

Resident Survey Results 2025 Grove House Residential



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

-

-

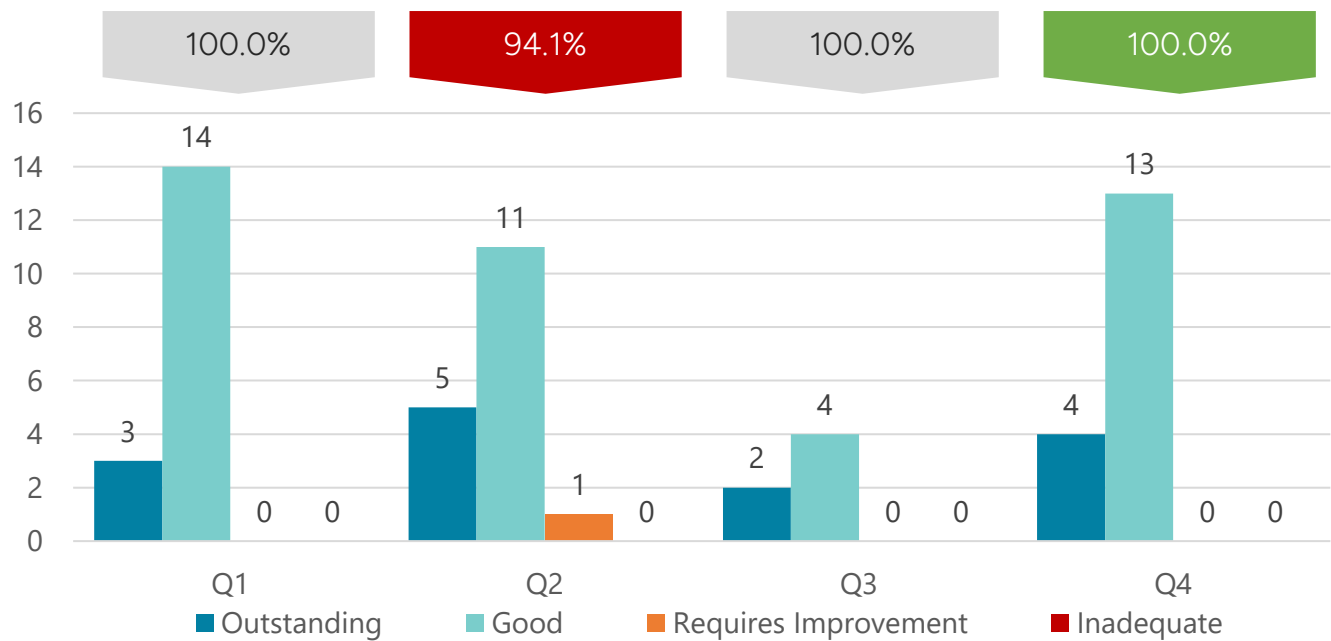
Within each section of this report each question is displayed with a chart containing the volumes for all response types, the Satisfaction rate (%) for the question is in each arrow box which are coloured **RED** for the lowest scoring question within each section and **GREEN** for the highest. Total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

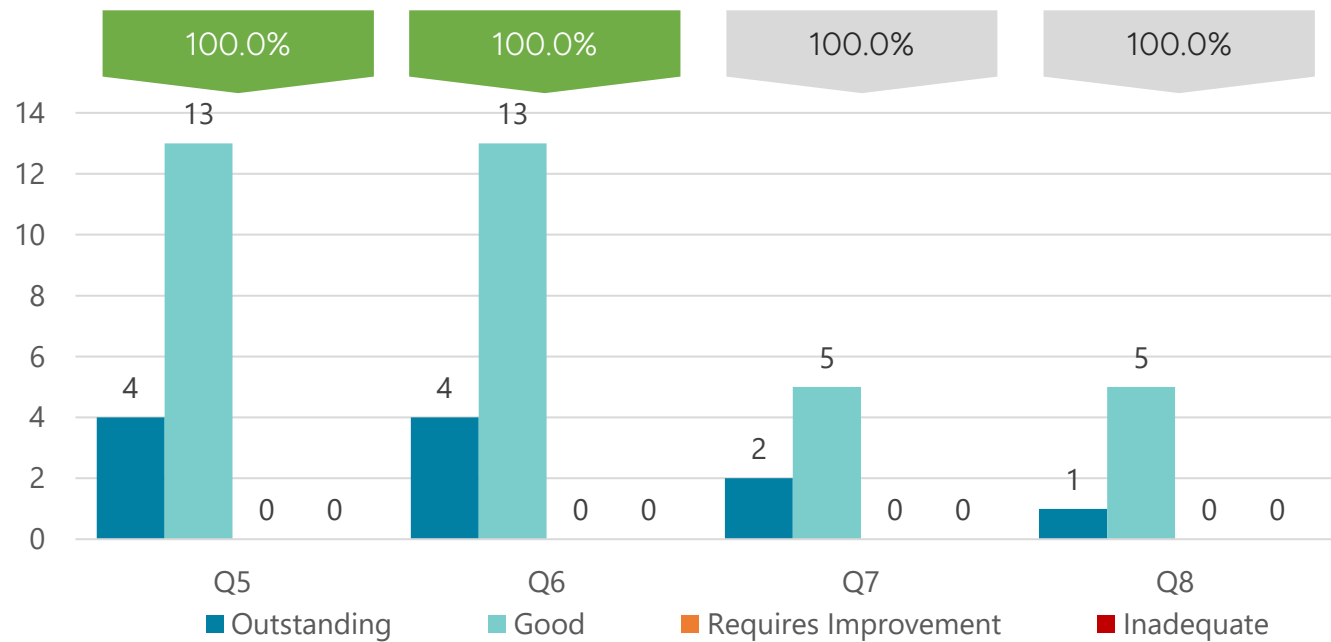
Section 1 of 7: Response volumes and satisfaction rates (%) by question.

