



# Abbeyfield The Dales Statement of Purpose

1<sup>st</sup> May 2017

We are a member of The Abbeyfield Society  
Royal Patron HRH The Prince of Wales

Registered Charity No. 1160258; Registered Company No. 9008680  
Registered Office: Grove House, 12 Riddings Road, Ilkley, LS29 9BF  
Tel: 01943 886000, Fax: 01943 886030, Email: [info@abbeyfieldthedales.co.uk](mailto:info@abbeyfieldthedales.co.uk),  
Website: [www.abbeyfieldthedales.co.uk](http://www.abbeyfieldthedales.co.uk)  
Registered in England and Wales  
Incorporating HCA H0227 (Bradford); H2463 (Ilkley) and H1046 (The Abbeyfield Society)

## 1. Introducing Abbeyfield the Dales

Registered Charity No. 1160258 Company No. 9008680 Incorporating HCA H0227 (Bradford), H2463 (Ilkley) and H1046 (The Abbeyfield Society Ltd.)

Abbeyfield The Dales provides quality housing with support and care for older people from all walks of life, regardless of income. The Abbeyfield Society was launched in 1956, its name comes from the meeting place of the first voluntary committee in Abbeyfield Road, London.

Traditionally, Abbeyfield services have been managed by local volunteer-led societies that are independent non-profit making organisations affiliated to The Abbeyfield Society.

Abbeyfield The Dales is an affiliated company of The Abbeyfield Society that was created in 2016 to manage all Abbeyfield properties within West Yorkshire and parts of North Yorkshire on behalf The Abbeyfield Society and the Membership societies of Abbeyfield Ilkley Society Ltd and Abbeyfield Bradford Society. The new development at Fern House Bingley will form part of Abbeyfield The Dales being a property that will be owned by The Abbeyfield Society but managed by Abbeyfield The Dales.

The values, aspirations and objectives of Abbeyfield The Dales are consistent with those of The Abbeyfield Society and we share the same ethos and principles as the founder of Abbeyfield; Richard Carr-Gomm. He recognised that a lot of older people were living alone and feeling isolated in their own communities and wanted to provide them with a safe and secure home where they could find friendship and support.

Abbeyfield The Dales aims to build on its achievements and deliver a first-rate customer service through the provision of high quality sustainable housing, care and support services for older people.

Our vision is to provide a service which aspires to offer a home for life, integrated in a local community with high quality accommodation and a stimulating environment to maintain a socially active community that will directly benefit the mind, body, soul and spirituality.

## 2. Our Philosophy of Care

### Abbeyfield The Dales Mission Statement:

“Making time for older people”

### Abbeyfield The Dales Organisational Values:

#### Openness

Openness means that as an organisation we encourage and support new ideas from our residents, volunteers and staff, by learning through discussion we appreciate each other's differences and will adopt suggestions, which improve the service that Abbeyfield provides. We will be open to change, will seize opportunities that allow us to continue working towards our mission.

#### Honesty

Honesty means that we will each work in an ethical way. As individuals, we will each lead by example in order that residents, volunteers and staff will have confidence in the integrity of Abbeyfield.

#### Respect

Respect is something we understand we have to earn. We earn it not only by valuing each other as individuals and valuing each other's views, beliefs and background, but also by working hard to develop relationships with our residents, volunteers, staff and the communities in which we operate. We act in a respectful way towards each other; honouring the commitments and promises, we have made to each other.

#### Caring

Caring means that the wellbeing of our residents is central to everything we do, and that every individual will be treated with dignity and respect. It also embraces our staff and volunteers by learning and supporting each other.

Abbeyfield will be an organisation where people can grow and find fulfilment.

### **3. The Care Quality Commission:**

The Care Quality Commission is the official body responsible for registering and regulating care providers. All registered care providers are regularly inspected by CQC and inspection reports, which are public documents, are available either from the CQC website [www.cqc.org.uk](http://www.cqc.org.uk) or are available to view from the care provider. The CQC office contact details are given below:

**Care Quality Commission  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA  
Telephone 03000 616161  
Fax: 03000 616171**

### **4. The Registered Provider:**

Each Abbeyfield The Dales Residential Service and Independent Living with Extra Care Domiciliary Care Service is registered with CQC. Each establishment also has a Manager who has been registered with CQC all under the Abbeyfield The Dales registration.

