

Outstanding

ILKLEY CARE HOME



Abbeydale
CARE



WELCOME TO Abbeydale

AN OUTSTANDING CARE HOME
IN ILKLEY, WEST YORKSHIRE

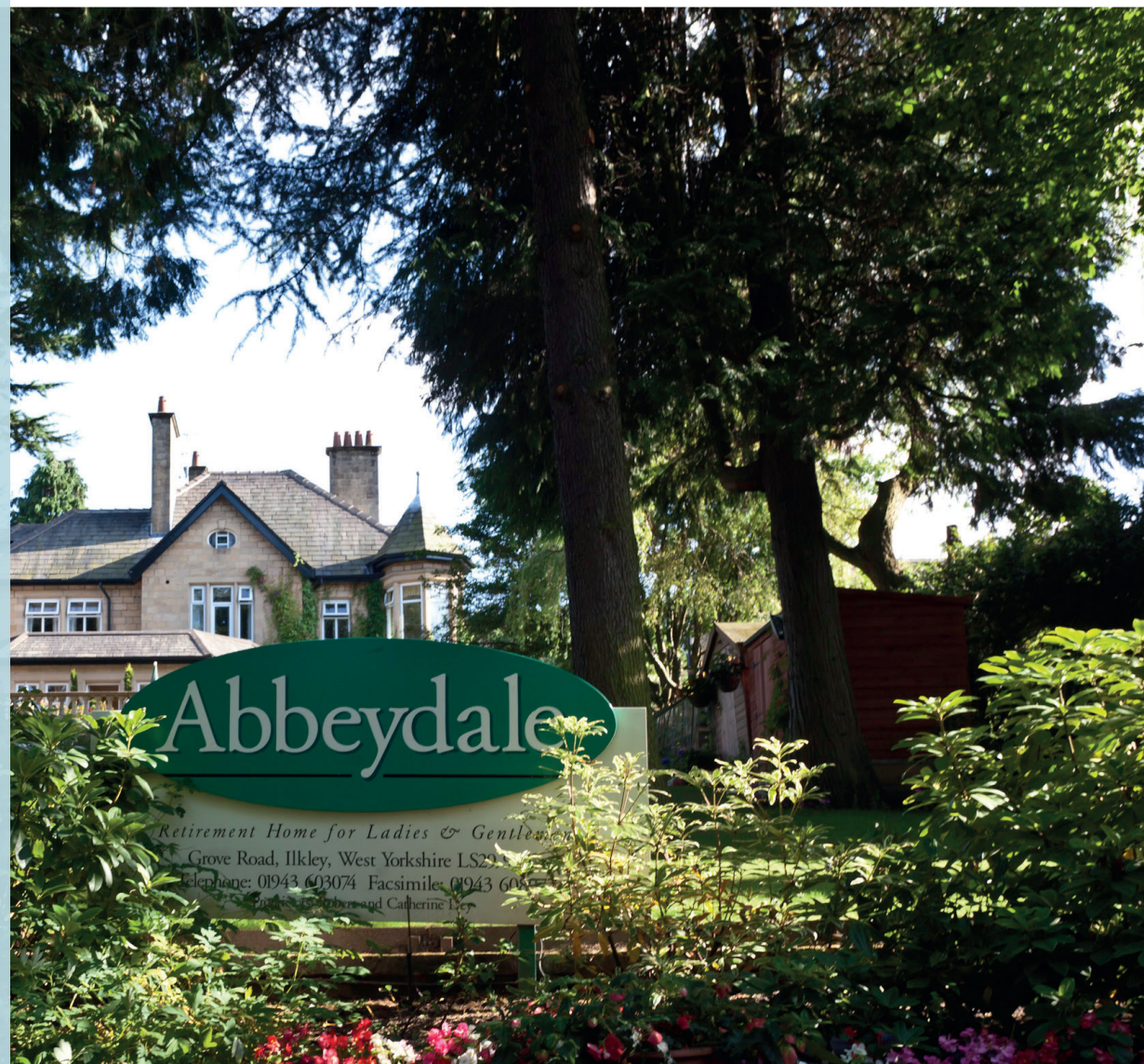
★★★★★

Sitting proudly amongst just 2% of care homes in England rated as outstanding by Care Quality Commission (CQC), Abbeydale is one of the most sought-after care homes in the country. It enjoys an enviable location, blissfully surrounded by an impressive display of award-winning gardens, just a short walk from Ilkley's popular town centre, with its first class facilities and famous moor.

