

# Resident Survey Results

# 2025

## Supported Living

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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

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

-

-

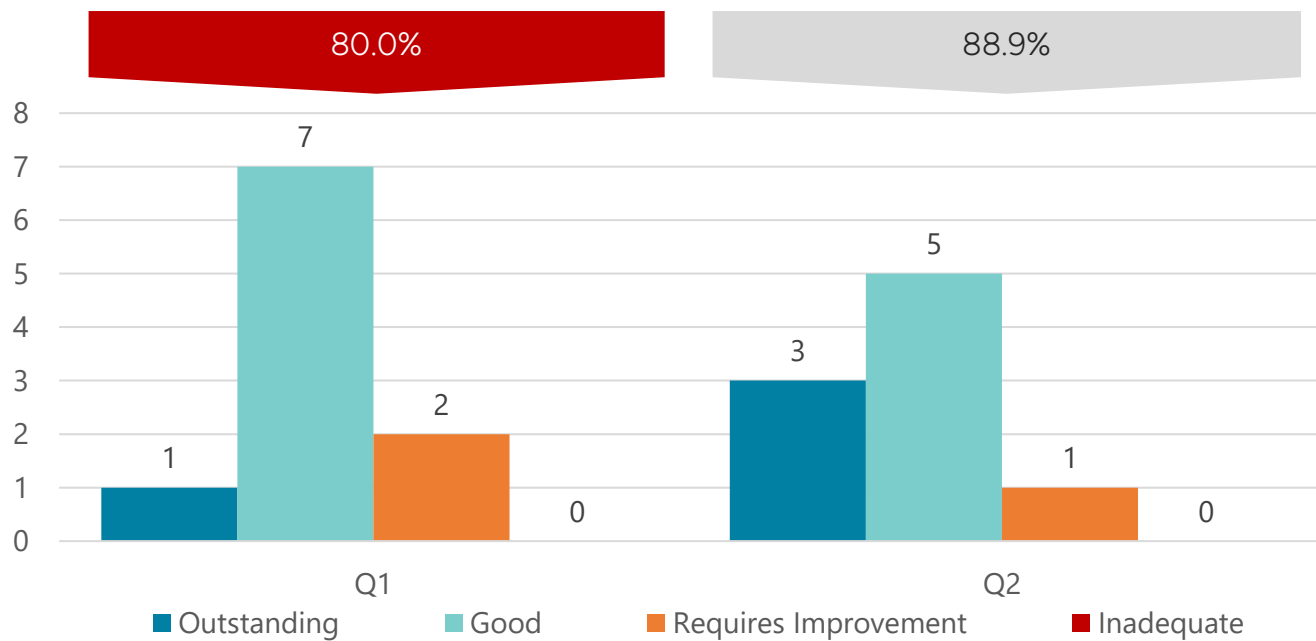
Within each section of this report each question is displayed with a chart containing the volumes for all response types, the Satisfaction rate (%) for the question is in each arrow box which are coloured **RED** for the lowest scoring question within each section and **GREEN** for the highest. Total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