Your Care

99.0%



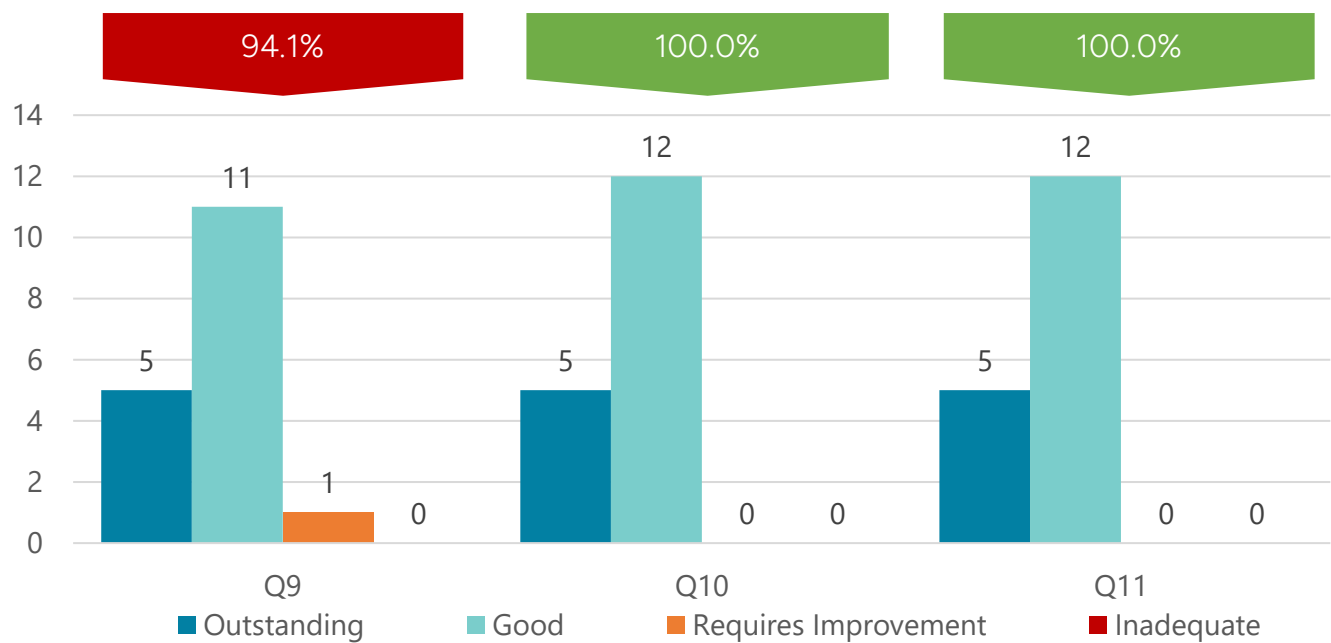
Q1. I feel included in the planning of my care and support.
Q2. I feel my overall well-being and needs are met to my satisfaction.
Q3. I am consulted about things that matter to me.
Q4. The service makes me feel safe and secure.