Jacqueline Bradfield Chief Executive Officer of Abbeyfield The Dales is the Nominated Individual, Jacqueline joined Abbeyfield Ilkley Society as General Manager in 2013 and became the CEO of Abbeyfield The Dales Ltd in 2014. Prior to joining Abbeyfield The Dales Jacqueline has held a number of Management and Senior Management positions in NHS, Local Authority and Private Sector as well as being a Qualified Nurse and has over 38 years' experience in Adult Health, Social, Care and Housing sector.

The address of the registered provider is our Head Office based in Grove House in Ilkley.

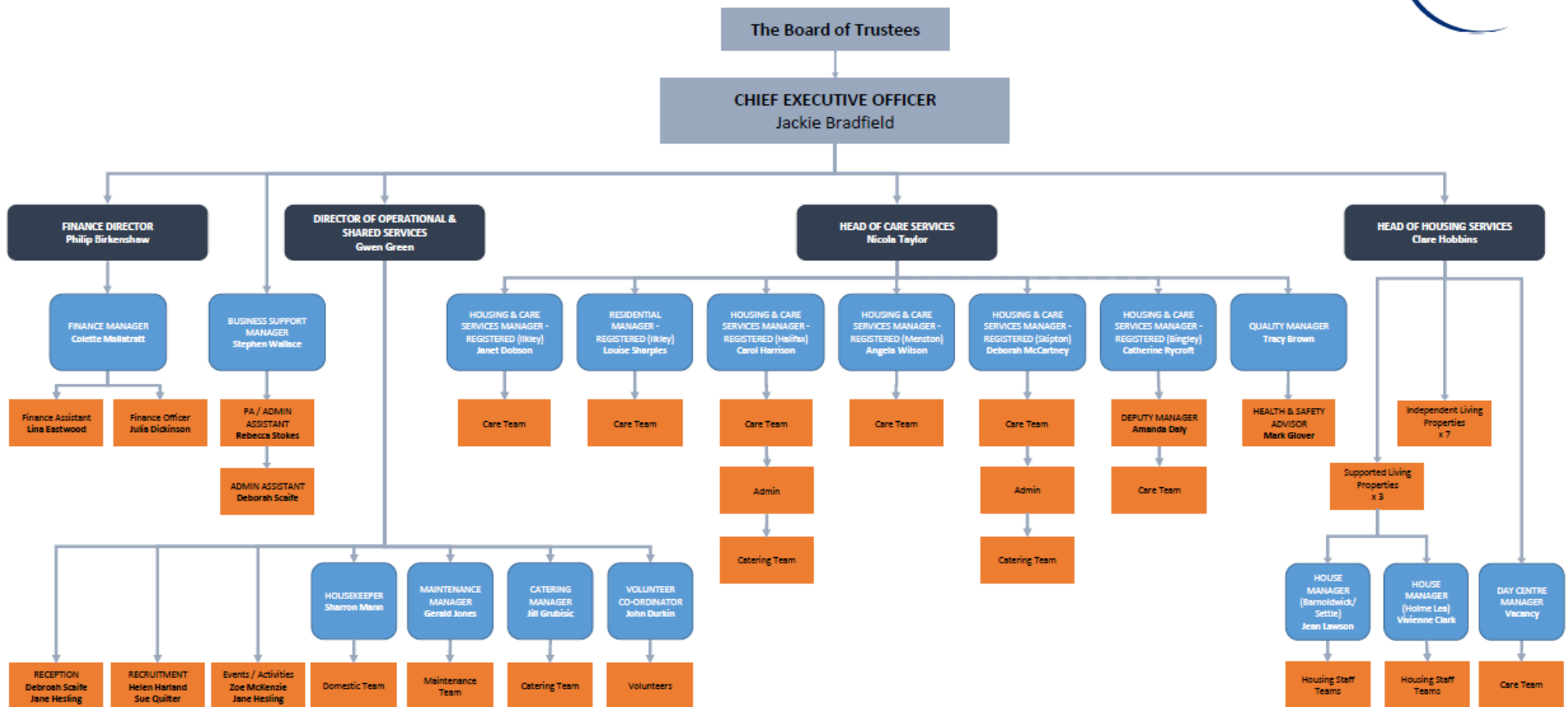
Our CQC provider number is: 1-2427870901

### **5. Organisational Management:**

Abbeyfield The Dales is supported by a Senior Management Team who report directly to the Chief Executive Officer. Each Registered Service has a Registered Manager who report to Head of Care Services, Supported Living Services have a Housekeeper insitu who reports directly to Head of Housing. The Board of Trustees also provide support, guidance and act as critical friends in their own areas of expertise.

