



You Said, We Will

Abbeyfield's response to the 2022 Residents' Survey (Housing & Independent Living)

Introduction

Thank you to all who participated in this year's Residents' Survey. The results show that 88% of the Housing residents who responded are satisfied with the service provided by Abbeyfield, while 86% would recommend a move to Abbeyfield to others.

One of the stand-out scores from the survey results is that 97% of Housing respondents believe Abbeyfield staff members are friendly and approachable. We know that our staff teams go the extra mile each day so we are glad to hear that you think so too!

While the results are overwhelmingly positive, the following areas have been identified for improvement:

- Maintenance, repairs and refurbishment
- Handling complaints and other issues raised at the service
- Provision of quality home-cooked food
- Relationships with other residents
- Resident engagement and information provision
- Reviewing the impact of COVID-19

AREAS FOR IMPROVEMENT

Maintenance, Repairs & Refurbishment

While 88% of the Housing residents who responded answered Strongly Agree or Agree to 'The home is maintained to a good quality', there were a number of comments relating specifically to maintenance, repairs and refurbishment. As a result, Abbeyfield is committed to:

- Reviewing our maintenance and repairs processes to improve the service received by residents.
- Continuing to monitor our response times for urgent and non-urgent repairs.
- Standardising the roles and work undertaken by our Handypersons across the business
- Encouraging timely notification of repairs and maintenance works to ensure they are addressed as soon as possible.
- Sharing the refurbishment/redecoration schedules for each service with residents.

Handling complaints and other issues raised at service-level

Across our Housing and Independent Living services, 74% of respondents told us that they were satisfied with how complaints and concerns are dealt with, with further comments suggesting improvements. As a result, Abbeyfield is committed to:

- Updating the Complaints Guide for residents and their families
- Formalising the process for how our frontline Managers record and handle any complaints and issues identified at the service, to enable central oversight of all issues.
- Providing further training for all Managers on complaint handling
- Continuing to encourage feedback and complaints from residents as a means to learn and improve.

Provision of quality home-cooked food

While 87% of respondents answered Strongly Agree or Agree to “The food provided is of good quality” and 83% to “I am happy with the choice of food”, there were a number of comments which identified areas where residents thought we could do better. As a result, Abbeyfield is committed to:

- Reviewing food provision nationally
 - Developing training and resources for frontline staff on the expected quality of food provision to residents
 - Implementing peer auditing of the dining experience
 - Consider the use of a Nutritionist to review the food provision on offer at Abbeyfield houses.
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Relationships with other residents

While 73% of Housing respondents believe Abbeyfield is a good place to meet new friends, there were several comments related to concerns about the suitability of other residents to live independently with Abbeyfield. As a result, Abbeyfield is committed to:

- Reviewing our allocations and lettings processes to ensure we are assigning appropriate tenancies.
- Producing information leaflets covering anti-social behaviour, which will cover how to raise any concerns and what to expect from Abbeyfield.
- Establishing a standalone system for logging and handling anti-social behaviour concerns, which is separate to the complaints process.
- Considering the delivery of information sessions and resources for residents, which cover topics such as living with dementia or Parkinson's disease.
- Improving our training for Managers on how to address anti-social behaviour at their services

Resident engagement and information provision

Across our Housing and Independent Living services, 76% of respondents answered Strongly Agree or Agree to “My views are listened to and acted upon”, with the same figure for “I am consulted about things that matter to me”. As a result, Abbeyfield is committed to:

- Circulating information on the changes being introduced as part of the Regulator of Social Housing's new approach to consumer standards and how this will impact on our engagement with residents.
- Ensuring resident meetings have been re-established at all services following suspension during the COVID-19 lockdown periods.

Acknowledgement of the impact of COVID-19

There were almost 40 comments relating specifically to the impact of COVID-19 with some comments referencing COVID-19 being linked to staffing issues, a lack of external activities and entertainment, and the time taken for repairs to be carried out. As a result, Abbeyfield is committed to:

- Reviewing current levels of activities against the pre-pandemic norm at each service
- Ensuring the ongoing consistent implementation of COVID-19 guidance across all services.
- Communicating any future restrictions as a result of rising COVID-19 cases in a timely and uniform way.

Missed this year's survey?

The next Residents' Survey will take place in January 2023. In the meantime, you can speak to any member of the staff team or send feedback to feedback@abbeyfield.com

www.abbeyfield.com