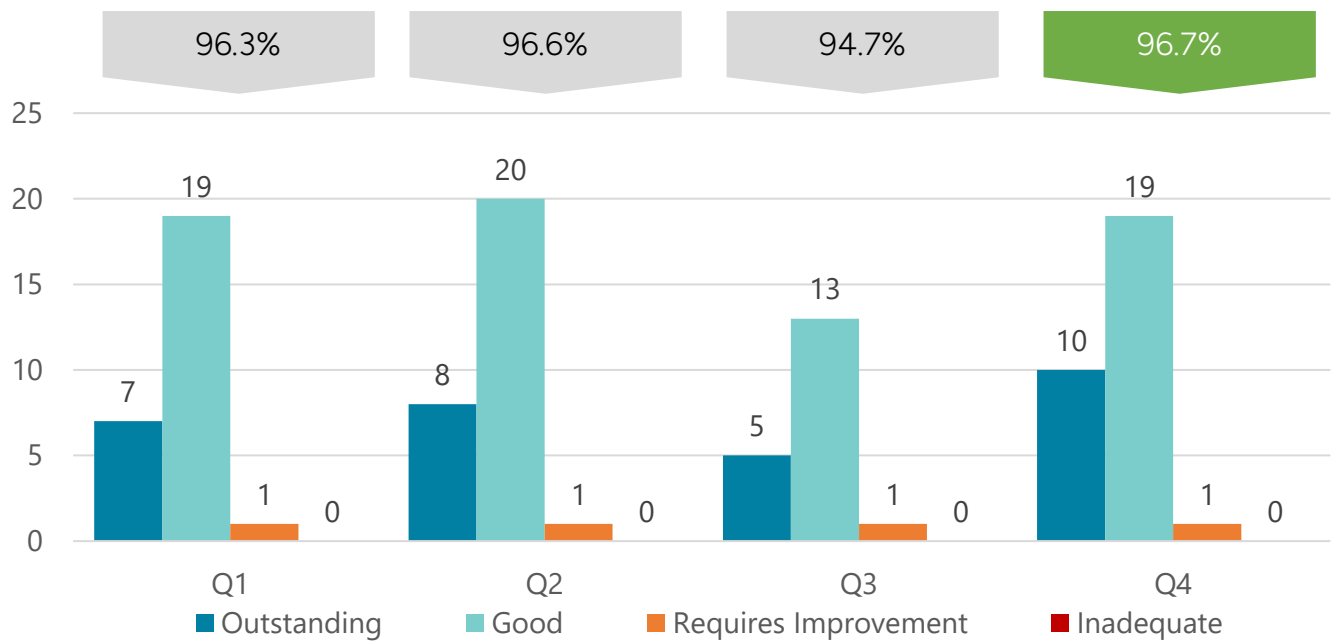
Within each section of this report each question is displayed with a chart containing the volumes for all response types, the Satisfaction rate (%) for the question is in each arrow box which are coloured **RED** for the lowest scoring question within each section and **GREEN** for the highest. Total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

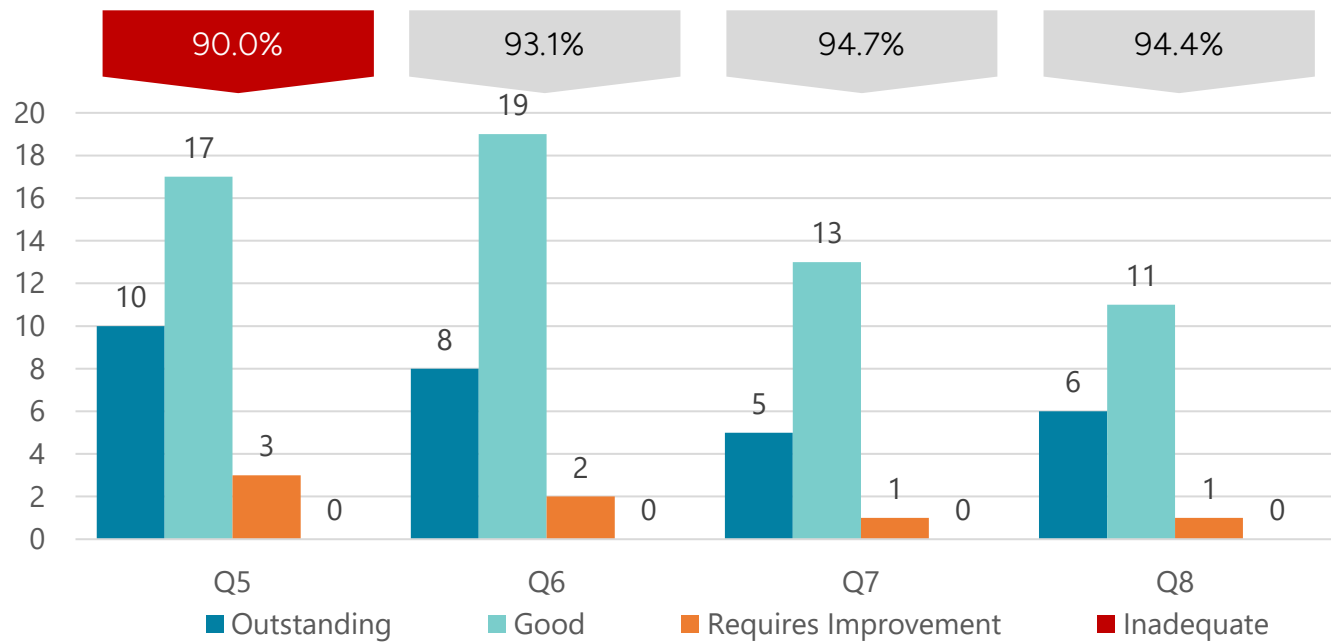
Section 1 of 8: Response volumes and satisfaction rates (%) by question.