# Abbeyfield The Dales Ltd

## Organisational Structure



**General Enquiries:** 01943 886000  
**Fax:** 01943 886030  
**Address:** Grove House, 12 Riddings Road, Ilkley, LS29 9BF  
**Email:** info@abbeyfieldthedaes.co.uk

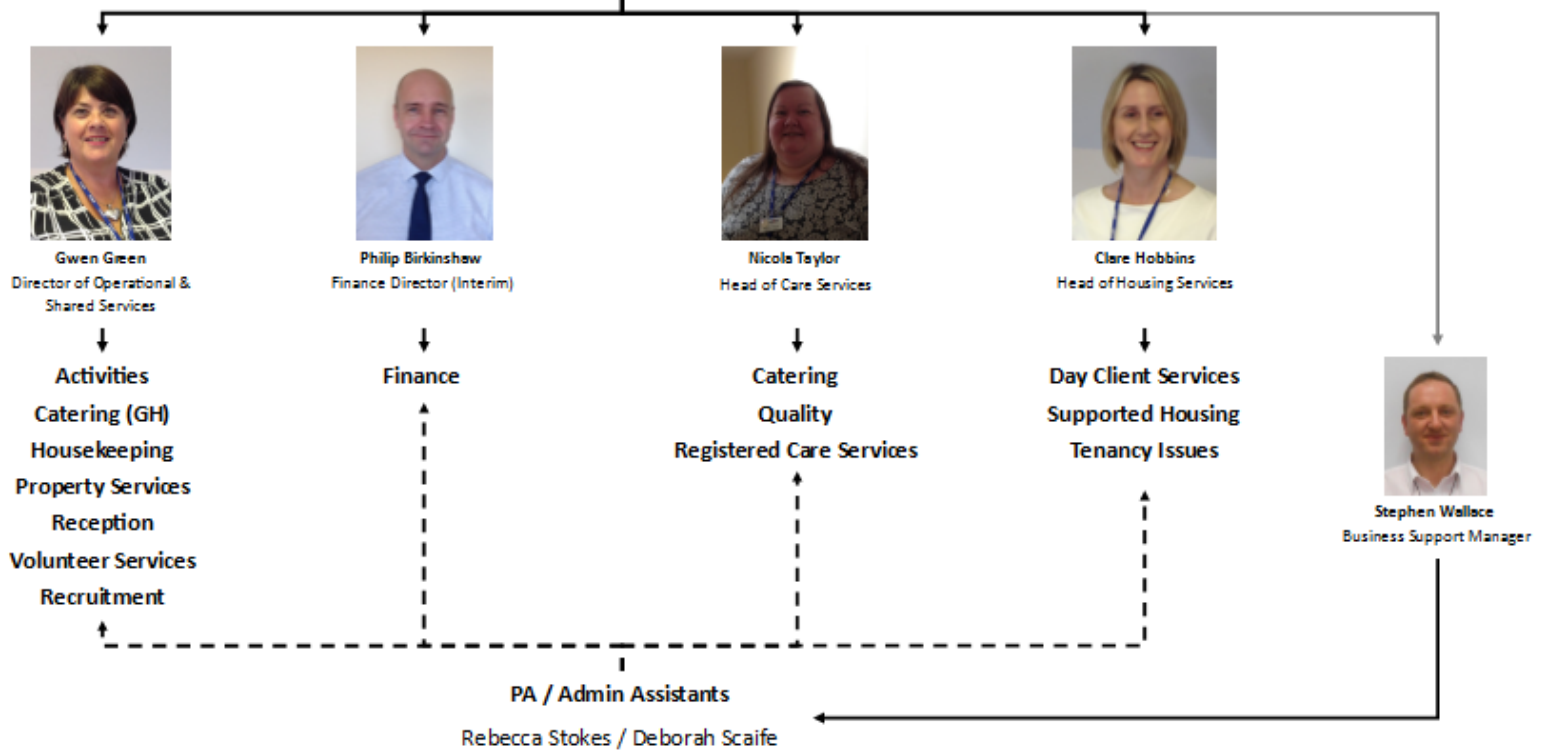
V0.2 (15.06.2017)

