



# Abbeyfield The Dales

## Statement of Purpose 2021

## Business Information

### Corporate Registration:

Registered Charity Number	1160258
Company Number	9008680
Homes England Registration	5066
CQC Provider ID	1-2427870901

### Registered & Head Office:

Abbeyfield The Dales  
Grove House  
12, Riddings Road  
Ilkley  
West Yorkshire  
LS29 9BF

### Corporate Contact Details:

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)

## 1. Introducing Abbeyfield the Dales

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 initially 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. In May 2018 Abbeyfield The Dales merged with Abbeyfield Bradford Society and Abbeyfield Ilkley Society so that it became both service provider and property owner; the merged organisation continues to manage the services and properties of The Abbeyfield Society within the same geographical boundaries.

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 homes and communities and wanted to provide them with a safe and secure home where they could find friendship and support. One of the key differences in living with Abbeyfield is that residents dine together as a condition of their tenancy in all supported housing and housing with care services to promote healthy living and social interaction and friendship.

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. We all aim to bring a sense of community, reduce social isolation and improve wellbeing in the local communities where we serve. Our aim is to end loneliness, give people the support they need, and give security to our residents.

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 in Delivering Care and Support**

### **Abbeyfield The Dales Mission Statement:**

“To enhance the quality of life for older people”

### **Abbeyfield The Dales Organisational Values:**

#### **Openness**

Openness means that we all encourage and support new ideas from our residents, volunteers and staff. We learn through all our interactions and discussions so we can appreciate each other's differences help adopt suggestions to improve the service that we provide. We will be open to change, will seize opportunities that enable us to continue working towards our mission.

#### **Honesty**

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

#### **Respect**

Respect is something we understand we have to earn. We earn it valuing each other as individuals and valuing each other's views, beliefs and background. We also work 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 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 strives to 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, or is working towards becoming registered under the Abbeyfield The Dales registration. Philip Birkinshaw is the Nominated Individual and Chief Executive of Abbeyfield The Dales.

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

Our CQC provider ID: 1-2427870901

### 5. Organisational Management:

Abbeyfield The Dales is supported by a Senior Leadership Team who report directly to the Chief Executive.

Each Registered Service has a Registered Manager who report to the Director of Operations, Supported Living Services have a Supported Living Manager who also reports to the Director of Operations. We have 2 Community Hubs and a number of independent living properties for rent; these are managed by an Operations Manager.

The Director of Support Services manages the property maintenance, housing keeping, administration and catering teams.

The Director of Finance is responsible for the finance team, management and financial reporting, and business performance.

The Board of Trustees provide oversight, support, guidance and act as critical friends in their own areas of expertise. The Board have a number of sub-committees that provide closer scrutiny and support for Audit and Risk, Remuneration, Quality Governance, and Business Development.

## **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 staff.

- 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 a resident's 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 any Resident needing End of Life Care will receive this in a sensitive, compassionate and respectful way that has been agreed by them.

## 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 Care	Registered Manager's Details & CQC Location ID	Number of Suites and Specialist Care
Grove House, 12 Ridings Road, Ilkley, West Yorkshire, LS29 9BF	Nicola Louise Sharples Tel: 01943 886000 <a href="mailto:l.sharples@abbeyfieldthedales.co.uk">l.sharples@abbeyfieldthedales.co.uk</a> ID: 1-2540376971	16 suites Residential Care
Fern House Fernbank Drive, Bingley, West Yorkshire BD16 4FA	Karen Scaife <b>(Registration in Process)</b> Tel: 01274 065090 <a href="mailto:k.scaife@abbeyfieldthedales.co.uk">k.scaife@abbeyfieldthedales.co.uk</a> ID: 1-4012513561	30 suites Residential & Residential 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 flats and Specialist Care
Grove House, 12 Ridings Road, Ilkley, West Yorkshire, LS29 9BF	Fiona Downs Tel: 01943 886000 <a href="mailto:f.downs@abbeyfieldthedales.co.uk">f.downs@abbeyfieldthedales.co.uk</a> ID: 1-2540377052	41 flats Personal Care
Fern House Fernbank Drive, Bingley, West Yorkshire BD16 4FA <b>(Inspection Pending)</b>	Karen Scaife <b>(Registration in Process)</b> Tel: 01274 065090 <a href="mailto:k.scaife@abbeyfieldthedales.co.uk">k.scaife@abbeyfieldthedales.co.uk</a> ID: 1-4012513561	49 flats Personal Care
Skipton Care At Home	Hayley Thompson <b>(Registration in Process)</b> Tel: 01756 791860	31 flats Personal Care