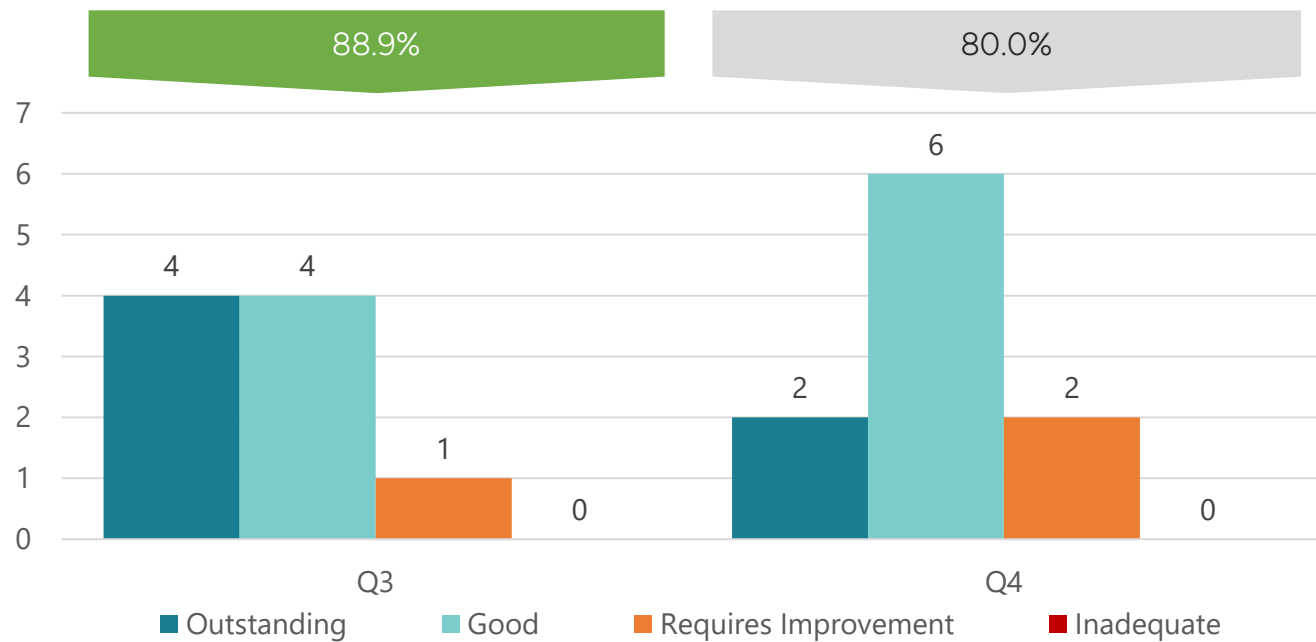
# Your Experience

84.2%



Q1. I am consulted about things that matter to me.

Q2. The service makes me feel safe and secure.



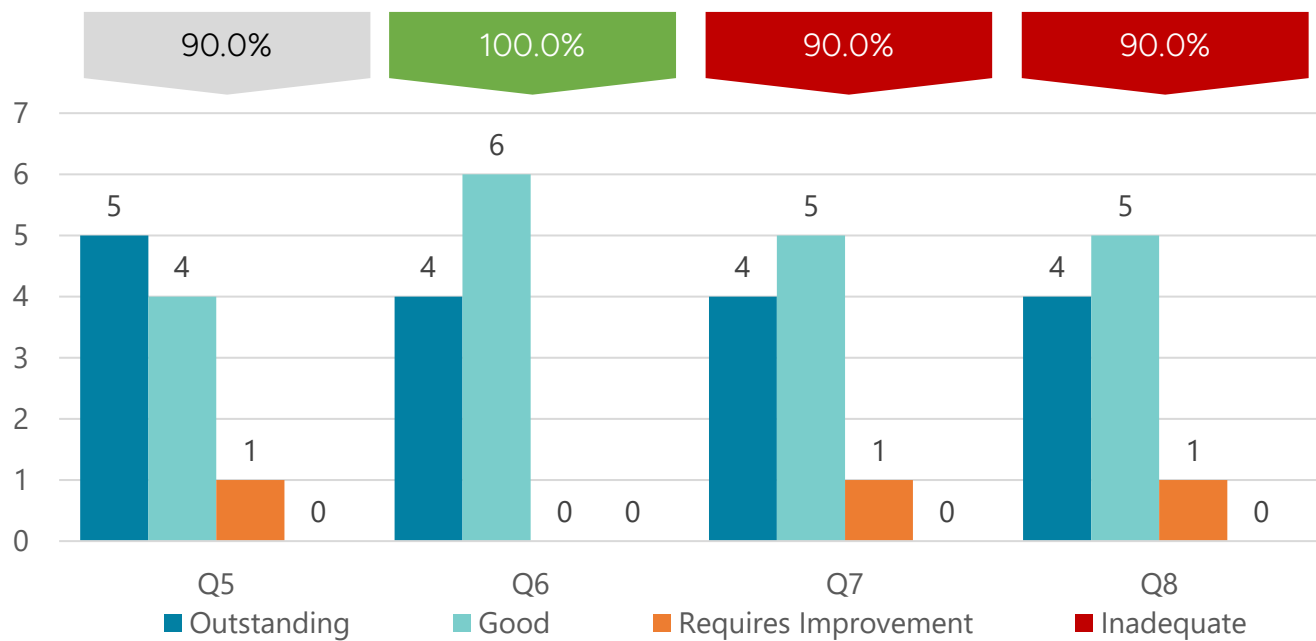
Q3. I can get help easily when I need it.