Your Care

94.5%



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.

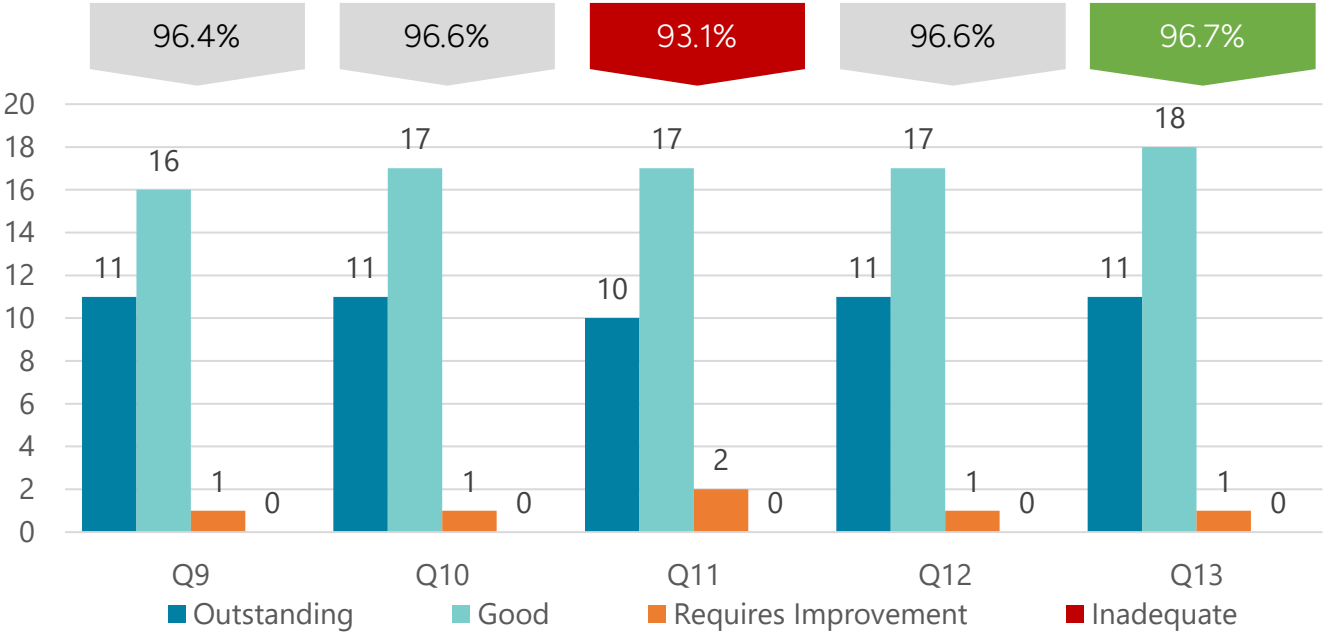


Q5. I can get help easily when I need it.
Q6. My views about my care are listened to and acted upon.
Q7. The service supports me to get any additional care I need.
Q8. The service also helps me retain my independence.

