



Abbeyfield The Dales

Statement of Purpose 2026

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 Ltd.
Grove House
12, Riddings Road
Ilkley
West Yorkshire
LS29 9BF

Corporate Contact Details:

Tel: 01943 886000

Email: info@abbeyfieldthedales.co.uk

Website: 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. The Abbeyfield Society is now focussing on its own operations, and the membership organisation has been transferred to the Abbeyfield World Council and Abbeyfield England who oversees English member societies.

Abbeyfield The Dales, an affiliated member of Abbeyfield England, was formed in 2016 to manage all Abbeyfield properties within West Yorkshire, North Yorkshire for the Membership societies of Abbeyfield Ilkley Society Ltd and Abbeyfield Bradford Society. In May 2019 Abbeyfield The Dales merged with Abbeyfield Bradford and Abbeyfield Ilkley to become service provider and property owner. In 2023, Abbeyfield Burnley transferred its 2 supported living properties to Abbeyfield The Dales, which means has a strong presence in East Lancashire.

The values, aspirations and objectives of Abbeyfield The Dales are consistent with those of The Abbeyfield Movement 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 continues our goal to deliver a first-rate customer service through the provision of high-quality sustainable housing, care and support services for older people. We aim to bring a sense of community, reduce social isolation and improve wellbeing in the local communities we serve. Our aim is to end loneliness, give people the support they need, and provide peace of mind for our residents.

Our vision is to provide services which aspire to offer a home for life, in good quality accommodation, and a stimulating environment, that are part of the local community. We aim to ensure our residents remain socially active to benefit their mind, body, soul, and spirituality.

2. Putting Residents at the heart of all we do

Our services are personalised to meet your needs so that you can enjoy security and peace of mind. Our skilled, professional, and caring on-site staff provide 24-hour care and support with a person-centred approach to your well-being. We make the time to

be with our residents, both to benefit their care through appreciating what their personal needs are and to offer companionship and enrichment to their quality of life. We have dedicated Activity Coordinators who arrange varied activities programmes and events for our residents and involving residents' families and the wider community.

Each registered services have on-site care, catering, domestic, activities and administrative staff to ensure residents care, welfare and support needs are catered for. Upon commencement of employment all staff complete an induction period in line with their duties and responsibilities and their credentials are checked in line with the current legislation.

All staff receive training in line with their job role. This includes moving and handling techniques, communication and data protection, safeguarding, fire safety, infection control, personal care, health and safety, emergency first aid, and those staff that work with and handle food are trained in food safety. Where there are new requirements to train staff, we deliver a program to ensure their knowledge and skill meets regulation.

Resident's privacy is always maintained, and their dignity is preserved with strict confidentiality adhered to. Staff always knock-on room doors and respect residents and service users' personal property, and are discreet when carrying out personal care, e.g. bathing and where practical allowing service users to do things for themselves. This approach to care and support is part of the induction procedure for staff and is regularly reinforced to them.

Abbeyfield The Dales services are committed to providing an excellent level of care in a warm, comfortable, homely environment which will not take away the independence of the service user or diminish their dignity. We take an active approach to learn from our mistakes and ensure we introduce measures to resolve the issue for that individual and all other residents.

a. Admission of new residents

A full assessment will be completed on admission in line with company policy and procedures. Planned admissions would normally take place from Monday to Friday, up to 6pm.

The resident and their relatives are actively encouraged to participate in the care planning procedure and consequent reviews.

Our charitable objectives means we currently accept residents from 55 years of age, although this can be flexible with individual cases based need.

b. Social Activities

We encourage all potential residents to share their lifestyle history as part of their assessment.

Residents are offered a range of activities which meet their needs. These can include game sessions, crafts, sing-a-longs, excursions, pub lunches etc. Residents and their families are encouraged to offer ideas and suggestions and residents are encouraged

to maintain existing hobbies where possible. Those residents who are able are encouraged to take part in activities in the wider community, and those who wish to, can be escorted on walks within the grounds or local community.

We support a diverse range of activities and connection with the local community through encouraging volunteers to work alongside our staff team in the carrying out of activities, promoting friendship, and supporting resident well-being.

c. Quality Assurance

Residents are encouraged to comment on the quality of care, life, and opportunities available to them. This may be done on a one- to-one basis or through Resident and Relatives meetings and questionnaires.

When Resident questionnaires are distributed it is advised that Residents and their families complete and return them, providing valuable comments and information that can be used to improve standards.

We publish the results of our annual surveys and engage with residents to enable us to address any areas of concern or sub-standard service that are identified.

d. Complaints Procedure

The complaints procedure is available to prospective residents and their family prior to admission in the Service Users Guide.

Complaints may be made openly or anonymously and are dealt with thoroughly and sensitively. All complaints are handled in line with the Housing Ombudsman Complaint Handling Code, and this has been adopted for our care services also. Copies of the Complaints Procedure are displayed within each service and published on our website.