Q4. My views are listened to and acted upon.

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

# Onsite Staff

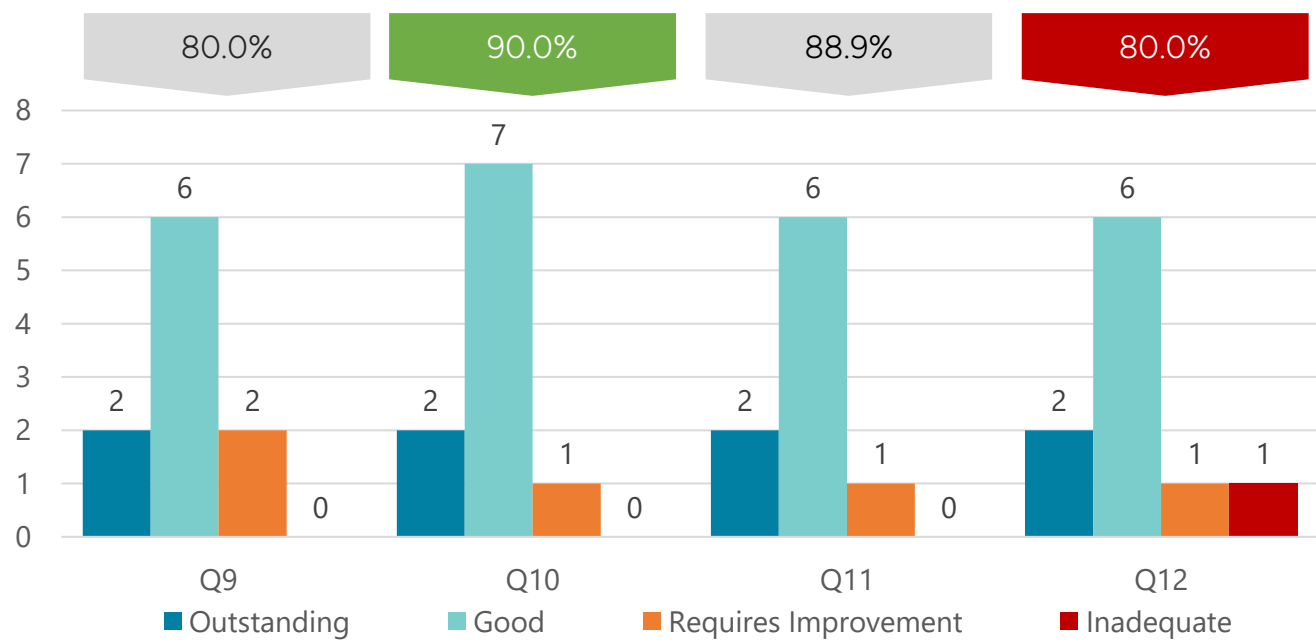
92.5%



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

# Visiting Staff

84.6%

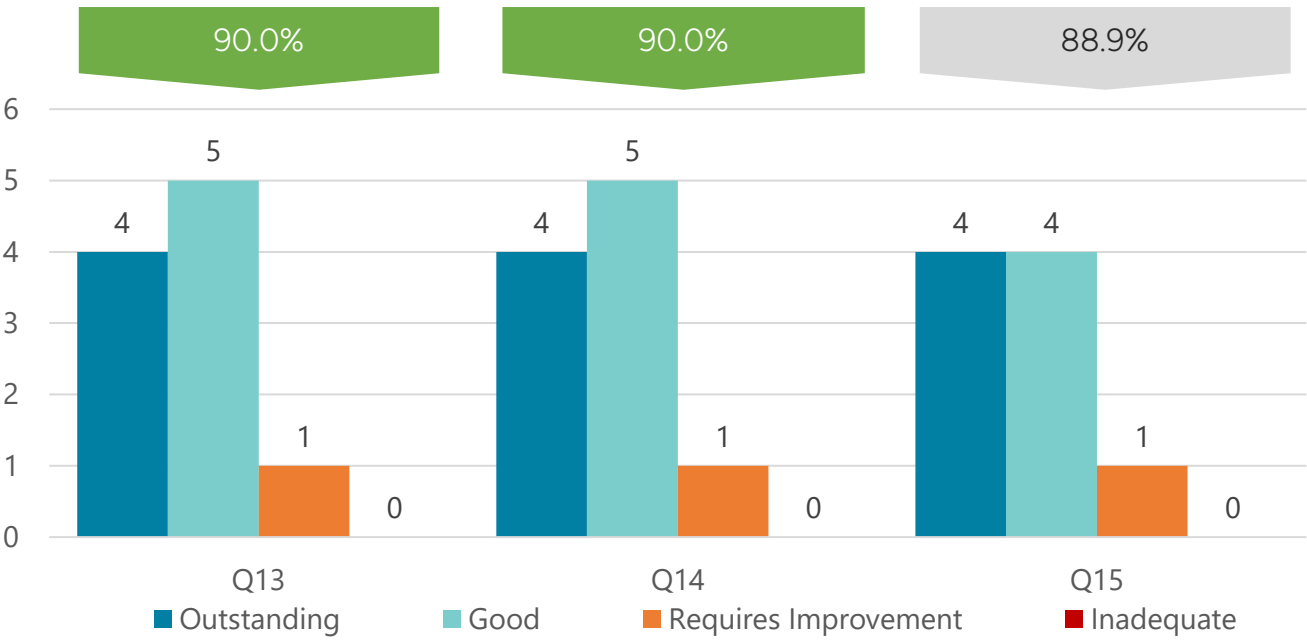