# Abbeyfield The Dales Ltd

## Senior Management Team



**Jackie Bradfield**  
Chief Executive Officer



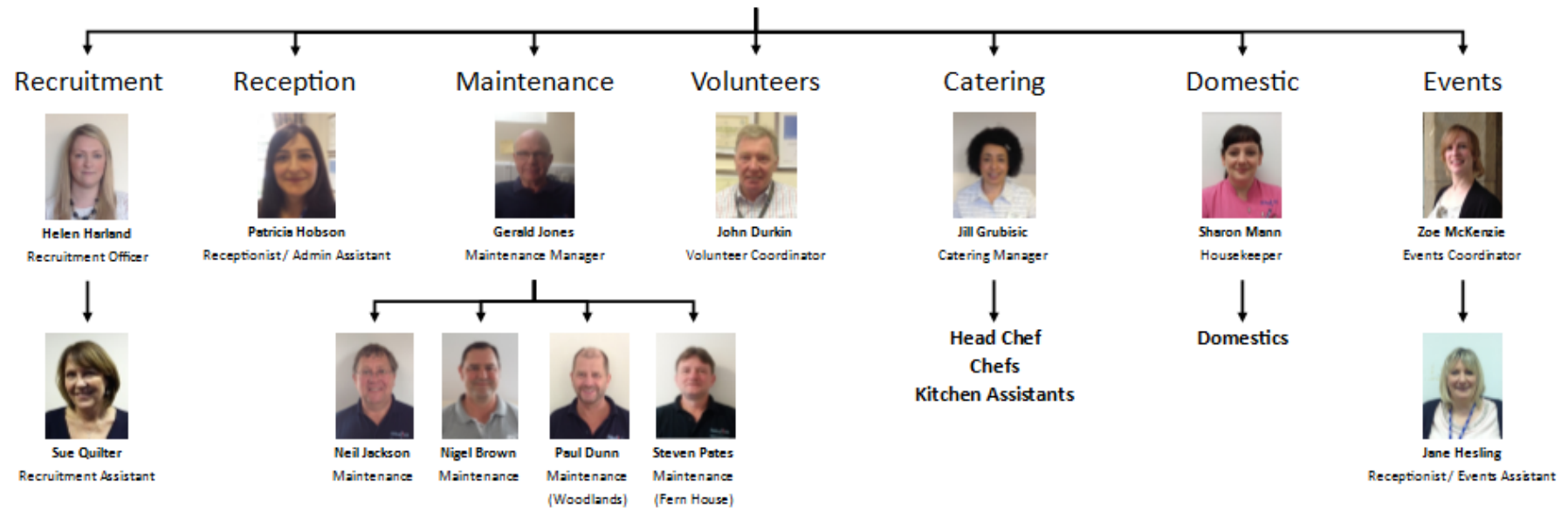
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**Address:** Grove House, 12 Riddings Road, Ilkley, LS29 9BF  
**Email:** info@abbeyfieldthedailes.co.uk

