

Abbeyfield The Dales Ltd

# Annual Survey Results 2017

Residents, Service Users, Family & Friends and Professional Bodies



Updated: 16/03/2018 16:30



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# Introduction

**We recently asked our Residents and Service Users, Friends, Relatives and Professional Bodies to complete our Annual Survey 2017. Thank you to those of you who took the time to complete this, your feedback is greatly appreciated and is a vital part of developing the service we offer here at Abbeyfield The Dales Ltd.**

This was your chance to let us know how you really feel about the service we offer here at Abbeyfield The Dales Ltd. We cannot stress enough how important your views are to us, without your input we cannot possibly grow as an organisation, and we certainly cannot develop the areas where you think we fall down without bringing them to our attention.

We hope this report is useful and also hope that you will take part in next year's survey.



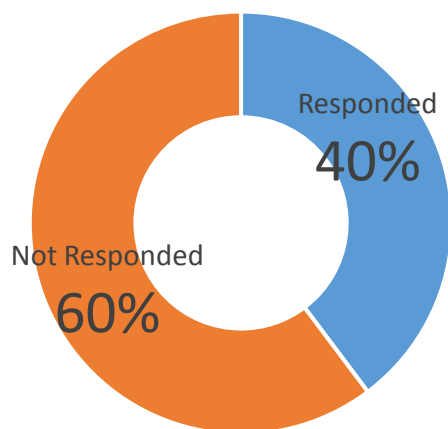
# Response Rates

## **RESIDENTS & SERVICE USERS** All Services

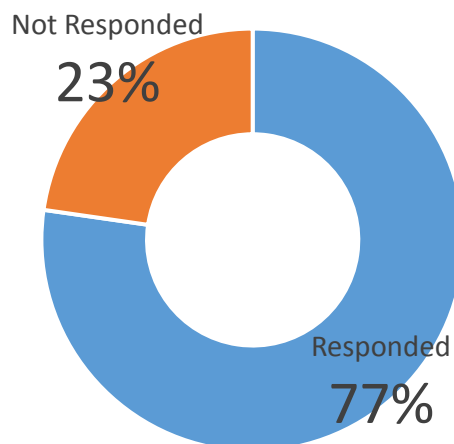
# Response Rates (%)

See below the response percentage for each service from Residents and Service Users.

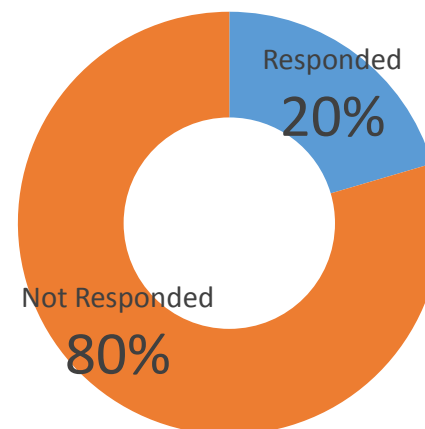
Registered Services



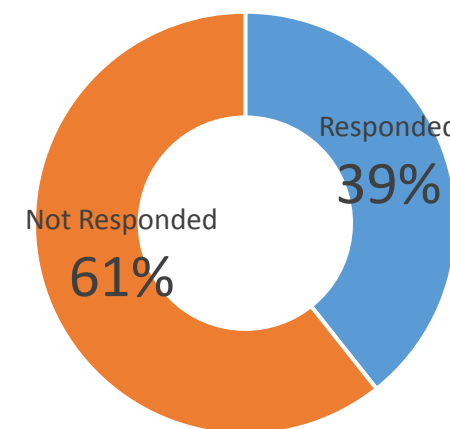
Supported Housing



Independent Living



**Abbeyfield The Dales Ltd**



Over all services across Abbeyfield The Dales Ltd, 272 units/apartments were asked to participate, 107 responses were received. This is an overall response rate of 39.3 %.

# Response Rates (Volumes)

Below are the response volumes for each site over all services from Residents and Service Users.

SERVICE	SITE	SURVEYED	RETURNED	%
REGISTERED SERVICES	Fern House, Domiciliary Care	19	13	68.42%
	Fern House, Residential Unit	4	1	25.00%
	Grove House, Domiciliary Care	40	2	5.00%
	Grove House, Residential Unit	14	2	14.29%
	Ing Royde, Halifax	29	10	34.48%
	The Beeches, Menston	24	5	20.83%
	Woodlands, Skipton	31	31	100.00%
	<b>TOTAL</b>		<b>161</b>	<b>64</b>
SUPPORTED HOUSING	Barnoldswick	12	10	83.33%
	Settle	10	7	70.00%
	<b>TOTAL</b>	<b>22</b>	<b>17</b>	<b>77.27%</b>
INDEPENDENT LIVING	Abbeyfield Court, Ilkley	12	4	33.33%
	Kirkview, Shipley	7	0	0.00%
	Leylands, Bradford	4	0	0.00%
	Abbeyfield Lodge, Ilkley	3	1	33.33%
	Pawson Cottage Homes, Ilkley	8	1	12.50%
	Abbeyfield House, Pudsey	6	1	16.67%
	Woodview, Saltaire	4	2	50.00%
	<b>TOTAL</b>	<b>44</b>	<b>9</b>	<b>20.45%</b>
COMMUNITY HUB	Grove House, Ilkley	45	17	37.78%
	<b>TOTAL</b>	<b>45</b>	<b>17</b>	<b>37.78%</b>
<b>ABBNEYFIELD THE DALES LTD (TOTAL)</b>		<b>272</b>	<b>107</b>	<b>39.34%</b>