Q5 & Q9. I have confidence in the staff who care for me.  
Q6 & Q10. The staff are kind, caring and approachable.  
Q7 & Q11. Staff are professional and well-presented.  
Q8 & Q12. The staff respect my privacy and dignity.

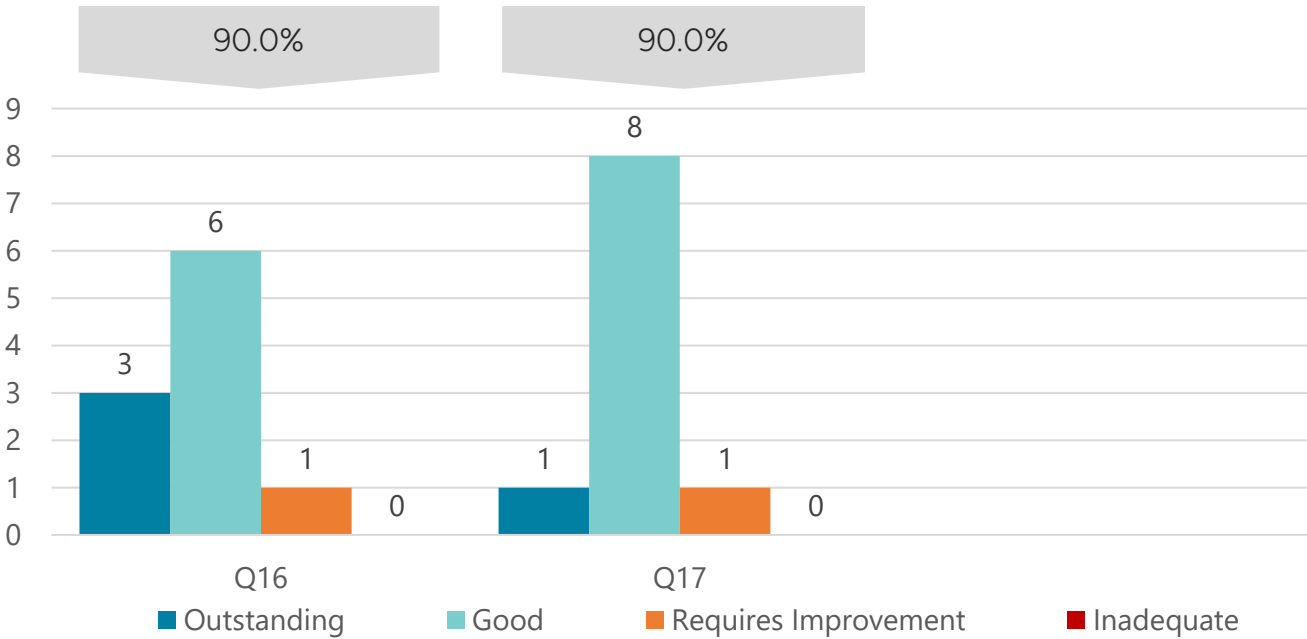
Section 4 of 8: Response volumes and satisfaction rates (%) by question.