Each service also provides / displays detail of how to raise a safeguarding concern should any practice or episode cause concern.

3. Our Philosophy in Delivering Care and Support

Abbeyfield The Dales services provide residents with a secure, relaxed, and homely environment in which their care, well-being and comfort are of primary importance.

Staff strive to preserve and maintain the dignity, individuality, and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the resident's preferences and ever-changing needs. Such needs may be medical, therapeutic, cultural, psychological, spiritual, emotional, and social, and residents are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

We will continue to invest in and use technology to support the person-centred service we provide to our residents. Our use of technology will never replace the personal approach that is important to residents, but it will support our staff to make their support to residents more responsive and minimise administrative burden.

Our Mission Statement:

“To enhance the quality of life for older people”

Our Core Values:

Open

We 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.

Honest

We will each work ethically and lead by example so that residents, volunteers and staff will have confidence in the integrity of Abbeyfield The Dales.

Respect

Respect is something we understand we must 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

The wellbeing and happiness of our residents is central to everything we do, and that every individual will be treated with dignity and respect. It also encompasses our staff and volunteers by learning about and supporting each other.

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

4. The Care Quality Commission

The Care Quality Commission is the organisation responsible for registering and inspecting care providers. Registered care providers are monitored and inspected by CQC to ensure they provide care in line with regulatory standards. Inspection reports are provided for each registered service and must be made available to the public. The latest inspection reports and regulatory activity can also be found through CQC's website www.cqc.org.uk. The CQC office contact details are given below:

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

5. The Registered Provider

Each Abbeyfield The Dales Residential Care Service and Independent Living with Extra Care Service is registered with CQC. Each establishment has a Manager who is registered with CQC under the Abbeyfield The Dales registration. Philip Birkinshaw is the Nominated Individual, Responsible Person, and Chief Executive of Abbeyfield The Dales.

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

Our CQC provider ID: 1-2427870901

Nominated Individual: Philip Birkinshaw p.birkinshaw@abbeyfieldthedesales.co.uk

6. Housing Regulator

Abbeyfield The Dales is also a Registered Provider of Social Housing, and its housing activities are regulated by the Regulator of Social Housing and Homes England. The primary function of the regulators is to ensure that a Register Provider fulfils the following obligations:

Economic

- Ensure providers of social housing are financially viable and properly managed and perform their functions efficiently, effectively, and economically.
- Support the provision of social housing sufficient to meet reasonable demands (including by encouraging and promoting private investment in social housing).
- Ensure that value for money is obtained from public investment in housing.
- Guard against the misuse of public funds.

Consumer

- Support the provision of social housing that is well-managed and of appropriate quality.
- Ensure that actual or potential tenants of social housing have an appropriate degree of choice and protection.

- Ensure that tenants of social housing can be involved in its management and hold their landlords to account.
- Encourage Providers to contribute to the environmental, social and economic well-being of the areas in which the housing is situated.

Residents (Tenants) have a right of appeal on housing matters they are dissatisfied with through the Housing Ombudsman, and the office contact details are given below:

Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ
Telephone 0300 1113000

7. Organisational Management

The Board of Trustees provide oversight, support, guidance, and act as critical friends in their own areas of expertise. The Board have several sub-committees that provide closer scrutiny and support for Finance (including audit and risk management), Remuneration, Quality Governance, and Business Development.

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

The Chief Executive manages and oversees individuals and teams that provide safety, quality, governance, and property functions for the business. The Chief Executive is the Responsible Person for Safety in Abbeyfield The Dales.

The Director of Operations has full responsibility for all operational activities of Abbeyfield the Dales, and has a number of reports for each type of service as follows:

- Each Registered Service has a Registered Manager, 4 in total.
- The Supported Living Manager manages our 2 Supported Living services.
- We have 2 Community Hubs that are managed by the Registered Manager in the building in which they operate,
- and an Operations Manager who managers a number of independent living properties for rent and almshouses.

In addition, the Director of Operations manages and has functional responsibility for recruitment, human resources, catering, and housekeeping.

The Financial Controller is responsible for the finance team, management and financial reporting, treasury management, and business performance. They have functional responsibility for contract management, ordering, and payroll.

8. 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 always promoted.
- 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 listen and consult regularly with Residents about all matters that affect them.
- We will ensure Residents can make choices about all aspects of their lives and retain as much control as possible of their own affairs.
- We strive so that our Residents (or their advocates) can make choices about all aspects of their lives and retain as much control as possible of their own affairs
- Our aim is to always include our Residents in decisions about how they live, the services we deliver, and the care we provide. Where the resident is unable to advocate for themselves, we will positively engage with close relatives or those able to advocate for the resident so that we act with the resident's best interests.
- We will enable Residents to register with the GP of their choice wherever possible.
- We will proactively work with all health care and social care agencies to ensure a resident has the right support and intervention to enable them to live a healthy, sustaining and fulfilling life that they wish to have.
- We will help Residents to realise personal aspirations and abilities in all aspects of their lives and support them to maintain and develop social, sexual, 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 nearing End of Life will receive care in a sensitive, compassionate, and respectful way that has been agreed by them.