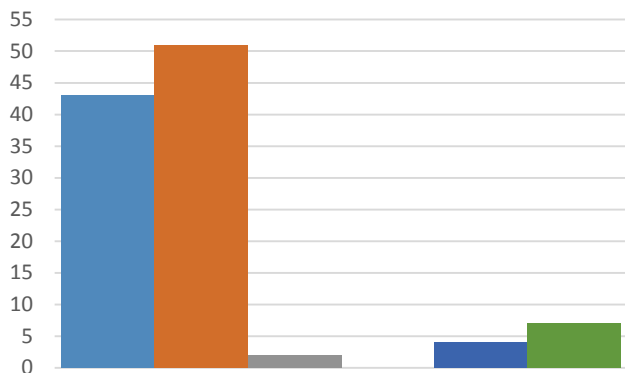


# Annual Survey Results 2017

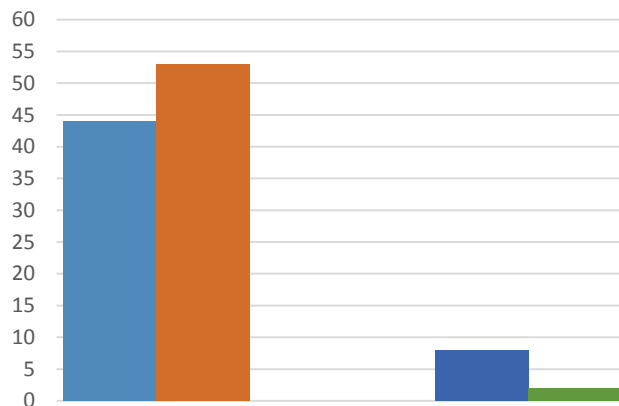
## **RESIDENTS & SERVICE USERS** Results - All Services

# Residents & Service Users Results

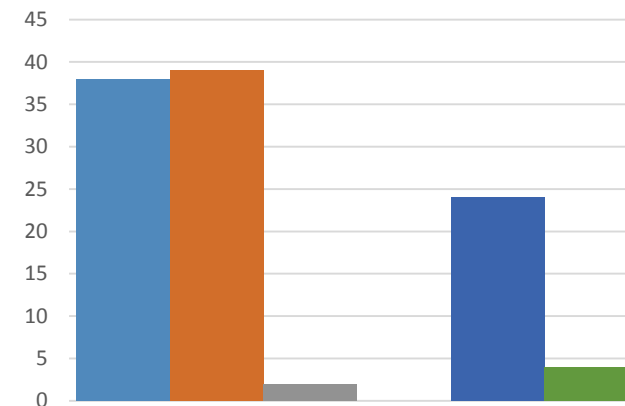
**Q1. The manager is approachable and responds to questions, or issues promptly and effectively.**



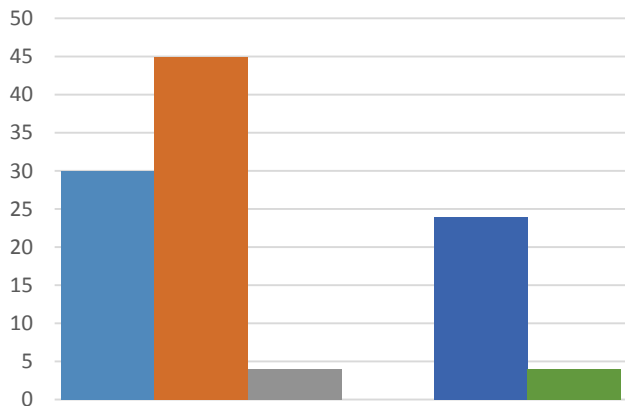
**Q2. My family/friends feel welcome when they visit, and can visit when they like.**



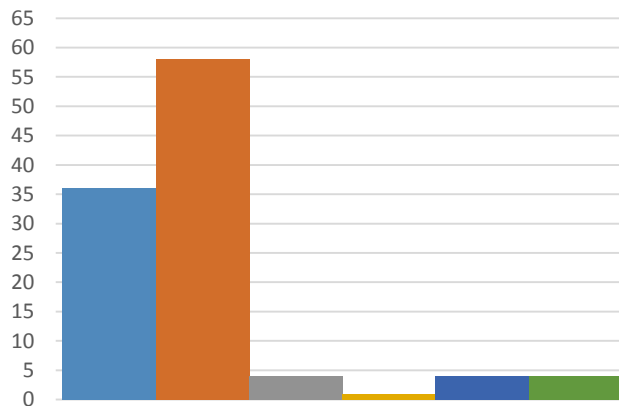
**Q3. I feel included in the planning of my care and support.**