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

Onsite Staff

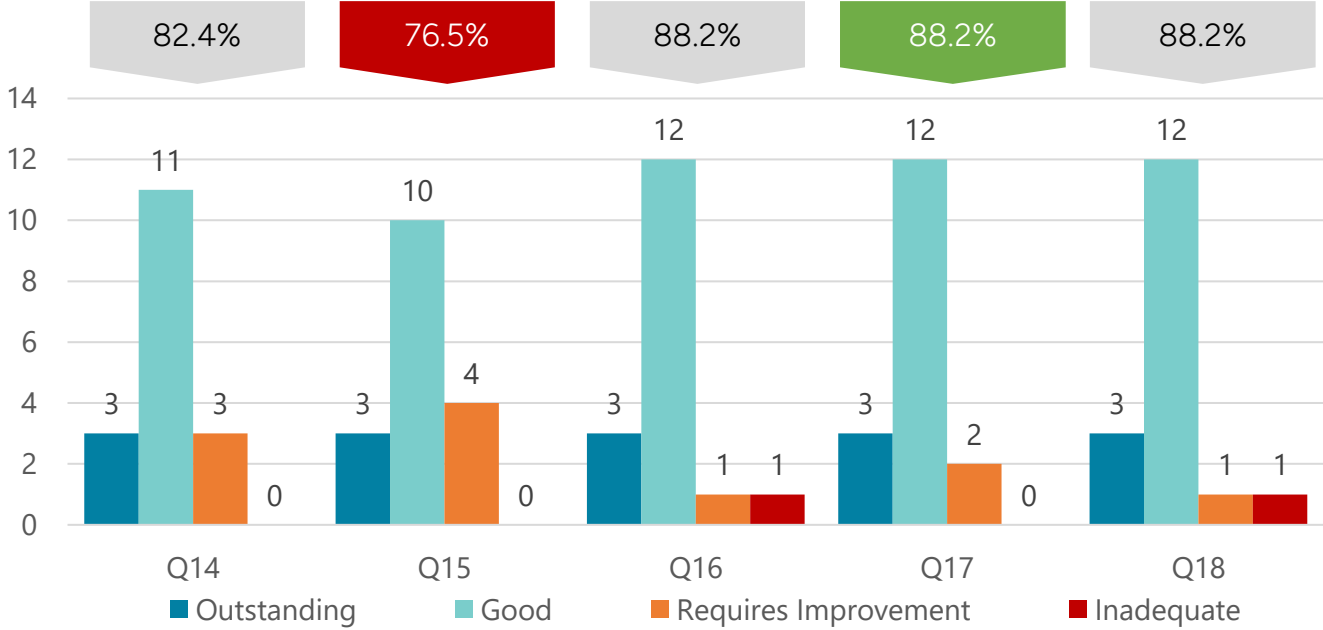
95.9%



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

Visiting Staff

84.7%

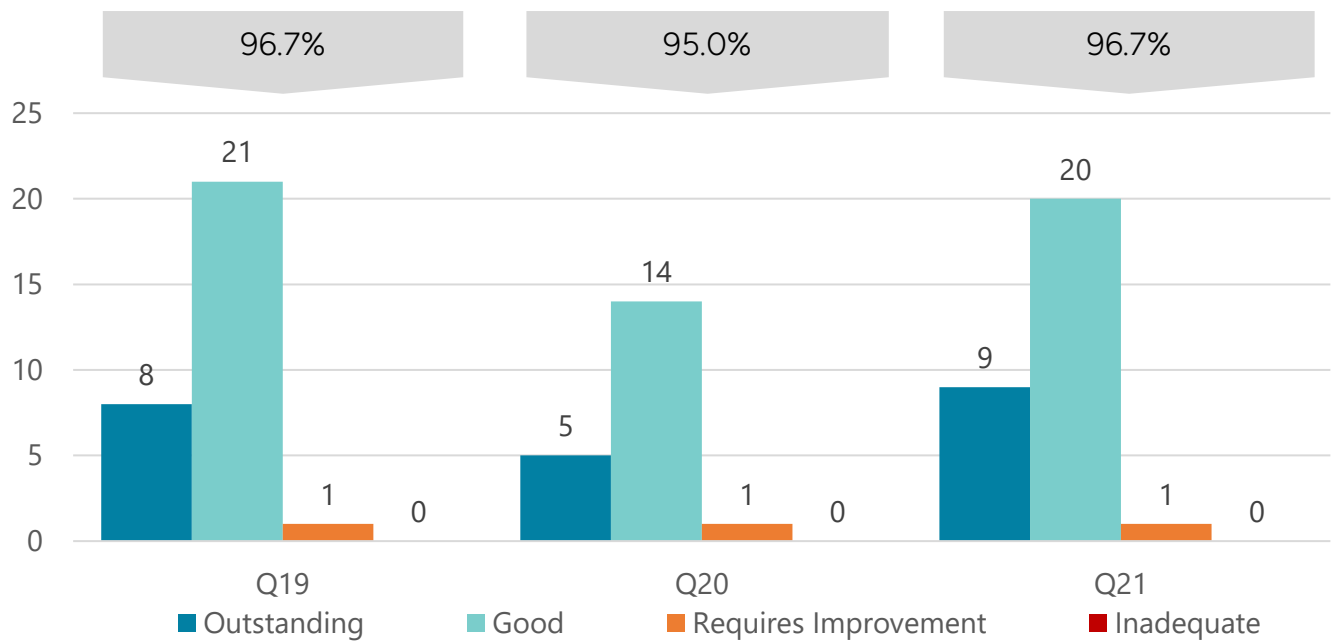


Q9 & Q14. I have confidence in the staff who care for me.
Q10 & Q15. The staff are kind, caring and approachable.
Q11 & Q16. Staff are professional and well-presented.
Q12 & Q17. The staff respect my privacy and dignity.
Q13 & Q18. The staff take time to talk to me.