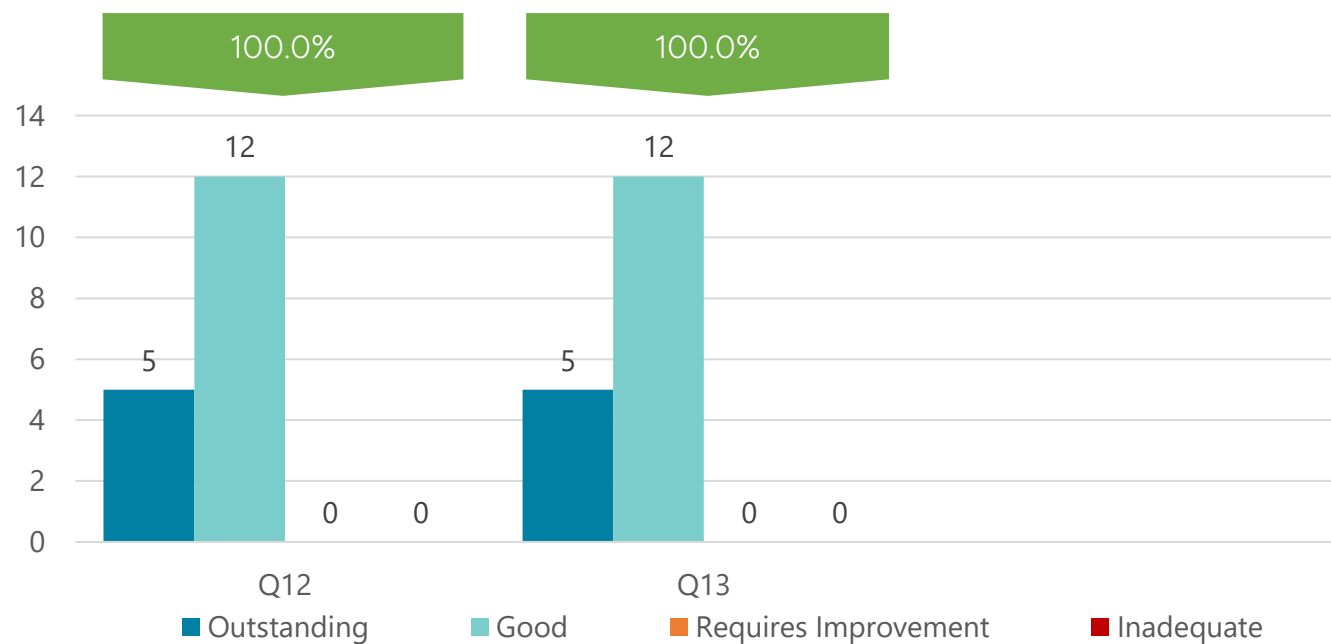
Q5. I can get help easily when I need it.
Q6. My views about my care are listened to and acted upon.
Q7. The service supports me to get any additional care I need.
Q8. The service also helps me retain my independence.

Onsite Staff

98.8%



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.