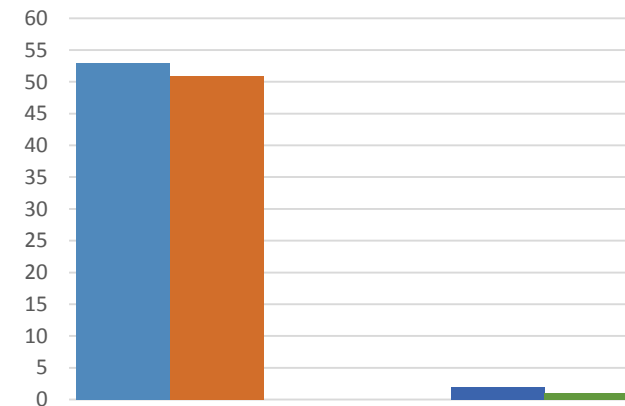
**Q4. I feel that I am well informed about the care and support I receive.**



**Q5. I feel that my overall well-being and needs are met to my satisfaction.**



**Q6. I feel I have good working relationships with staff members.**

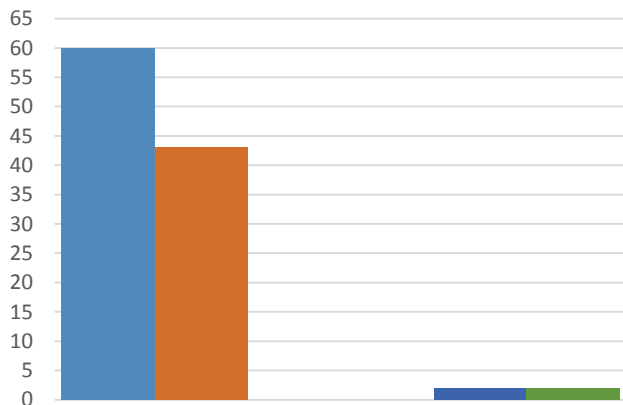


Outstanding    Good    Requires Improvement    Inadequate    Not Applicable    Did not answer

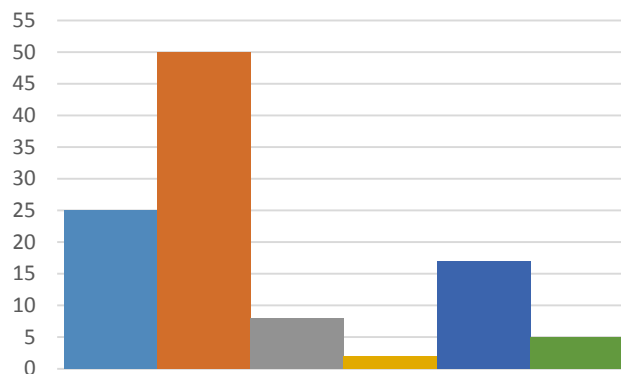


# Residents & Service Users Results

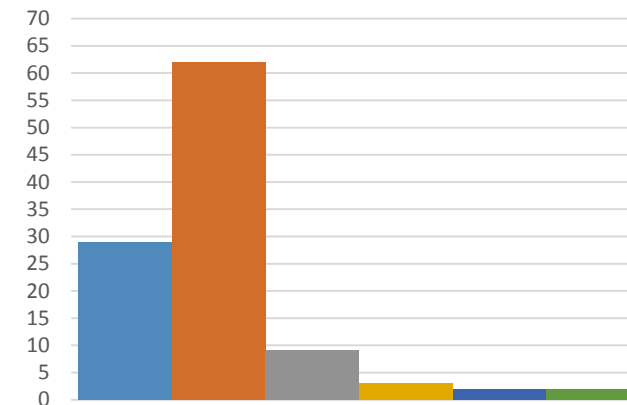
**Q7. Staff members are well presented and act professionally.**



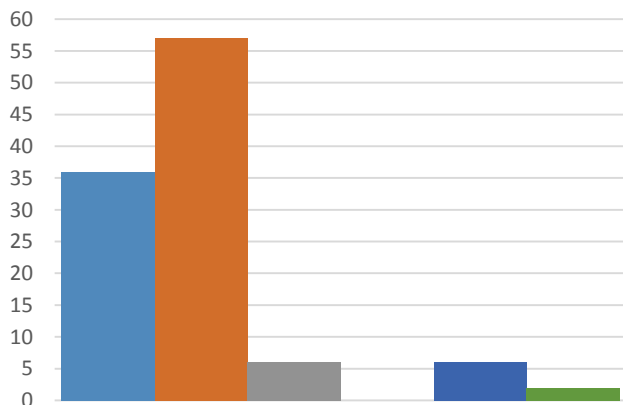
**Q8. The activities programme is relevant and enjoyable, giving me opportunity to socialise with other residents.**