<b>Independent Living with Extra Care</b>	<b>Registered Manager's Details &amp; CQC Location ID</b>	<b>Number of flats and Specialist Care</b>
Abbeyfield Woodlands, Woodlands Drive, Skipton, North Yorkshire BD23 1QU	<a href="mailto:h.thompson@abbeyfieldthedaes.co.uk">h.thompson@abbeyfieldthedaes.co.uk</a> ID: 1-2540377290	
Halifax Care At Home Broomfield Avenue, Halifax, West Yorkshire, HX3 0JE	Carol Airton Tel: 01422 362333 <a href="mailto:c.airton@abbeyfieldthedaes.co.uk">c.airton@abbeyfieldthedaes.co.uk</a> ID: 1-2809752987	30 flats 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	28 flats Personal Care

## 8. Other Properties and Services

<b>Supported Living</b>	<b>Contact</b>	<b>Number of flats</b>
Abbeyfield House Gisburn Rd, Barnoldswick, BB18 5JX	Deborah Birch Supported Living Manager Tel: 01282 815090 <a href="mailto:d.birch@abbeyfieldthedaes.co.uk">d.birch@abbeyfieldthedaes.co.uk</a>	12 flats
Abbeyfield House 41 Lower Greenfoot, Settle, North Yorkshire BD24 9RB	Deborah Birch Supported Living Manager Tel: 01729 824284 <a href="mailto:d.birch@abbeyfieldthedaes.co.uk">d.birch@abbeyfieldthedaes.co.uk</a>	12 flats
Elbolton Grassington, Skipton North Yorkshire BD23 5LH	Janice Rowbottom Warden Tel: 01756 752086 <a href="mailto:j.rowbottom@abbeyfieldthedaes.co.uk">j.rowbottom@abbeyfieldthedaes.co.uk</a>	12 flats

<b>Day Opportunities</b>	<b>Contact</b>	<b>Number of Places</b>
Community Hub, Grove House, 12 Ridings Road, Ilkley, West Yorkshire, LS29 9BF	Vacancy  Tel: 01943 886161 <a href="mailto:c.hobbins@abbeyfieldthedaes.co.uk">c.hobbins@abbeyfieldthedaes.co.uk</a>	



<b>Day Opportunities</b>	<b>Contact</b>	<b>Number of Places</b>
Community Hub Fern House Fernbank Drive, Bingley, West Yorkshire BD16 4FA	Sarah Parkinson Development Worker Older People Services Tel: 01274 065099 <a href="mailto:communityhubfh@abbeyfieldthedales.co.uk">communityhubfh@abbeyfieldthedales.co.uk</a>	

<b>Independent Living</b>	<b>Contact</b>	<b>Number of flats</b>
Kirkview 92 Kirkgate, Shipley, West Yorkshire, BD18 3LU	Amanda Daly Operations Manager Tel: 01943 886003 <a href="mailto:a.daly@abbeyfieldthedales.co.uk">a.daly@abbeyfieldthedales.co.uk</a>	7 flats
Leylands Lane 110 Leylands Lane, Bradford, West Yorkshire, BD9 5QU	Amanda Daly Operations Manager Tel: 01943 886003 <a href="mailto:a.daly@abbeyfieldthedales.co.uk">a.daly@abbeyfieldthedales.co.uk</a>	4 flats
Abbeyfield House, School Street, Pudsey, West Yorkshire, LS28 8PJ	Amanda Daly Operations Manager Tel: 01943 886003 <a href="mailto:a.daly@abbeyfieldthedales.co.uk">a.daly@abbeyfieldthedales.co.uk</a>	6 flats
Abbeyfield Court Riddings Road, Ilkley, West Yorkshire, LS29 9TJ	Amanda Daly Operations Manager Tel: 01943 886003 <a href="mailto:a.daly@abbeyfieldthedales.co.uk">a.daly@abbeyfieldthedales.co.uk</a>	13 flats
Abbeyfield Lodge Back Parish Ghyll Road, Ilkley, West Yorkshire, LS29 9NU	Amanda Daly Operations Manager Tel: 01943 886003 <a href="mailto:a.daly@abbeyfieldthedales.co.uk">a.daly@abbeyfieldthedales.co.uk</a>	5 flats
Wood View 4 Dallam Road, Shipley, West Yorkshire, BD18 4NH	Amanda Daly Operations Manager Tel: 01943 886003 <a href="mailto:a.daly@abbeyfieldthedales.co.uk">a.daly@abbeyfieldthedales.co.uk</a>	5 flats

## 9. Properties where we are Trustee and Provide Services

<b>Alms houses</b>	<b>Contact</b>	<b>Number of flats</b>
Pawson Cottage Homes 2 – 4 Skipton Road, Ilkley, LS29 9HJ 15 – 21 Bridge Lane, Ilkley, LS29 9HL	Amanda Daly Operations Manager Tel: 01943 886003 <a href="mailto:a.daly@abbeyfieldthedaes.co.uk">a.daly@abbeyfieldthedaes.co.uk</a>	8 flats
Charles Edward Sugden 1 – 7 Almshouses, Keighley Road, Oakworth, West Yorkshire	Amanda Daly Operations Manager Tel: 01943 886003 <a href="mailto:a.daly@abbeyfieldthedaes.co.uk">a.daly@abbeyfieldthedaes.co.uk</a>	7 flats