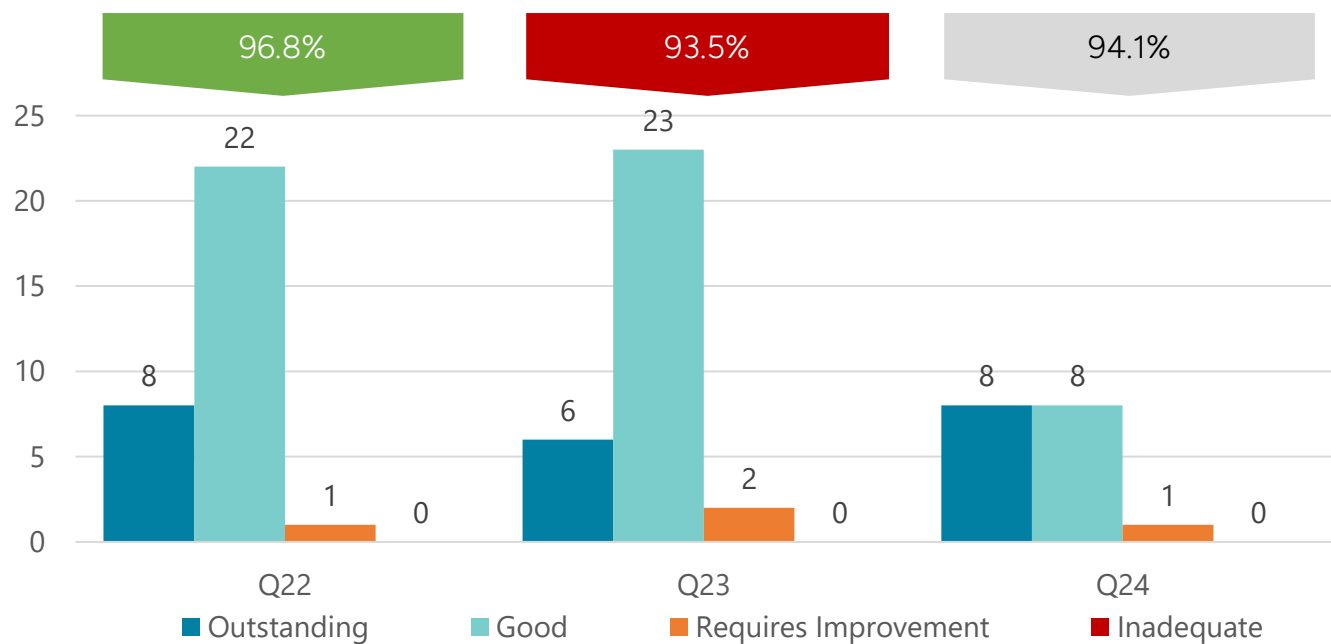
Section 4 of 8: Response volumes and satisfaction rates (%) by question.