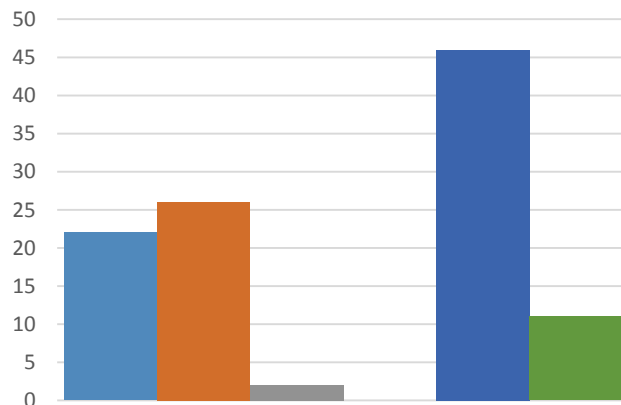
**Q9. The grounds and gardens are well maintained.**



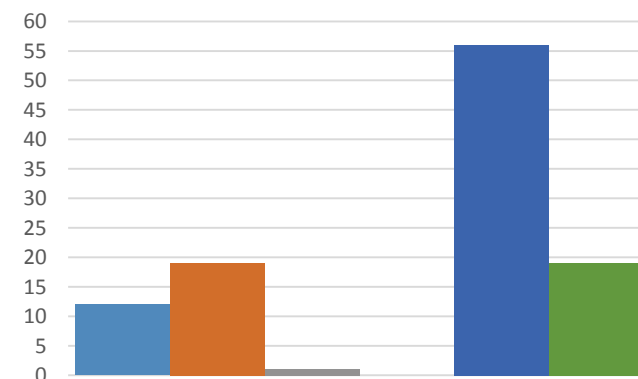
**Q10. The food served is appetising with a good variety of choices available.**



**Q11. Any special dietary needs I have are catered for.**



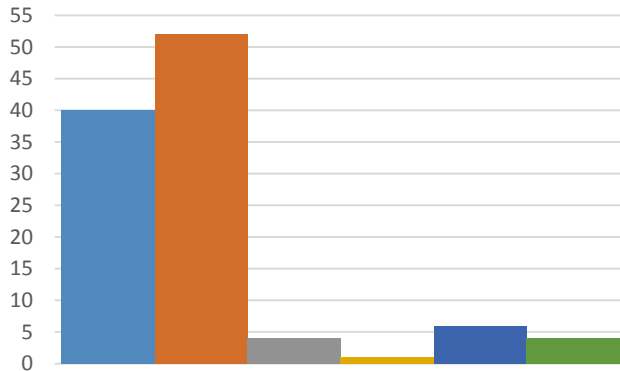
**Q12. If you have a cleaning service with Abbeyfield The Dales, are you satisfied with this?**



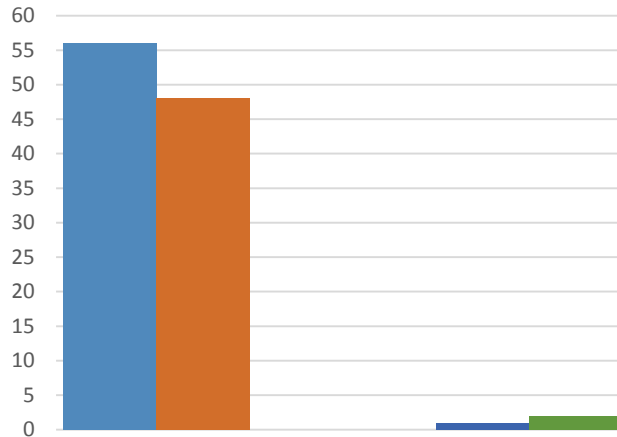
Outstanding
Good
Requires Improvement
Inadequate
Not Applicable
Did not answer

# Residents & Service Users Results

**Q13.** Communal rooms are well maintained, clean, tidy, well-furnished, odour free and secure.



**Q14.** Overall I would rate the service as being.



Outstanding    Good    Requires Improvement    Inadequate    Not Applicable    Did not answer

# Annual Survey Results 2017

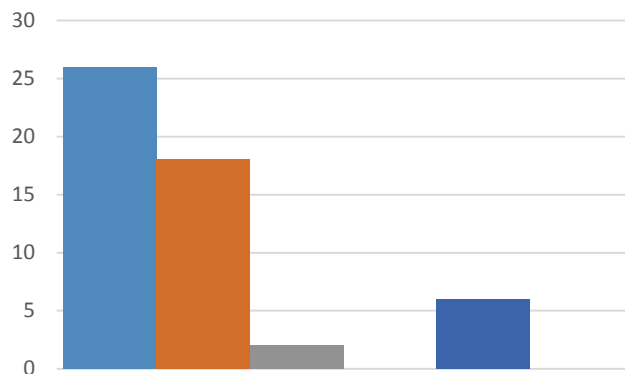
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## **FRIENDS & RELATIVES**