# Your Home

89.8%



Q13. The environment feels homely.  
Q14. I am happy with the comfort of my home.  
Q15. Communal areas are clean, tidy and smelling fresh.

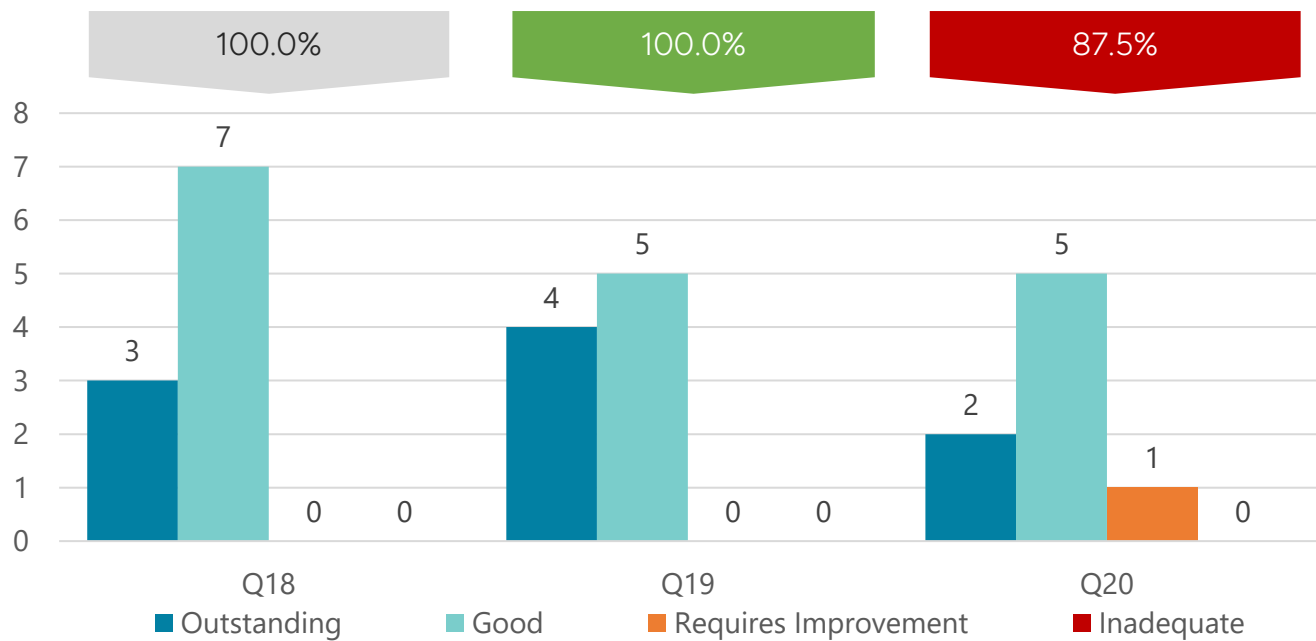


Q16. Communal areas are well maintained.  
Q17. The grounds and gardens are well maintained.