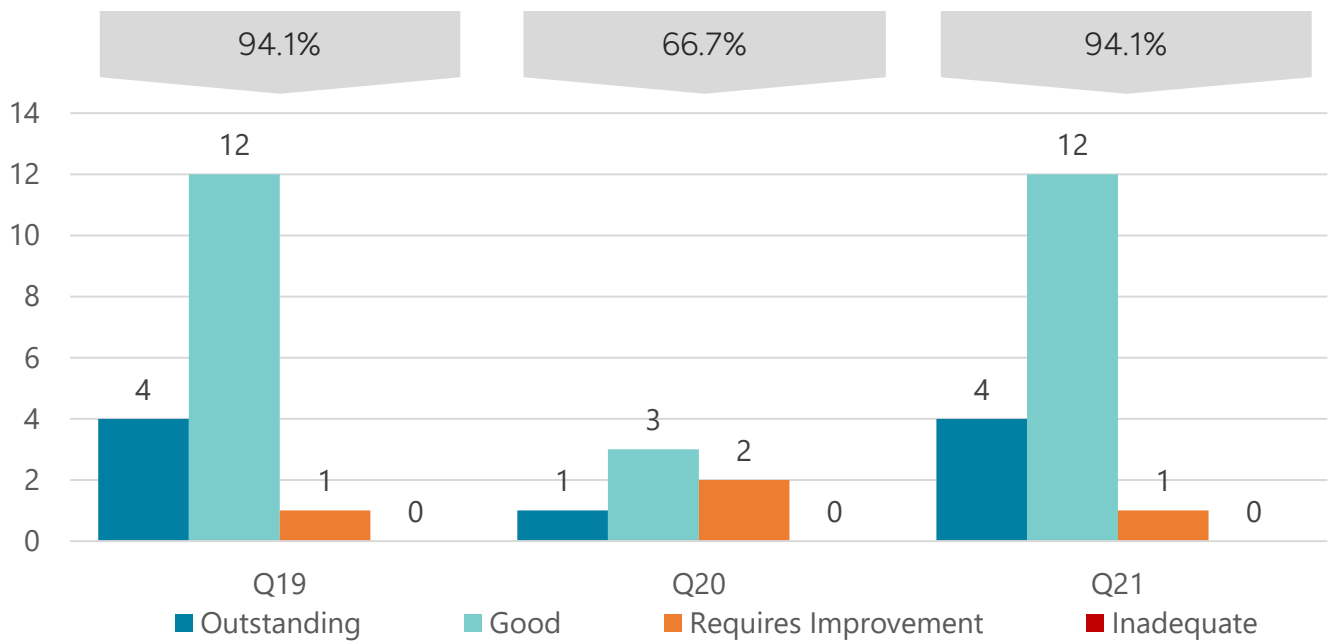


Q12. The staff respect my privacy and dignity.
Q13. The staff take time to talk to me.

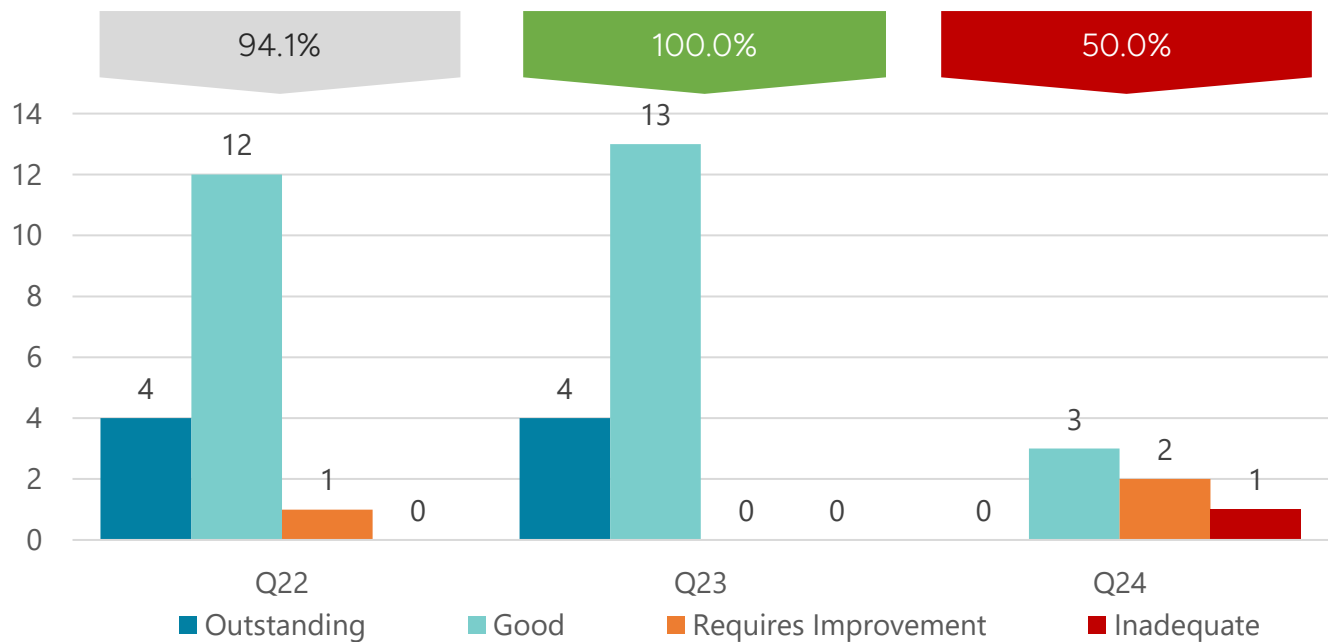
Section 3 of 7: Response volumes and satisfaction rates (%) by question.