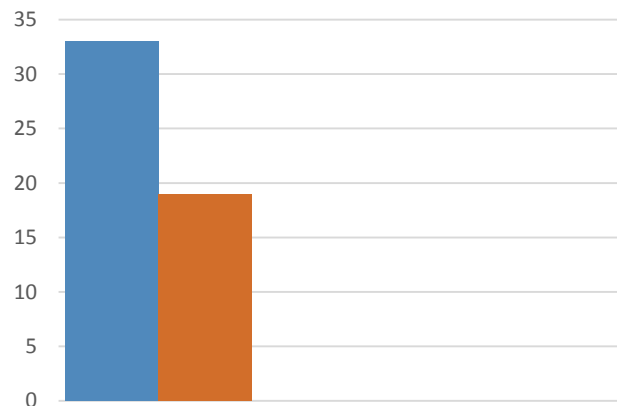
### Results - All Services

# Friends & Relatives Results

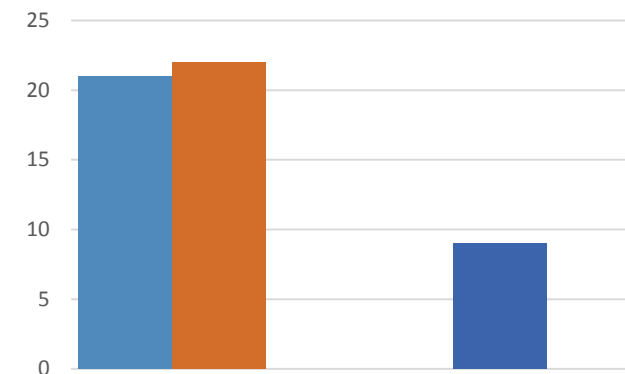
**Q1. The Manager is approachable and responds to questions or issues promptly and effectively.**



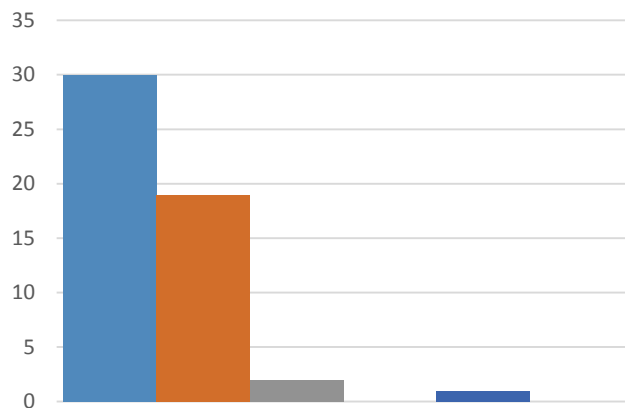
**Q2. I feel welcome when I visit, and can visit when I like.**



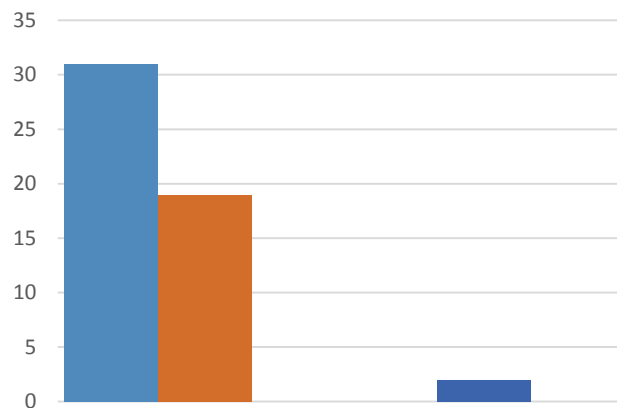
**Q3. Where appropriate and with consent, I feel included in the planning of care and support for my relative / friend.**



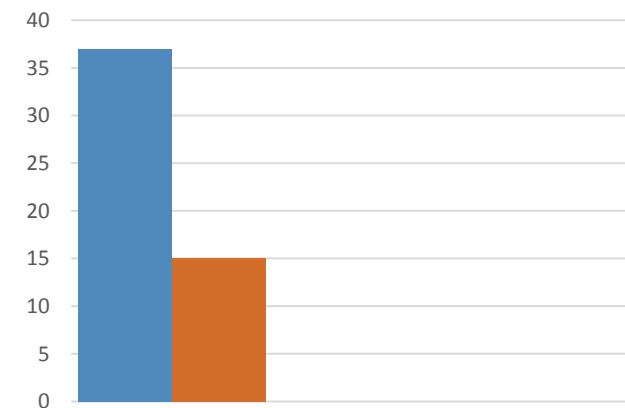
**Q4. I feel the well-being and needs of my relative / friend are met to their satisfaction.**