# Activities & Connections

96.3%

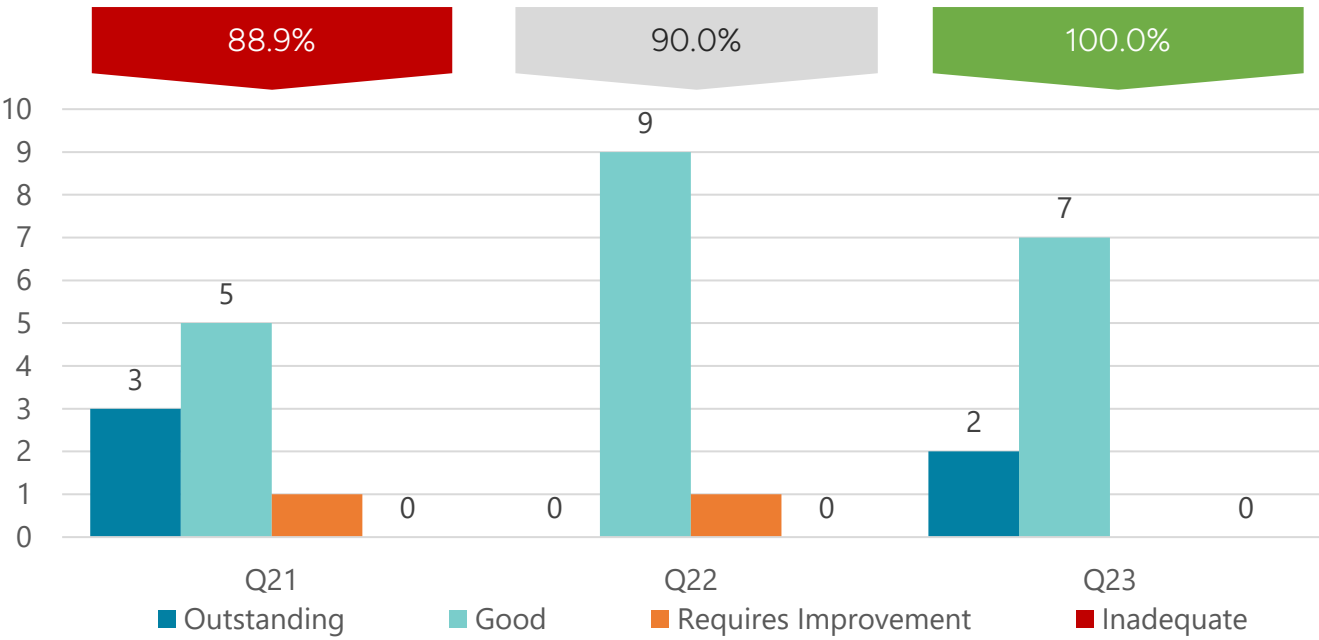


Q18. This is a place where I can choose to live privately or be part of the Abbeyfield community if I wish.  
Q19. This is a good place to meet new friends.  
Q20. I feel part of the wider community.