Your Home

90.0%



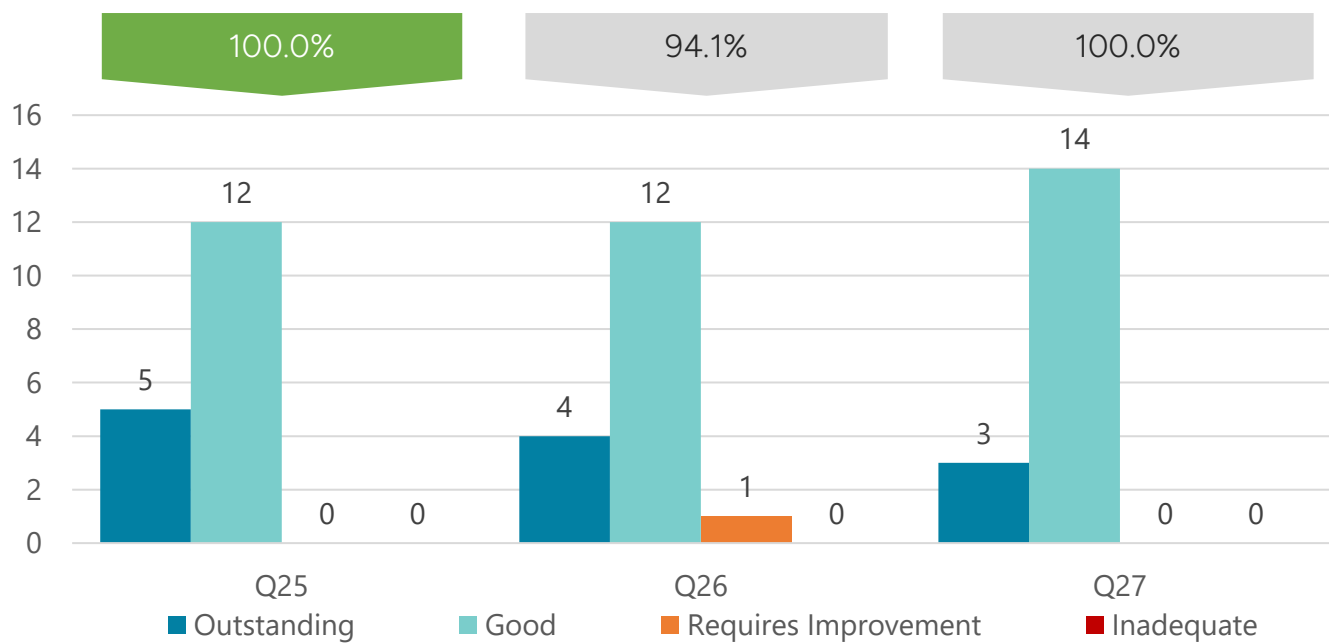
Q19. The environment feels homely.
Q20. I am happy with the comfort of my home.
Q21. Communal areas are clean, tidy and smelling fresh.



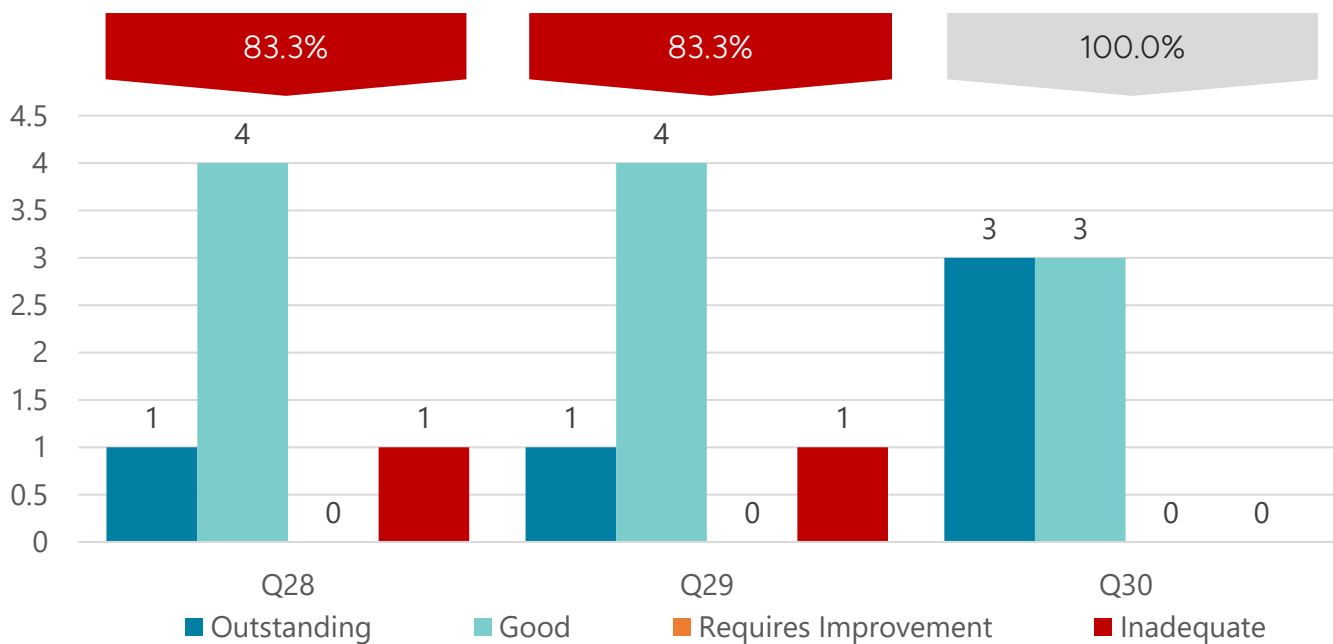
Q22. Communal areas are well maintained.
Q23. The grounds and gardens are well maintained.
Q24. I am happy with the laundry service.

