

ABBIEFIELD SCOTLAND LTD - Tenant Satisfaction results 2018 - 2019

This snapshot of our survey result included comments we have received about the service and accommodation. Where possible we have commented on what we have done or what we intend to do in answer to the feedback .

Thank to everyone who took the time to contribute .
We will submit all results to the Scottish Housing Regulator (SHR) as part of our regulation requirements.

Survey Questions	Overall Satisfaction (Very or Fairly Satisfied)	Last year	What You Said This Time	Our Comments from Last Year	Our Action Plan for the Year Ahead
1. Taking everything into account, how satisfied or dissatisfied are you with the overall service we provide?	90% of responders indicated overall satisfaction with the service.	89%	 	We upgraded all the communal areas in Killearn, Dock Park , Torphins and Greenock. Works. We improved ensuite at Torphins and upgraded a kitchenette in Giffnock . Dock Park main kitchen was upgraded.	We continue to gauge feedback from our tenants on the decor and standard of accommodation. Where we can we will make use of our budgets to ensure the living space at Abbeyfield is future-proof. We will work with our tenants to keep all our properties safe and secure as a priority.
2. How good or poor do you feel we are at keeping you informed about our services and decisions?	88% of responders feel satisfactorily informed of our services and the decisions we make.	85%	 	We continue to provide 24 hour cover to all our residents. For tenants who would prefer a dedicated staff member be on site it will remain an additional service option. New technology using discreet tracking and monitoring services and other equipment can help you stay safe within Abbeyfield and when you go out. Through the wider use of digital health options evidence is proving it can provide additional reassurance to have someone to speak to our staff are off duty.	Our priorities are to find ways to keep houses full and reduce deficit. To do this we will develop our service within the communities we work to offer a wide range of home support; meals and companionship. We will also work closely with health care partnerships in each area to offer responsive support and companionship services where needed. We will work our regulators to keep all our properties safe and secure as a priority.
3. How satisfied or dissatisfied are you with opportunities we give you to you to participate in our decision making processes?	85 % of responders feel they are participating in our decision making.	72%			
This question only applied to residents who had moved in over the last year:					
4. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?	73%of the new residents who answered this question, 90% indicated general satisfaction of the standard of their home when they moved in.	90%	 	We are pleased that 90% of residents were satisfied with the standard of their home when they moved in. Since bringing our repairs service in house In 2017 we have more control on the response times and the standard of work being completed. Our post inspection process continues to focus on quality and investment. We will review and develop our trusted providers list.	People living at Abbeyfield continue to be satisfied with the standard of the accommodation and the communal areas. We have recently upgraded properties in Turriff, and Lockerbie main kitchen was upgraded. We invested in fire protection at Turriff and upgraded the reception and living areas.
5. Overall, how satisfied or dissatisfied are you with the quality of your home?	80% are generally satisfied with the quality of their home.	92%	 	We want to find out more about additional housing support you think will help us design our services around keeping you active and independent . We have structured a more efficient way to collect information about repairs and will use that information to make improvements.	As we develop our services starting in Aberdeenshire, we will work closely with our Crandeen companion service and anticipate this will help us to structure our business to fit in with the future needs of people using services. Our local Area Supervisors are vital to capturing the views of people living at Abbeyfield and provide opportunities for tenants to be involved in the decision making processed, locally and nationally.
6. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service we provided?	79% of responders were generally satisfied with the last repair.	75%			
7. Overall, how satisfied or dissatisfied are you with our management of the neighbourhood you live in?	90% of responders with satisfied overall with the neighbourhood they live in.	84%		Guidance on new National care standards will focus is on a single set of standards that are rights based, person-led and outcome focused more than before. We will continue to reflect this in our policy and practice in how our services can help the communities around us. We want you to feel you are living in an environment that creates an ambience and looks attractive. We want to hear more from you about this as we develop our services.	We are pleased that overall people living in Abbeyfield accommodation remain happy with the service delivery and the way they are treated by our house based staff.
8. Taking into account the accommodation and the services we provide, to what extent do you think that the rent for this property represents good or poor value for money?	Overall, 90% of those who responded are generally satisfied with the charges for their accommodation and services.	87%	 	National cuts in housing support funding continue to affect Abbeyfield. We will need to be fleet of foot and business agile to meet these challenges. Our staff are qualified to plan meals for small groups , they are open to new ideas and suggestions around the food service. In some areas we offer buffet style meals or allowing tenants to choose their own portion sizes via self serve. Cafe style of informal dining is also becoming popular.	Our stock condition survey highlights which properties can be improved and that we are not wasting energy in the way we provide heating and lighting. We will continue to look at ways to ensure our service and accommodation remains affordable and where we cannot do this we will consider alternative options and suggestions.