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

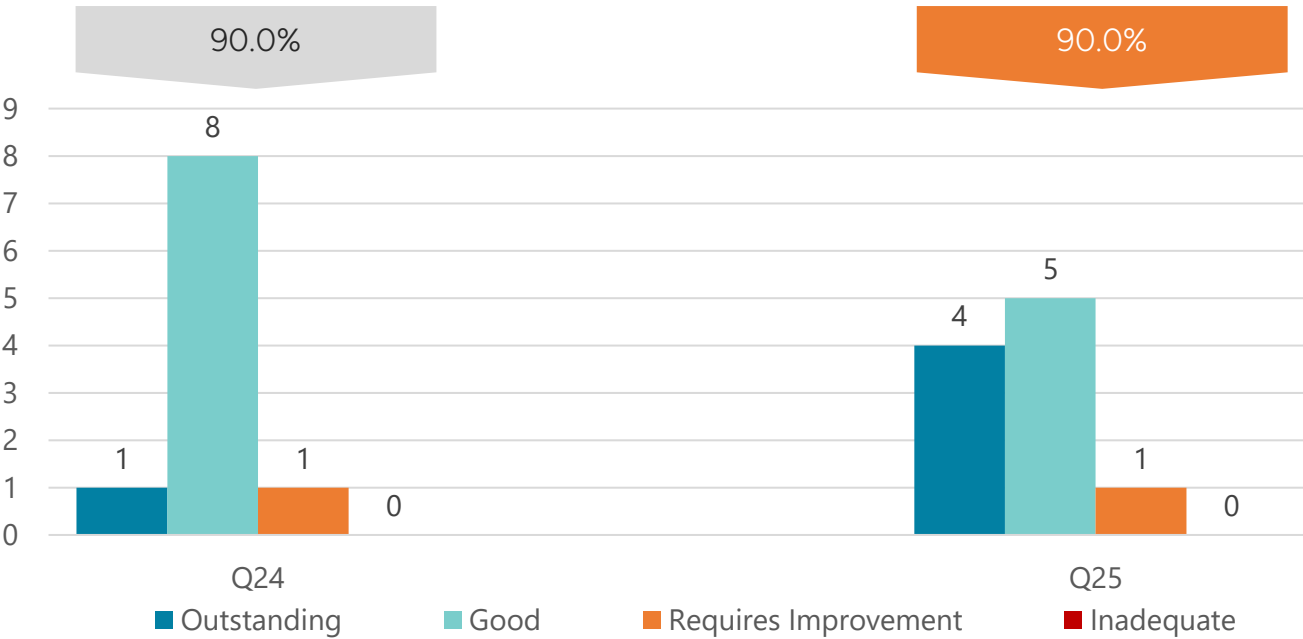
# The Food

91.7%



Q21. I enjoy the quality of the food provided.  
Q22. I am happy with the choice of food.  
Q23. My special dietary needs are catered for.

# Value For Money

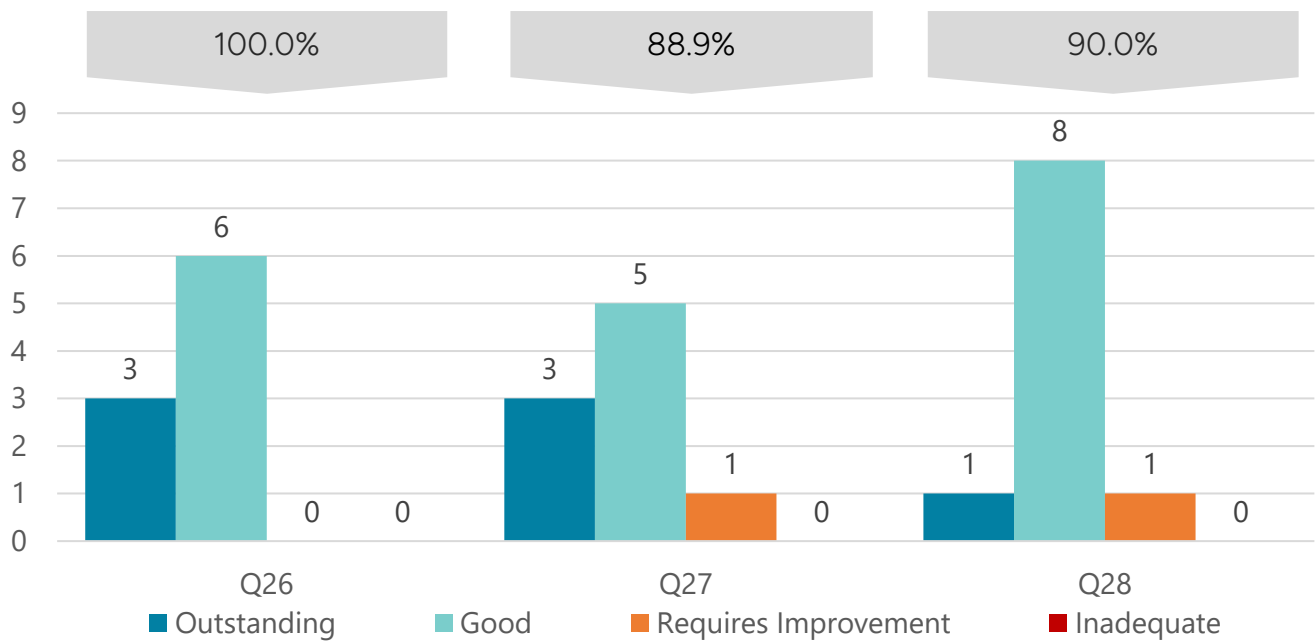


Q24. There is enough flexibility around mealtimes.  
Q25. My rent and service charge provides value 1 (Section 7: Only 1 question)