**Q5. I feel that have observed my relative / friend has appropriate relationships with staff.**



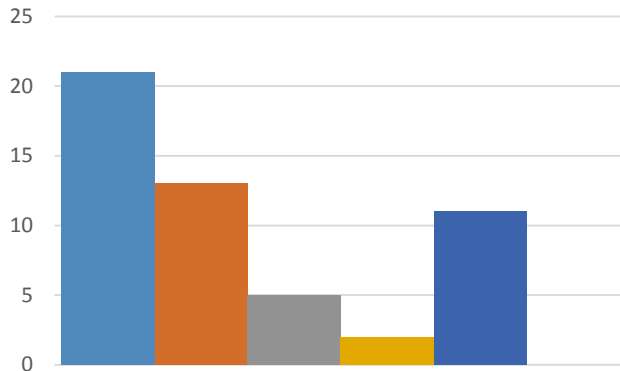
**Q6. Staff members are well presented and act professionally.**



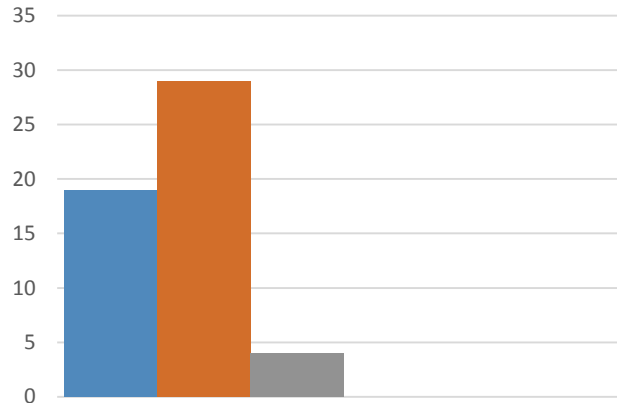
Outstanding    Good    Requires Improvement    Inadequate    Not Applicable    Did not answer

# Resident & Service Users Results

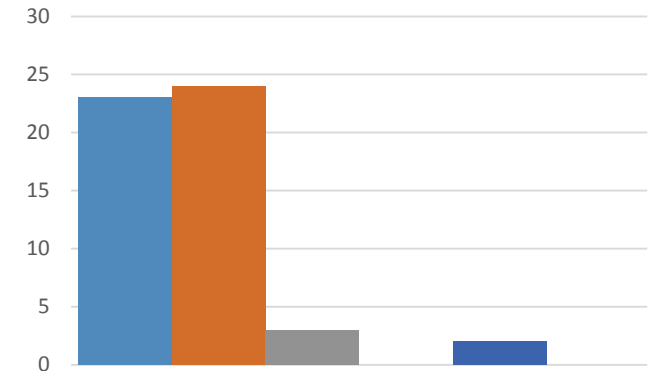
**Q7. The activities programme is relevant and enjoyable, giving my relative/friend opportunity to socialise with other residents.**



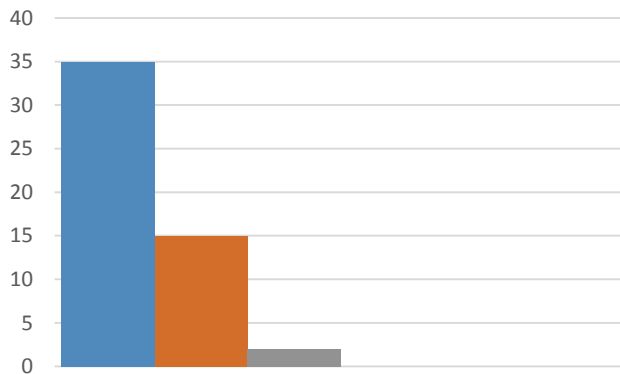
**Q8. The grounds / gardens are well maintained.**



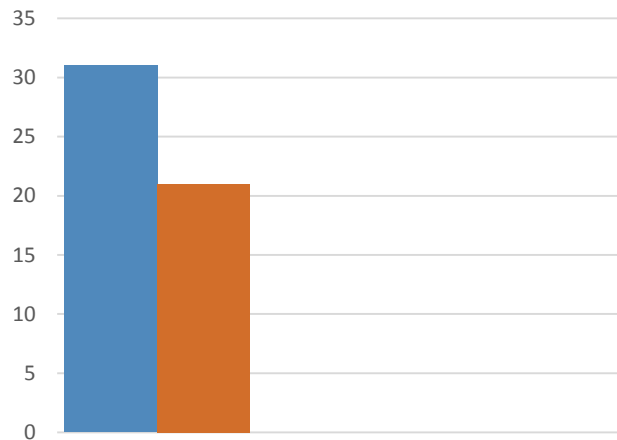
**Q9. The food served to my relative / friend is appetising with a good variety of choices available.**