Our family-run approach and welcoming ambience makes our care home truly special. Every aspect of your care is centred round our belief that Abbeydale is 'the care home with a difference, where excellence comes as standard'. We've built an outstanding reputation offering personalised care, combined with exceptional facilities, to enrich every resident's life with laughter, love and great friendships.

To arrange a visit to our outstanding Ilkley care home, call **01943 603074** or email info@abbeydale-care.com.

We look forward to welcoming you soon.



The care home with a difference,
where excellence comes as standard.



www.abbeydale-care.com

THE STORY BEHIND OUR Outstanding ILKLEY CARE HOME

Abbeydale was established as a prestigious, family-run care home in 1999, when Bob and Catherine Dey utilised their 15 years' experience in the hotel and catering industry to form a remarkable care home like no other. They wanted Abbeydale to be a place where residents could enjoy a luxurious hotel-like experience, with exquisite dining, quality entertainment and superb on-site facilities, infused with outstanding care services to create the ultimate care home.

Since opening, Abbeydale has developed a longstanding reputation as one of the most well-regarded care homes in West Yorkshire. It proudly preserves strong links with the Ilkley community, hosting highly successful fundraisers and events, which many residents love to help organise.

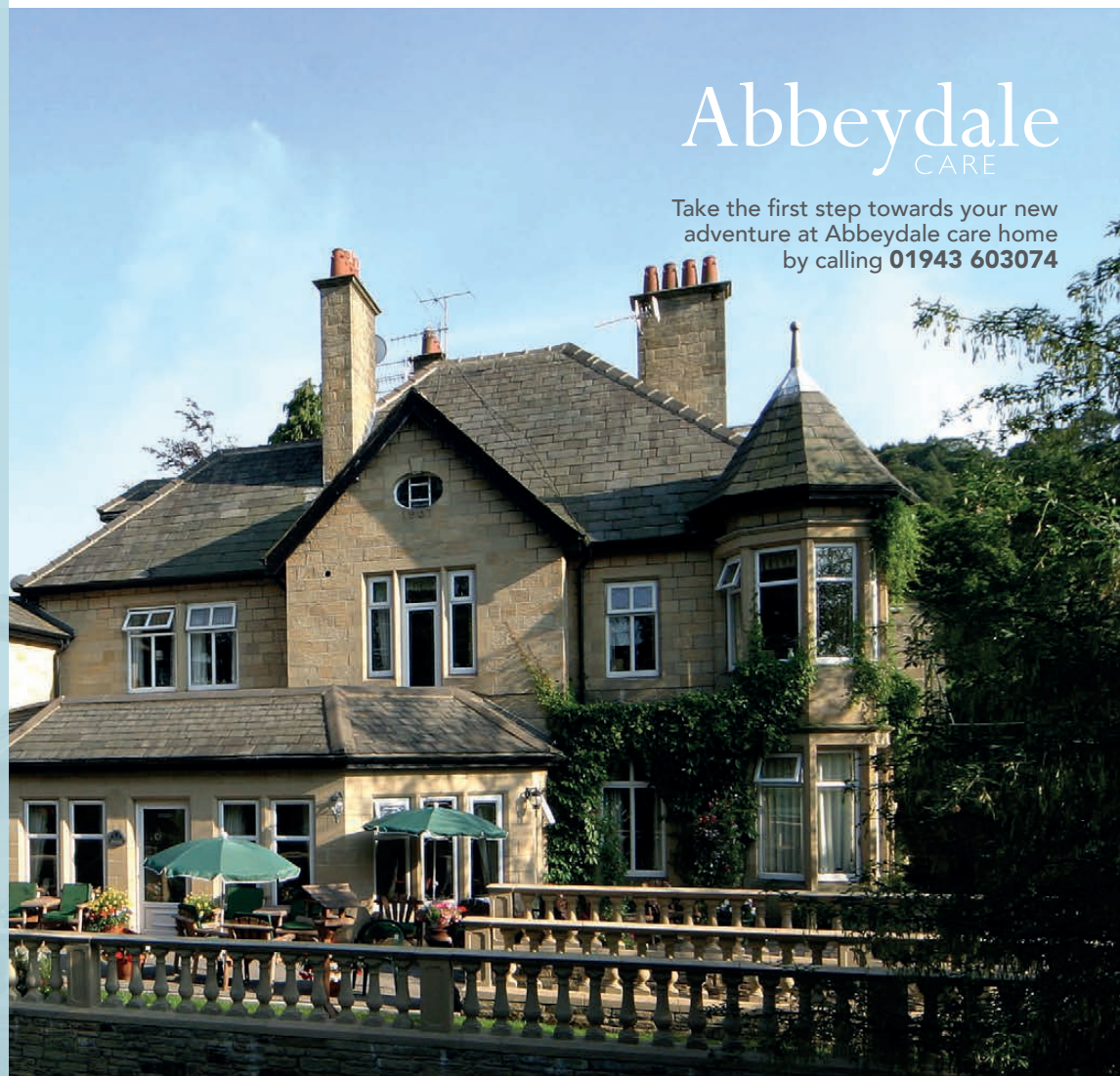
Not forgetting Abbeydale's masterpiece: its breathtaking gardens which continue to achieve a Yorkshire in Bloom Gold Award and Ilkley in Bloom Gold Award every year.