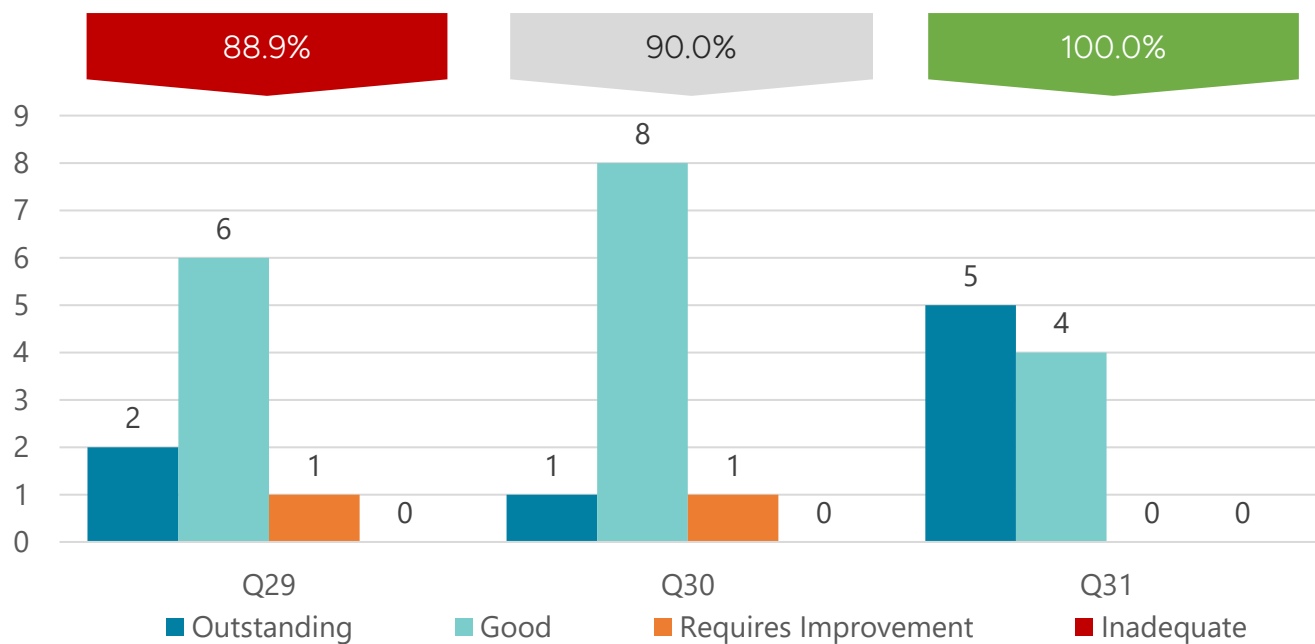
Section 8 of 8: Response volumes and satisfaction rates (%) by question.

# Your Say

92.9%



Q26. I know how to make a complaint.  
Q27. I am confident someone will listen if I have a complaint.  
Q28. I am invited to attend regular service meetings.



Q29. In general terms my views are listened to and acted upon.  
Q30. I receive timely communication regarding matters that affect me in my home.  
Q31. 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.

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

It is comfortable. The rooms and bathrooms are warm and adequate and cannot be faulted. The washing and drying facilities are excellent. The majority of staff are friendly and helpful and anxious to please.

Getting all bills paid, having meals cooked, not having to think about shopping, no worries.

It's a home from home.

No don't think anything needs changing, we are really happy here.

# 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 would change meal times. It is not in the interest of the residents when the hours were changed but in the interest of one member of staff.

I would welcome going back to 12:30 pm lunch and 4:30 pm tea. I also do not understand why tea or coffee is now not served each Sunday teatime. I recently asked a member of staff why coffee or tea was not served, she said she was doing paperwork.

## Response

We recognise how important meal times are to our residents, and we endeavour to provide a flexible service to meet your needs. We know it is difficult to balance the needs of every resident who lives with us, and are always open to listen to alternatives, but acknowledge we cannot always please everyone.

## Comment

Food orders from Sainsbury's by staff not always what's needed. Only recently. (Maybe because regular staff on holiday)

## Response

All sites should be ordering from approved suppliers, our Quality Manager is currently reviewing these to ensure we get the best quality at the best price for you.

# 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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