9. Abbeyfield The Dales regulated activities:

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

Our Residential Units are registered to provide the regulated activity:

- **Accommodation for persons requiring 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	Tracy Priestley <i>Registration Pending</i> Tel: 01943 886000 t.priestley@abbeyfieldthedesales.co.uk ID: 1-2540376971	16 suites Residential Care
Fern House Fernbank Drive, Bingley, West Yorkshire BD16 4FA	Lesley Armistead Tel: 01274 065090 l.armistead@abbeyfieldthedesales.co.uk 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 f.downs@abbeyfieldthedesales.co.uk ID: 1-2540377052	42 flats Personal Care
Fern House Fernbank Drive, Bingley, West Yorkshire BD16 4FA	Lesley Armistead Tel: 01274 065090 l.armistead@abbeyfieldthedesales.co.uk ID: 1-4012513561	49 flats Personal Care
The Beeches Newfield Drive, Menston, West Yorkshire, LS29 6JQ	Angela Wilson Tel: 01943 882430 a.wilson@abbeyfieldthedesales.co.uk ID: 1-2540377241	28 flats Personal Care

10. Other Abbeyfield The Dales properties and services

Supported Living	Contact	Number of flats
Abbeyfield House Harriet Street, Burnley, Lancashire BB11 4JH	Toni Ruddy Supported Living Manager Tel: 01282 832225 t.ruddy@abbeyfieldthedesales.co.uk	11 flats

Abbeyfield House St Stephens Street, Burnley, Lancashire BB11 3JA	Toni Ruddy Supported Living Manager Tel: 01282 422434 t.ruddy@abbeyfieldthedesales.co.uk	11 flats
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Day Opportunities	Contact	Number of Places
Community Hub, Grove House, 12 Ridings Road, Ilkley, West Yorkshire, LS29 9BF	Tracy Priestly Grove House Residential Care Manager Tel: 01943 886000 t.priestley@abbeyfieldthedesales.co.uk	Up to 20 per day
Community Hub Fern House Fernbank Drive, Bingley, West Yorkshire BD16 4FA	Sarah Parkinson Development Worker Older People Services Tel: 01274 065099 communityhubfh@abbeyfieldthedesales.co.uk	Up to 20 per day

Independent Living	Contact	Number of flats
Elbolton Grassington, Skipton North Yorkshire BD23 5LH	Janice Rowbottom Warden Tel: 01756 752086 j.rowbottom@abbeyfieldthedesales.co.uk	12 flats
Kirkview 92 Kirkgate, Shipley, West Yorkshire, BD18 3LU	Amanda Daly Operations Manager Tel: 01943 886168 a.daly@abbeyfieldthedesales.co.uk	7 flats
Abbeyfield House, School Street, Pudsey, West Yorkshire, LS28 8PJ	Amanda Daly Operations Manager Tel: 01943 886168 a.daly@abbeyfieldthedesales.co.uk	6 flats
Abbeyfield Court Riddings Road, Ilkley, West Yorkshire, LS29 9TJ	Amanda Daly Operations Manager Tel: 01943 886168 a.daly@abbeyfieldthedesales.co.uk	13 flats
Abbeyfield Lodge Back Parish Ghyll Road, Ilkley, West Yorkshire, LS29 9NU	Amanda Daly Operations Manager Tel: 01943 886168 a.daly@abbeyfieldthedesales.co.uk	5 flats

Independent Living	Contact	Number of flats
Wood View 4 Dallam Road, Shipley, West Yorkshire, BD18 4NH	Amanda Daly Operations Manager Tel: 01943 886168 a.daly@abbeyfieldthedesales.co.uk	5 flats

11. Properties where we are Trustee and provide services

Almshouses	Contact	Number of flats
Pawson Cottage Homes 2 – 4 Skipton Road, Ilkley, LS29 9HJ 15 – 21 Bridge Lane, Ilkley, LS29 9HL	Amanda Daly Operations Manager Tel: 01943 886168 a.daly@abbeyfieldthedesales.co.uk	8 flats
Charles Edward Sugden 1 – 7 Almshouses, Keighley Road, Oakworth, West Yorkshire	Amanda Daly Operations Manager Tel: 01943 886168 a.daly@abbeyfieldthedesales.co.uk	7 flats
Sir Francis Crossley's Almshouses Margaret Street, Halifax, HX1 5EN	Amanda Daly Operations Manager Tel: 01943 886168 a.daly@abbeyfieldthedesales.co.uk	21 flats

12. Properties where we provide services

Almshouses	Contact	Number of flats
Thompson Jowett Memorial Homes New Road East, Scholes, BD19 6EW	Amanda Daly Operations Manager Tel: 01943 886168 a.daly@abbeyfieldthedesales.co.uk	6 flats