Your Home

95.6%



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

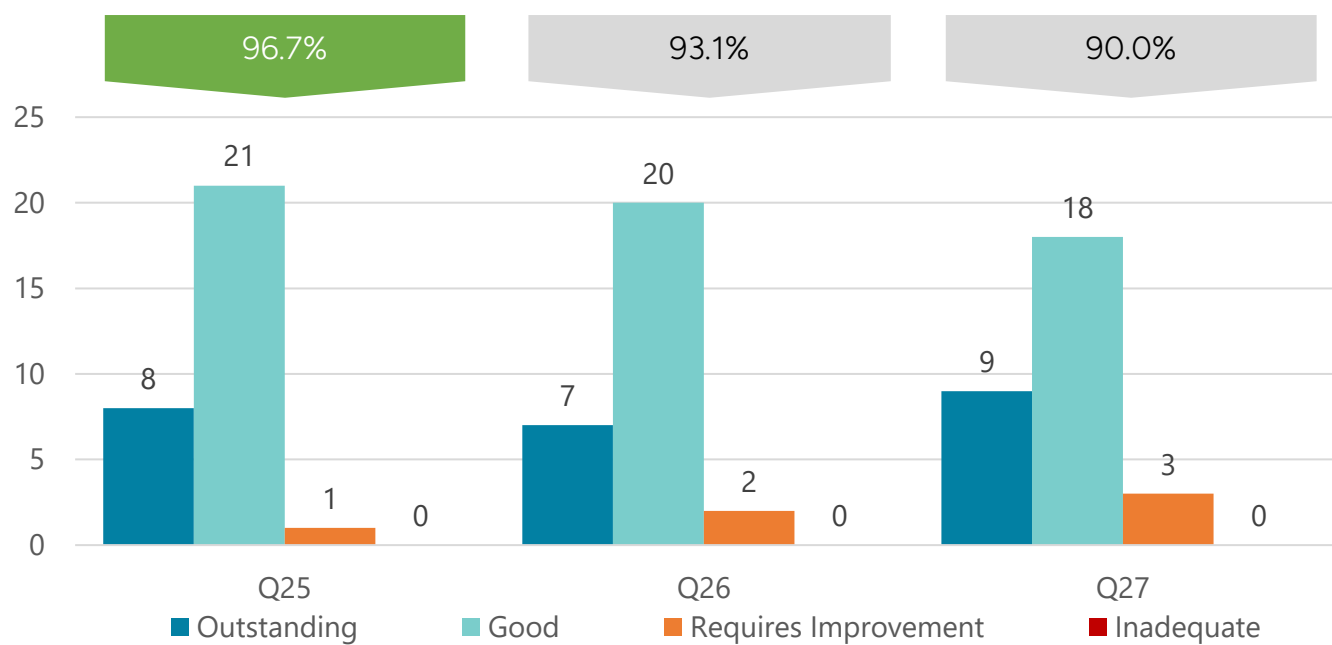


Q22. Communal areas are well maintained.
Q23. The grounds and gardens are well maintained.
Q24. I am happy with the laundry service.

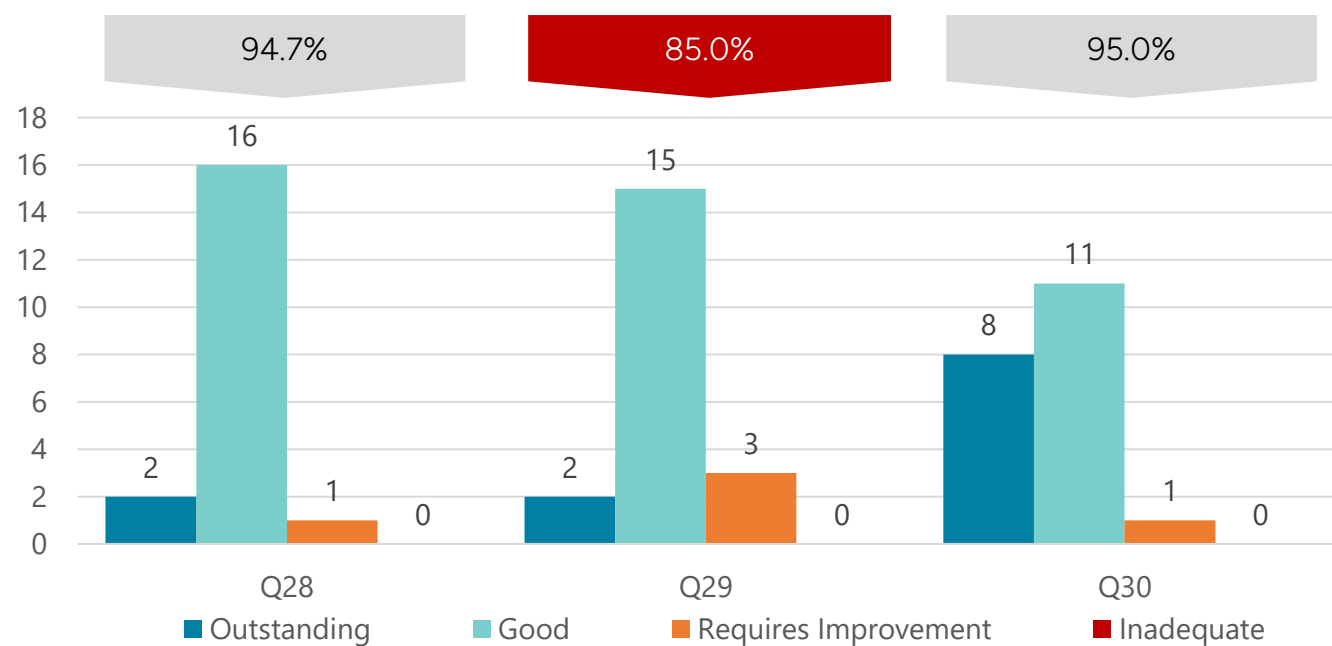
Section 5 of 8: Response volumes and satisfaction rates (%) by question.

Activities & Connections

92.6%



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.