# Abbeyfield The Dales Ltd

## Operational & Shared Services



Gwen Green  
Director of Operational & Shared Services



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**Fax:** 01943 886030

**Address:** Grove House, 12 Riddings Road, Ilkley, LS29 9BF

**Email:** [info@abbeyfieldthedailes.co.uk](mailto:info@abbeyfieldthedailes.co.uk)

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# Abbeyfield The Dales Ltd

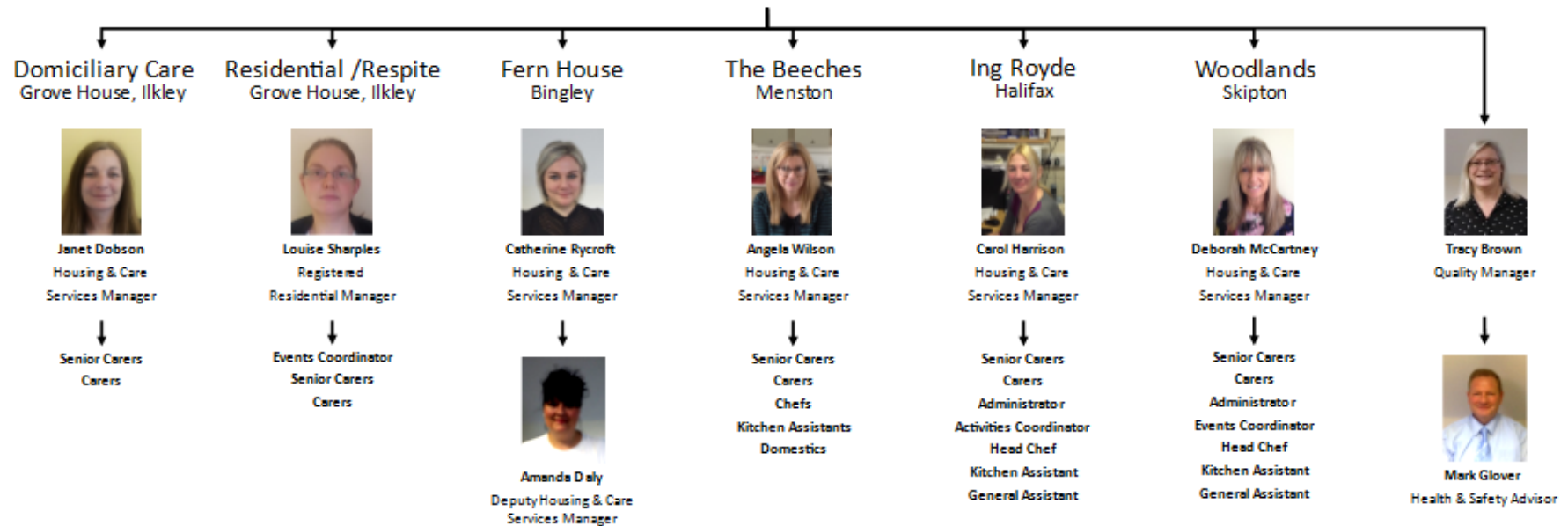
## Care Services



Nicola Taylor  
Head of Care Services



Clare Hobbins  
Head of Housing Services



**General Enquiries:** 01943 886000

**Fax:** 01943 886030

**Address:** Grove House, 12 Riddings Road, Ilkley, LS29 9BF

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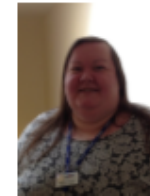


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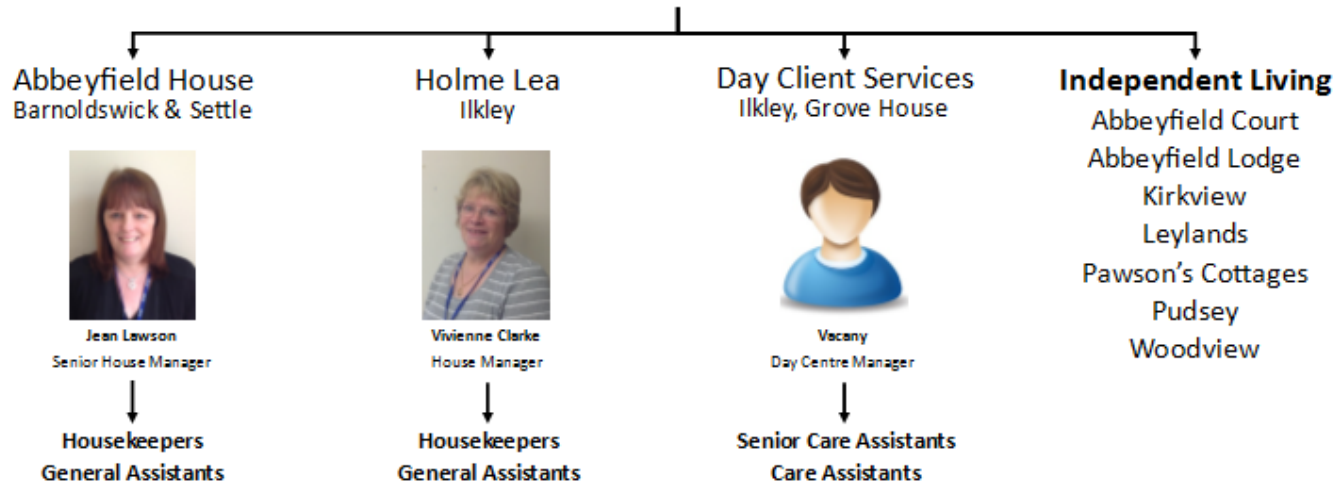
## Housing Services