**Q10. Communal rooms are well maintained, clean, tidy, well-furnished, odour free and secure.**



**Q11. Overall I would rate the service as being.**



Outstanding    Good    Requires Improvement    Inadequate    Not Applicable    Did not answer

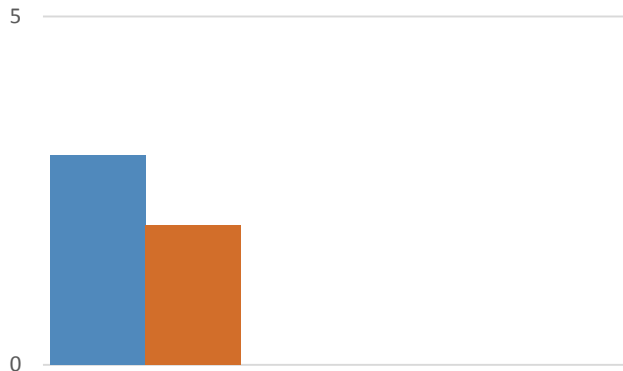


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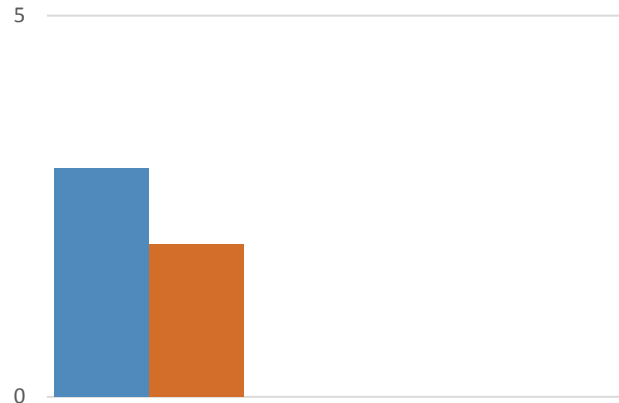
## **PROFESSIONALS** Results - All Services

# Professionals Results

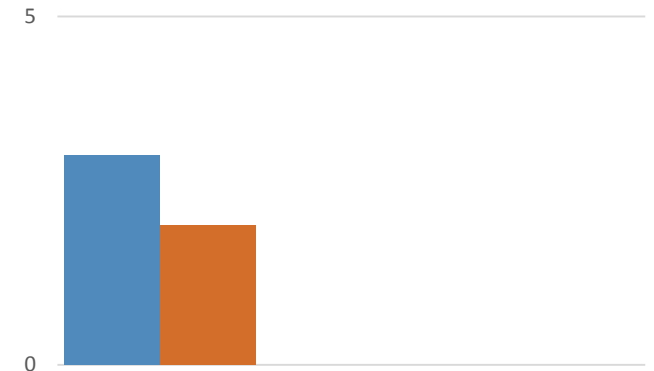
**Q1.** The Manager is approachable and responds to questions or issues promptly and effectively.



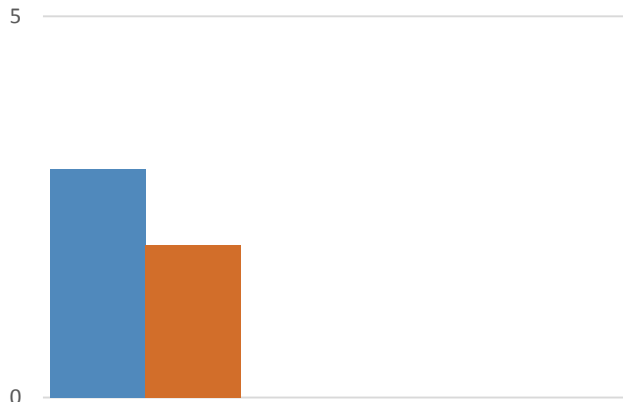
**Q2.** I am given appropriate access to the building when required.



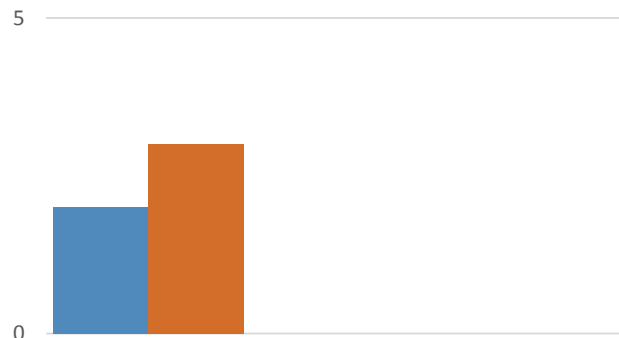
**Q3.** Staff follow my professional advice and instructions (e.g. DN/GP's) in the delivery of care and support.