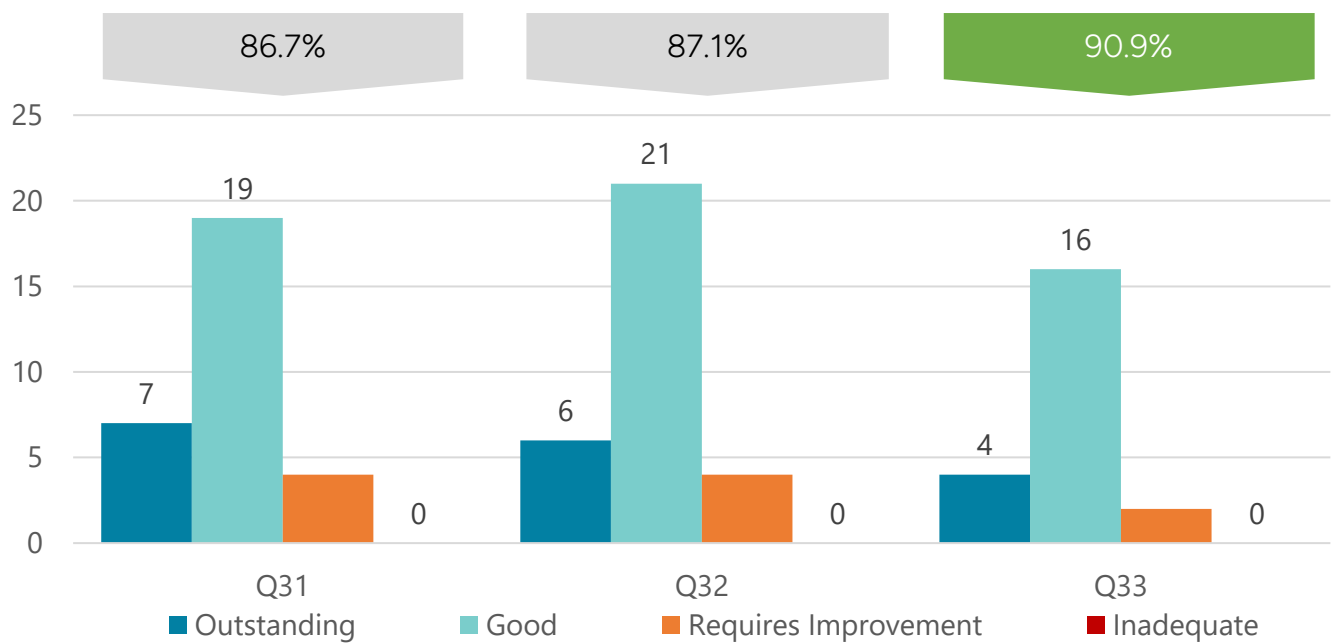


Q28. This is a good place to meet new friends.
Q29. I feel part of the wider community.
Q30. My friends and family feel welcome and can visit when they like.