Activities & Connections

95.7%



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.

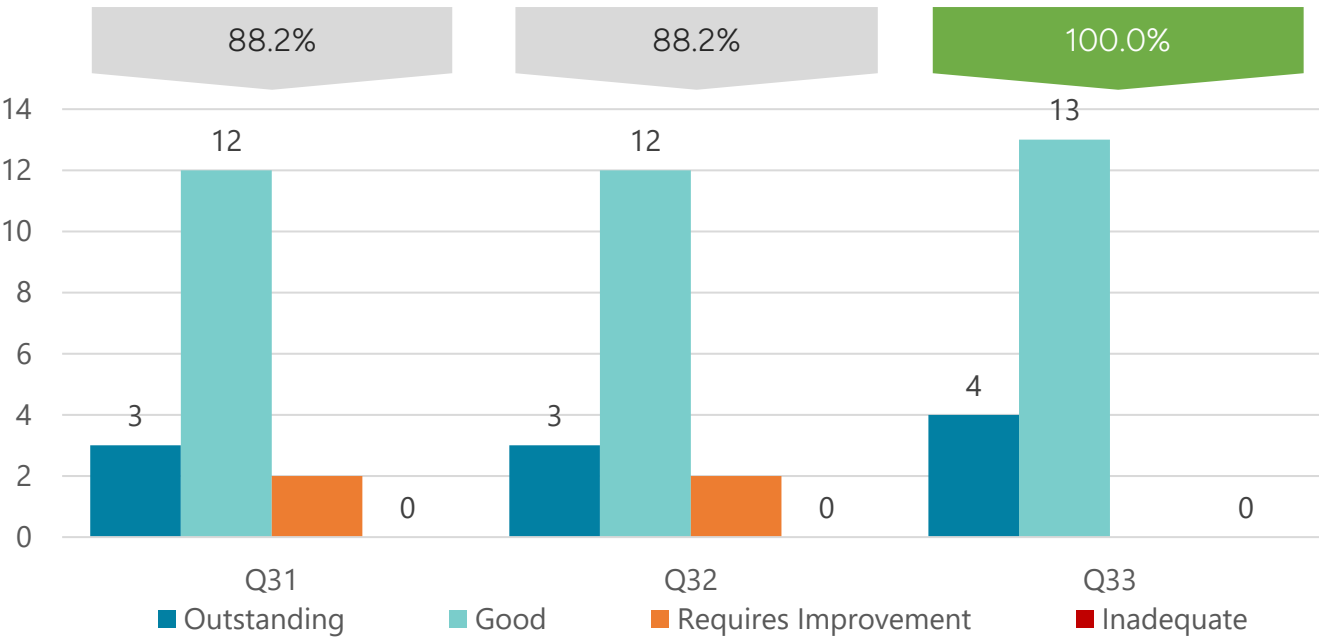


Q28. This is a good place to meet new friends.
Q29. I feel part of the wider community.
Q30. My friends and family feel welcome and can visit when they like.

Section 5 of 7: Response volumes and satisfaction rates (%) by question.