Clare Hobbins  
Head of Housing Services



Nicola Taylor  
Head of Care Services



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Fax: 01943 886030

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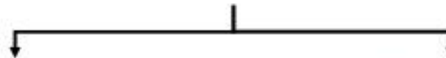
## Finance



Philip Birkinshaw  
Finance Director (Interim)



Colette Mallett  
Finance Manager



Julia Dickinson  
Finance Officer



Lina Eastwood  
Finance / Admin Assistant

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V0.6 (15.06.2017)

## 6. What Residents Can Expect From Abbeyfield The Dales

All staff are fully committed to Abbeyfield The Dales values and Residents can expect to receive high standards of service from all of our employees.

- Residents who live in Abbeyfield The Dales properties can be assured that their rights will be respected and protected at all times.
- Residents will be treated with respect and those who receive care will have their privacy and dignity promoted at all times.
- We will ensure that the need for care and support will not compromise as residents personal independence.
- We value the views of our Residents and we will consult regularly with Residents about all matters that affect them.
- We will ensure Residents have the opportunity to make choices about all aspects of their lives and retain as much control as possible of their own affairs.
- We will ensure that Residents are at the centre of all decision-making concerning their care.
- We will enable Residents to register with the GP of their choice wherever possible.
- We will help Residents to realise personal aspirations and abilities in all aspects of their lives and support them to maintain and develop social, religious and spiritual relationships both in their own home and the wider community.
- We will provide care and support in a safe and secure environment.
- We will work with the Resident to develop a person-centred care plan using a comprehensive and continuous assessment process which will identify their assessed health and welfare needs and how these will be met.
- We will ensure that any Resident needing End of Life Care will receive this in a sensitive, compassionate and respectful way which has been agreed by the Resident.

## 7. The Location of Abbeyfield The Dales Regulated Activities:

All Abbeyfield The Dales care services are registered to provide care for older people and by law we must register for each of the regulated activities we carry out in line with the Health and Social Care Act 2008. We currently have regulated activities covering:

- Accommodation for persons who require nursing or personal care
- Personal Care

The following Residential Units are registered to provide the regulated activity:

- **Accommodation for persons who require nursing or personal care**

Residential Unit	Registered Manager's Details & CQC Location ID	Number of Places and Specialist Care
Grove House, 12 Ridings Road, Ilkley, West Yorkshire, LS29 9BF	Louise Sharples Tel: 01943 886000 <a href="mailto:l.sharples@abbeyfieldthedales.co.uk">l.sharples@abbeyfieldthedales.co.uk</a> ID: 1-2540376971	16 Places
Fern House Fernbank Drive, Bingley, West Yorkshire BD16 4FA <b>(Inspection Pending)</b>	Catherine Rycroft Tel: 01274 065090 <a href="mailto:c.rycroft@abbeyfieldthedales.co.uk">c.rycroft@abbeyfieldthedales.co.uk</a> ID: 1-4012513561	30 places Dementia Care

The following Independent Living with Extra Care Apartments are registered to provide the regulated activity:

- **Personal Care**

Independent Living with Extra Care	Registered Manager's Details & CQC Location ID	Number of Places and Specialist Care
Grove House, 12 Ridings Road, Ilkley, West Yorkshire, LS29 9BF	Janet Dobson <b>(Registration in Process)</b> Tel: 01943 886000 <a href="mailto:j.dobson@abbeyfieldthedales.co.uk">j.dobson@abbeyfieldthedales.co.uk</a> ID: 1-2540377052	Personal Care
Fern House Fernbank Drive, Bingley, West Yorkshire BD16 4FA	Catherine Rycroft Tel: 01274 065090 <a href="mailto:c.rycroft@abbeyfieldthedales.co.uk">c.rycroft@abbeyfieldthedales.co.uk</a> ID: 1-4012513561	Personal Care