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

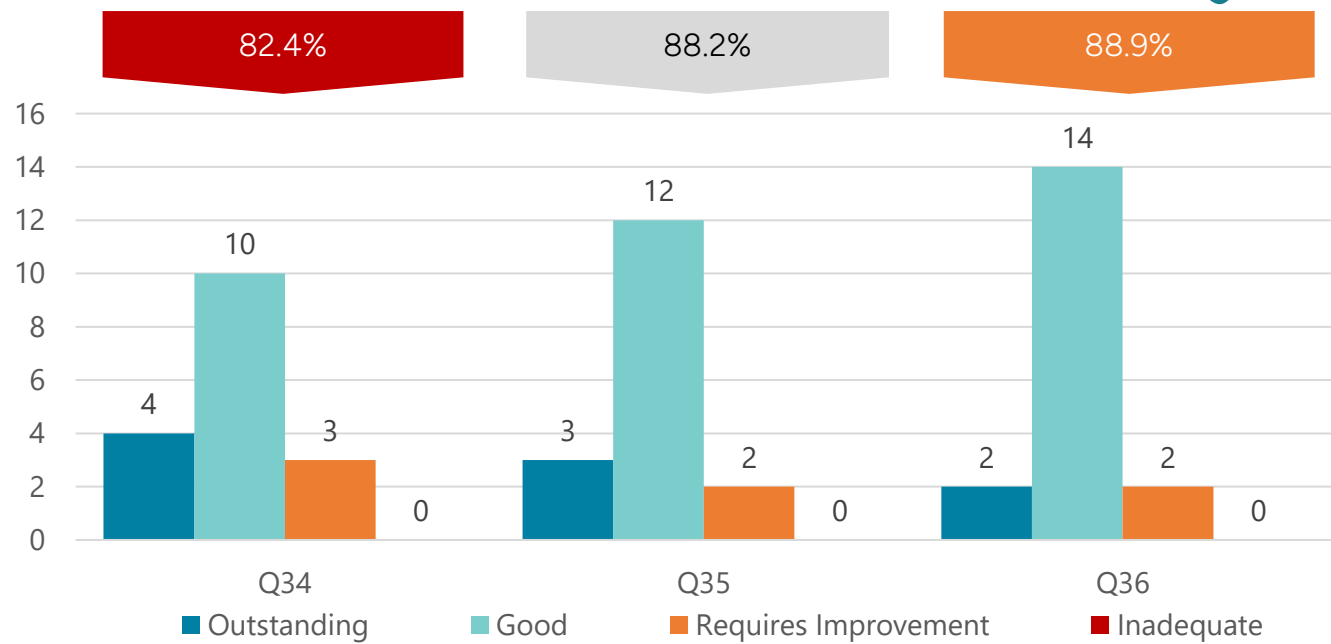
The Food

87.4%



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

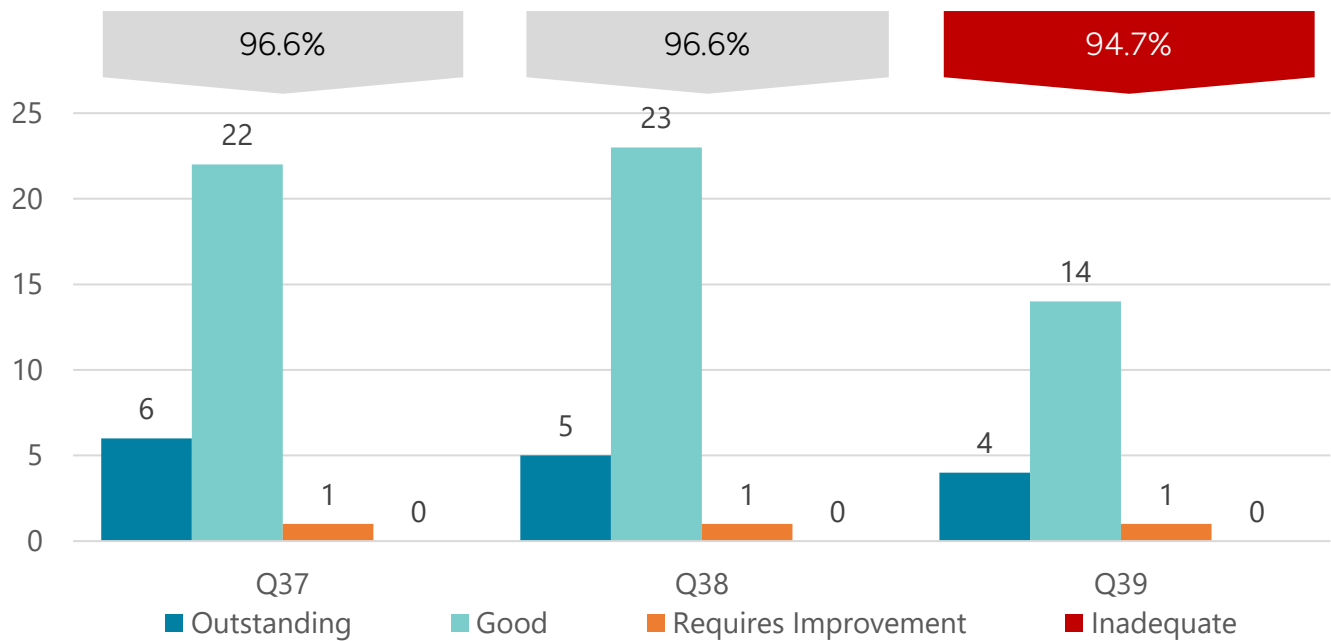


Q34. There is enough flexibility around mealtimes.
Q35. I can get drinks and snacks easily if I want them.
Q36. My rent provides value for money. (Section 7: Only 1 question)