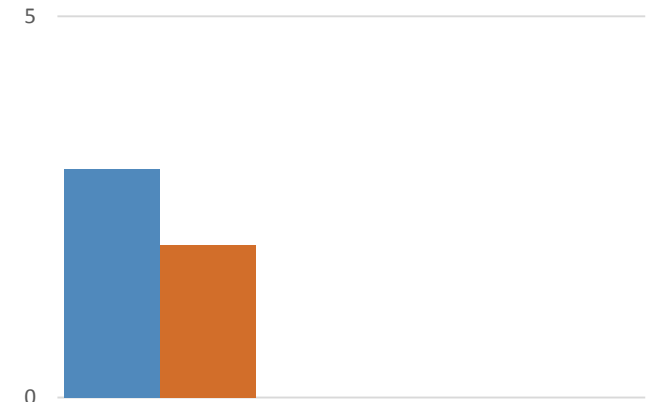
**Q4.** I feel that I am well informed about people I offer a service to.



**Q5.** I have observed people I offer a service to experiencing appropriate relationships and undertaking meaningful activities with staff members and other residents.



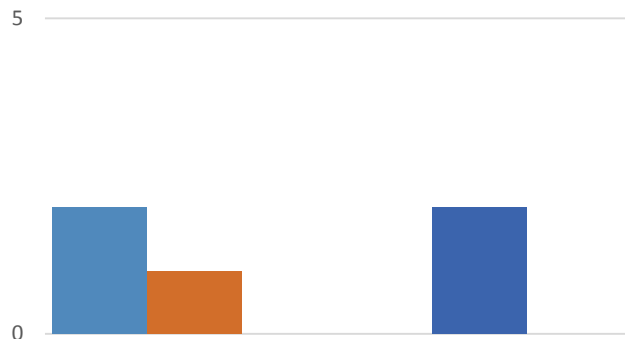
**Q6.** Staff members are well presented and act professionally.



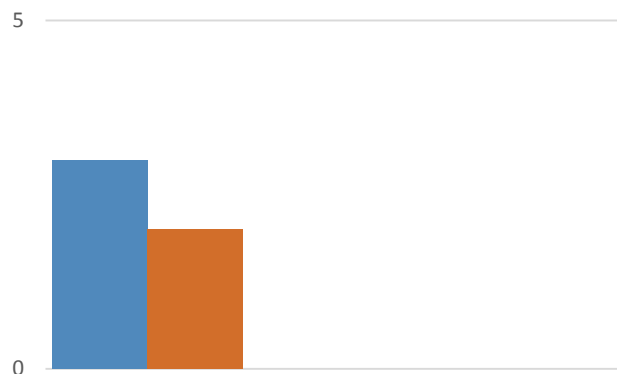
Outstanding
Good
Requires Improvement
Inadequate
Not Applicable
Did not answer

# Professionals Results

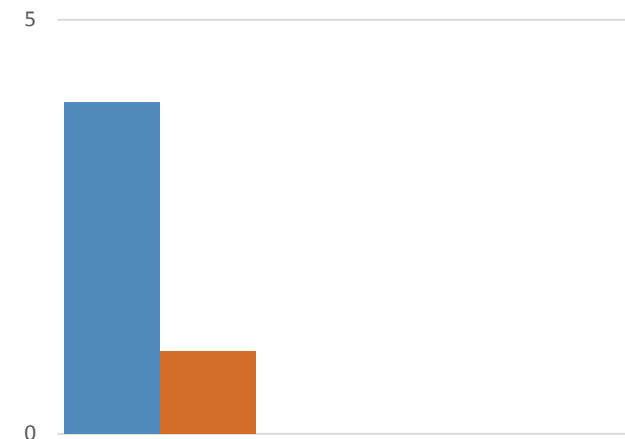
**Q7.** I have observed the food being served and it is appetising with a good variety of choices available with any personal dietary needs catered for.



**Q8.** Communal rooms are well maintained, clean, tidy, well-furnished, odour free and secure.



**Q9.** Overall I would rate the service as being.



Outstanding    Good    Requires Improvement    Inadequate    Not Applicable    Did not answer



# Summary

Thank you for taking time to complete our 2017 Resident Annual Survey. Your feedback is greatly appreciated and an essential part of developing and improving your experiences living within Abbeyfield The Dales.

We are pleased with the positive feedback received from our residents, your friends, family and professional bodies. Where we have received negative feedback, our managers have reacted and addressed issues and concerns quickly and effectively.

The main areas of your concerns were as follows:

1. Information regarding long term plans for grounds maintenance has been passed onto residents at their residents meetings.
2. Where in the past organised activities were not something residents wanted, this survey has shown a change in preferences in our supported housing schemes and residents are coming together with the House Manager to plan and organise activities of their choosing.
3. Our chefs work with care staff and residents to ensure dietary needs are catered for accordingly.

Your annual survey is not the only opportunity where you can provide feedback or raise issues, your scheme/site manager is always available to discuss and resolve with you.

Once again, we thank you for your feedback and look forward to your responses in 2018.



**Abbeyfield The Dales Ltd**

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