<b>(Inspection Pending)</b>		
Skipton Care At Home Abbeyfield Woodlands, Woodlands Drive, Skipton, North Yorkshire BD23 1QU	Deborah McCartney Tel: 01756 791860 <a href="mailto:d.mccartney@abbeyfieldthedaes.co.uk">d.mccartney@abbeyfieldthedaes.co.uk</a> ID: 1-2540377290	Personal Care
Halifax Care At Home Broomfield Avenue, Halifax, West Yorkshire, HX3 0JE	Carol Harrison Tel: 01422 362333 <a href="mailto:c.harrison@abbeyfieldthedaes.co.uk">c.harrison@abbeyfieldthedaes.co.uk</a> ID: 1-2809752987	Personal Care
The Beeches Newfield Drive, Menston, West Yorkshire, LS29 6JQ	Angela Wilson Tel: 01943 882430 <a href="mailto:a.wilson@abbeyfieldthedaes.co.uk">a.wilson@abbeyfieldthedaes.co.uk</a> ID: 1-2540377241	Personal Care

## 8. Other Properties

Supported Living	Contact	Number of Places
Abbeyfield House Gisburn Rd, Barnoldswick, BB18 5JX	Jean Lawson Senior Housekeeper Tel: 01282 815090 <a href="mailto:j.lawson@abbeyfieldthedaes.co.uk">j.lawson@abbeyfieldthedaes.co.uk</a>	12
Abbeyfield House 41 Lower Greenfoot, Settle, North Yorkshire BD24 9RB	Jean Lawson Senior Housekeeper Tel: 01729 824284 <a href="mailto:j.lawson@abbeyfieldthedaes.co.uk">j.lawson@abbeyfieldthedaes.co.uk</a>	11
Holme Lea 2 Queens Road, Ilkley, West Yorkshire, LS29 9QJ	Vivienne Clarke Housekeeper Tel: 01943 600131 <a href="mailto:holmelea@abbeyfieldthedaes.co.uk">holmelea@abbeyfieldthedaes.co.uk</a>	8

Day Care	Contact	Number of Places
Grove House, 12 Ridings Road, Ilkley, West Yorkshire, LS29 9BF	Clare Hobbins Head of Housing Tel: 01943 886161 <a href="mailto:c.hobbins@abbeyfieldthedaes.co.uk">c.hobbins@abbeyfieldthedaes.co.uk</a>	

Independent Living	Contact	Number of Places
Kirkview 92 Kirkgate, Shipley, West Yorkshire, BD18 3LU	Clare Hobbins Head of Housing Tel: 01943 886161 <a href="mailto:c.hobbins@abbeyfieldthedaes.co.uk">c.hobbins@abbeyfieldthedaes.co.uk</a>	7
Leylands Lane 110 Leylands Lane, Bradford, West Yorkshire, BD9 5QU	Clare Hobbins Head of Housing Tel: 01943 886161 <a href="mailto:c.hobbins@abbeyfieldthedaes.co.uk">c.hobbins@abbeyfieldthedaes.co.uk</a>	4
Abbeyfield House, School Street, Pudsey, West Yorkshire, LS28 8PJ	Clare Hobbins Head of Housing Tel: 01943 886161 <a href="mailto:c.hobbins@abbeyfieldthedaes.co.uk">c.hobbins@abbeyfieldthedaes.co.uk</a>	6
Abbeyfield Court Riddings Road, Ilkley, West Yorkshire, LS29 9TJ	Clare Hobbins Head of Housing Tel: 01943 886161 <a href="mailto:c.hobbins@abbeyfieldthedaes.co.uk">c.hobbins@abbeyfieldthedaes.co.uk</a>	13
Abbeyfield Lodge Back Parish Ghyll Road, Ilkley, West Yorkshire, LS29 9NU	Clare Hobbins Head of Housing Tel: 01943 886161 <a href="mailto:c.hobbins@abbeyfieldthedaes.co.uk">c.hobbins@abbeyfieldthedaes.co.uk</a>	5
Wood View 4 Dallam Road, Shipley, West Yorkshire, BD18 4NH	Clare Hobbins Head of Housing Tel: 01943 886161 <a href="mailto:c.hobbins@abbeyfieldthedaes.co.uk">c.hobbins@abbeyfieldthedaes.co.uk</a>	5