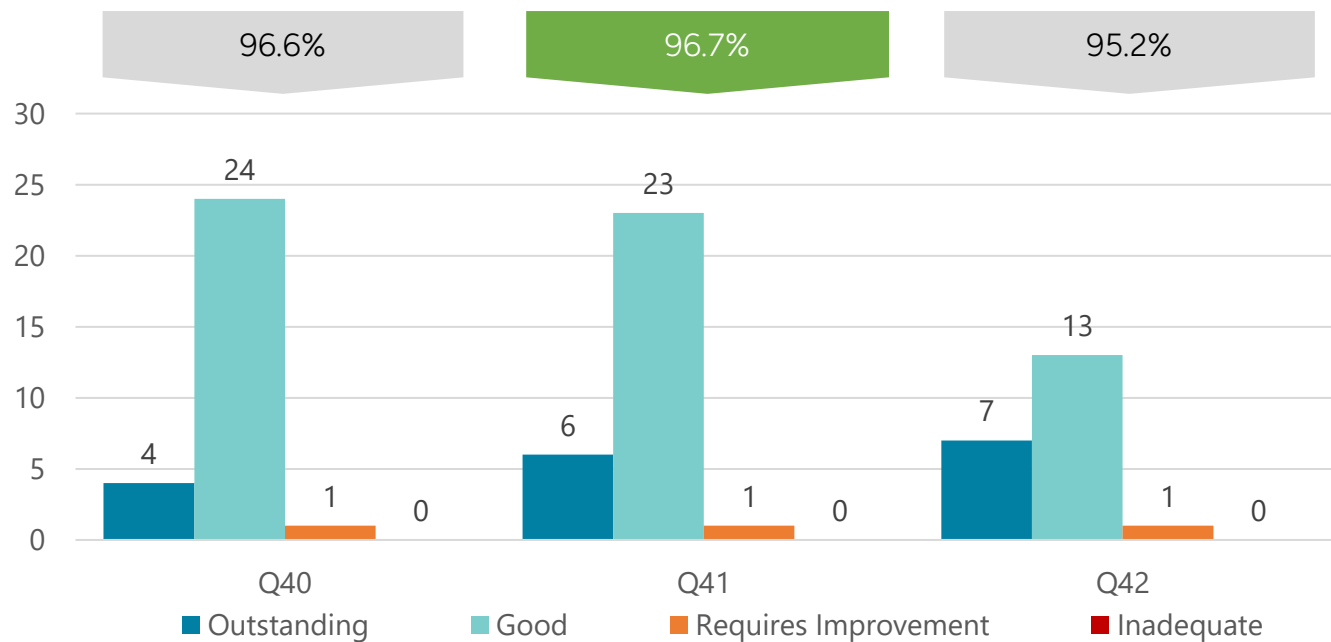
Section 8 of 8: Response volumes and satisfaction rates (%) by question.

Your Say

96.2%



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.

"Living with the confidence there is always someone to call upon. It is such a friendly place. Things are kept to a high standard."

"I was welcomed 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 am very grateful to be living here having known of it for 20 years. It does what it says on the tin!"

"I feel very safe. I am independent but I know there is help available if I need it."

"Friendly staff, feeling safe and secure in a pleasant atmosphere."

"The flexibility to access social activities, meals and care as needed."

"Everything is very good and everybody is doing their best."

"Well done on all your hard work - my mum loves living at Abbeyfield and I believe is your longest serving resident."

"I think everything has improved since Covid and this year in particular. Well done."

"Other people in similar positions. Everyone is open minded."

"Living in my own environment with help if needed."

"A good place to live for old people."

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 view from my flat, only one available when I came here. Dietary requirements are not specific.

Response

We'd be delighted to accommodate you where we can and offer you an alternative apartment when one becomes available, please keep communicating with the manager of your service to make this happen.

If you have any specific allergy and preferences please communicate this with staff and we'll accomodate where we can.

Comment

Heat becomes unbearable especially in summer months, any chance of regulating temps more satisfactorily.

Response

We have installed some new blinds with heat and solar glare reflective panels to reduce the heat gain into the building when temperatures are high. We have also purchased some portable air conditioning units to bring relief on the few days when temperatures are unbearable for all of us, we also follow guidance to keep areas cool and residents hydrated.

Comment

Events that could, and do, include family and friends and therefore be opportunities for more of their involvement plus could be fund raising opportunities are not well advertised/communicated. Often turn out to, and support of, those events is poor because of lack of communication/promotion.

Response

Family and friends are welcome to join in every activity in our properties, and you should never be made to felt otherwise. Please speak to our Activities Coordinator for details on coming events and check notice boards where you'll find the weekly planner.

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 have mentioned this before. It would be really helpful to get a regular update on any activities that mum has participated in, as she does not remember what she has done. I have the feeling that she generally does more than I know about. This could form the basis for some additional conversation with her. A brief weekly message would suffice. Thanks

Response

We do record which resident participates in the activities we provide. Please speak to the manager of the service where your mother lives who should be able to provide you with details we are able to provide you with.

Comment

I think the cost of meal delivery is excessive if you need them bringing to you. I appreciate 15 minutes is minimum but it does not take that much time to bring a meal especially when you are bringing meals for others.

Response

A minimum 15 minute charge is standard practice in a domiciliary care service. We understand that a 15 minute charge could be excessive for the delivery of meals, but there is more to the process in the kitchen, and additional items to wash for meal deliveries; the charge covers the cost of the full additional time involved, and not simply the delivery of the meal.

Comment

I use Relative's Gateway to keep up with the care Dad receives because he has mild dementia and his short term memory is variable. Unfortunately the format of the notes makes it a challenge to find useful information within them. They are extremely repetitive, impersonal and sometimes confusing. What I do want to do is bring to your attention the unreadability of this format.

Response

Please could you discuss this with the manager of the service where your loved one lives so we can see if there is anything we can do to improve how we record care and support interventions with your father, and communicate with you. We wish to learn, and are always open to suggestions.

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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