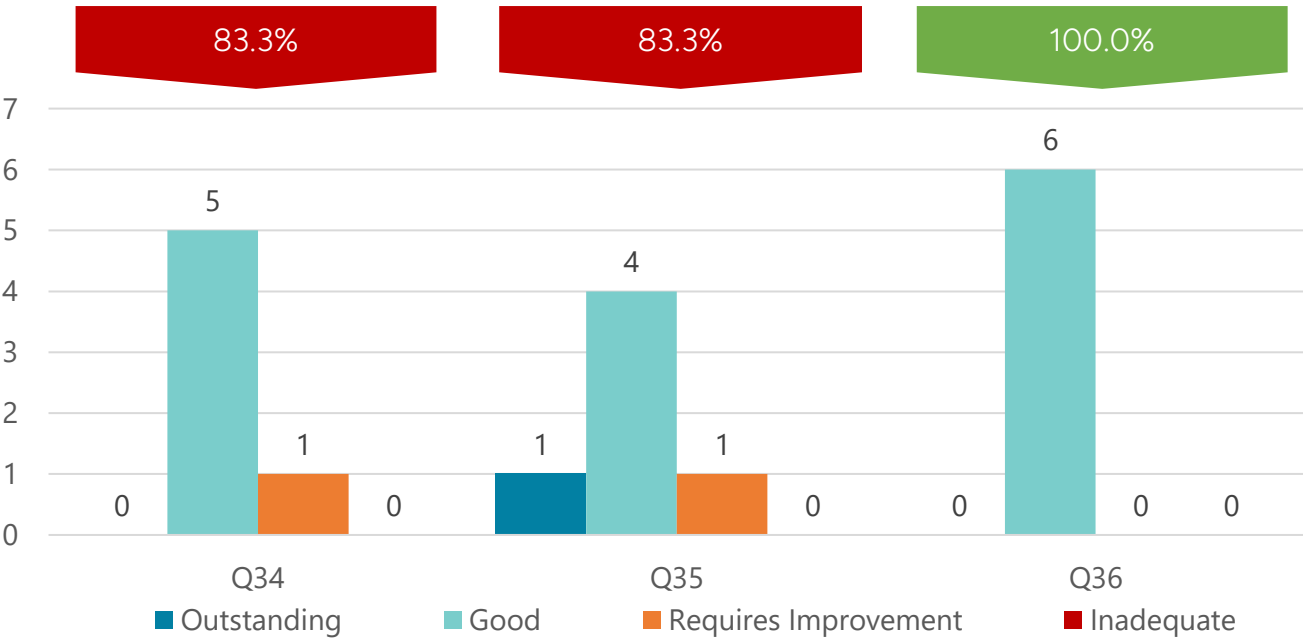
The Food

91.3%



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

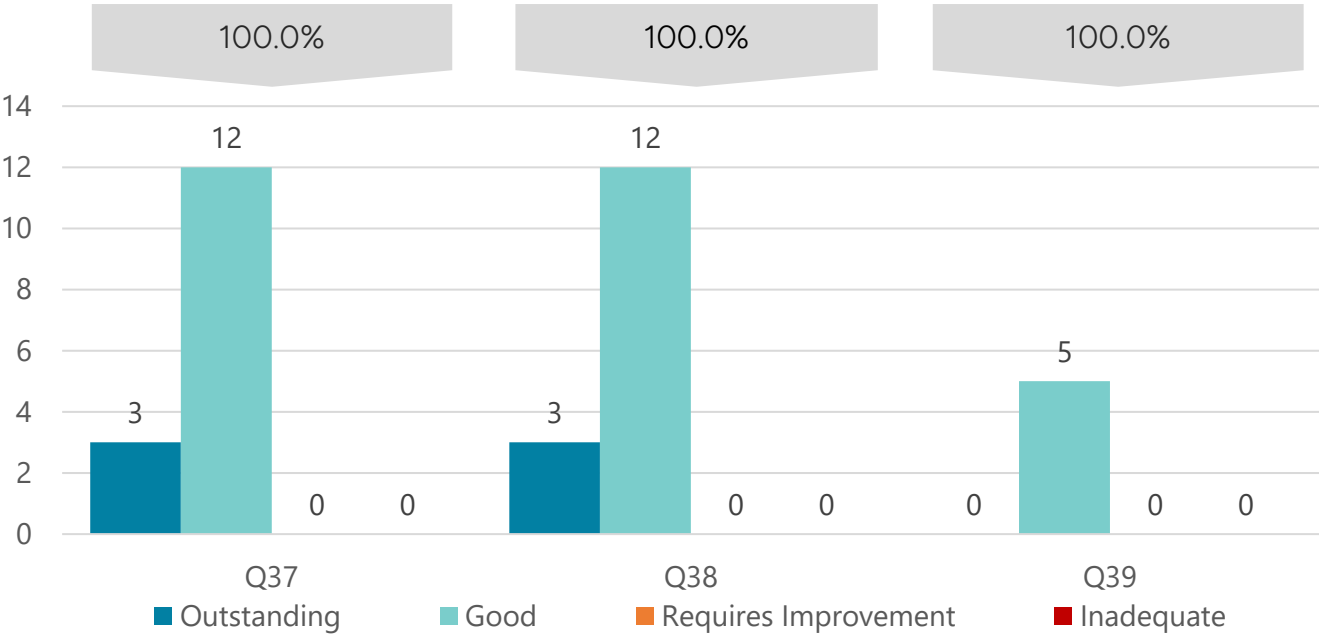


Q34. There is enough flexibility around mealtimes.
Q35. I can get drinks and snacks easily if I want them.
Q36. My rent provides value for money. (Section 6: Only 1 question)

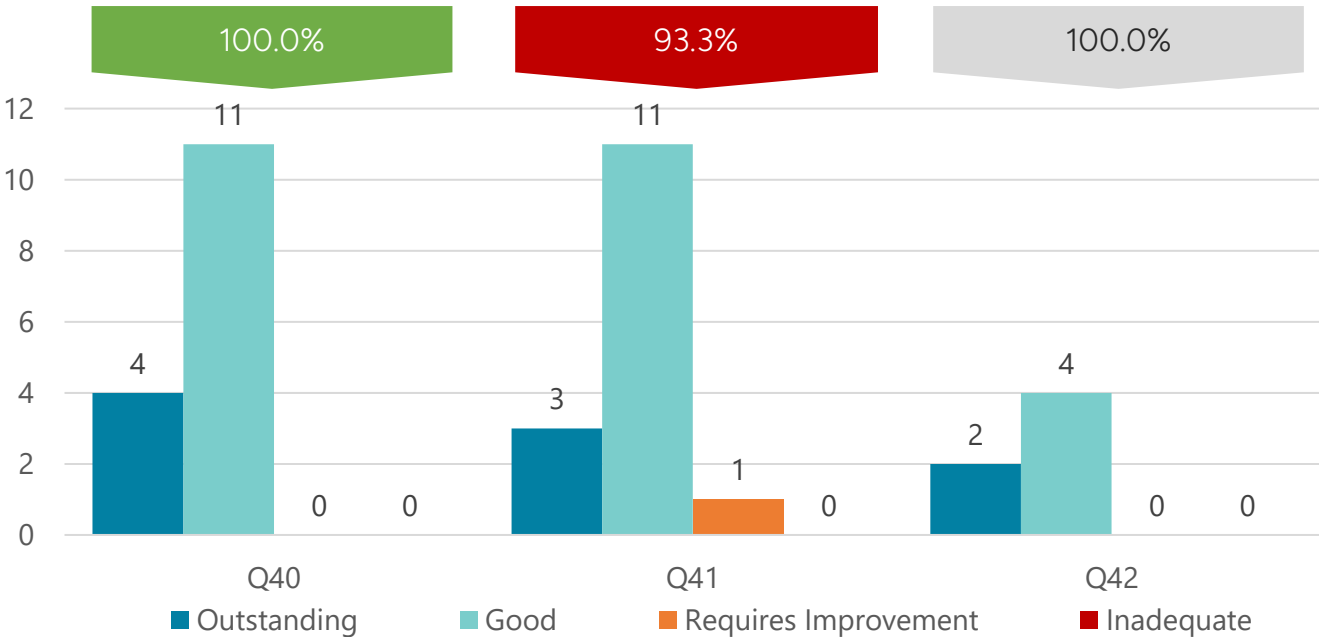
Section 7 of 7: Response volumes and satisfaction rates (%) by question.

Your Say

98.6%



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.

The friends I've made with staff & residents.

The company it has brought me whilst I live here.

Happy with everything.

The quality of day, and mostly night staff.

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

To allow pets to live with us.

Response

Pets are allowed in some of independent services where residents can take pets for walks outside and manage pet waste themselves, however in some services this is not practical as staff do not have capacity to look after pets.

Comment

The salads are monotonously over crunchy and badly planned. Need fruit, SLICED cucumber, dates sultanas, better lettuce like Waldorf salad. Orange slices, mandarins etc.

I am grateful for the poached egg luncheon.

And a sink plug that works.

Q15 Comfort of Home - "Struggling with blankets at night".

Q19 Laundry response Requires Improvement - 'Towels'.

Response

We aim to provide the best service and meal time experience, and we will work with the Chef to improve the quality and variety of food being provided. We ask that you speak to the manager of your service to raise your concerns with them as they have accountability for resolving matters as they arise.

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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