At the heart of it all, Abbeydale's vision is to create memorable experiences for every resident. Abbeydale's skilled and professional team, managed by Francesca Dey, offer the very best in personalised care. They'll work in partnership with you, your family and your local health practitioners to create a truly bespoke care plan, ensuring you live life as independently as possible.

With its desirable Ilkley location, award-winning gardens, luxurious facilities and outstanding care home rating by CQC, Abbeydale really is the perfect place to call home.

Abbeydale CARE

Take the first step towards your new adventure at Abbeydale care home by calling **01943 603074**



At the heart of it all, Abbeydale's vision is to create memorable experiences for every resident.



YOUR NEXT Adventure BEGINS AT ABBEYDALE

Moving into a care home is a difficult decision often filled with uncertainty. But we see it as an exciting new chapter in your life. It's a time to socialise with friends and family, enjoy your favourite hobbies or experience new activities. We'll support you in continuing to live independently, whilst offering reassurance that outstanding care is on hand when you need it.

Abbeydale is run like a luxury hotel with care, where you can enjoy the finer things in life. Homely en-suite apartments, opulent living spaces and idyllic outside terraces, along with an on-site hair salon and visiting manicurist, create moments of pure relaxation. The restaurant-style dining room provides the perfect setting to indulge in delicious cuisine and sample the finest selection of wine and sherry. Every dish is carefully created by our chefs using the best locally-sourced ingredients, ensuring you always receive a 5* experience.

Abbeydale's extensive and ever-changing list of daily activities makes every day unique and memorable. In addition, our minibus departs from our Ilkley care home four times a week, visiting Yorkshire's highly regarded beauty spots. For examples of the excursions you can experience, visit out and about at Abbeydale care home.

Most importantly, every aspect of your care is bespoke, right down to the smallest details. Food menus, activities and trips are all created through feedback from monthly meetings with residents. Our commitment to outstanding levels of personal care and our dedication to continually improve every resident's experience is what makes Abbeydale care home unique.

Take the first step towards your new adventure at Abbeydale care home by calling **01943 603074**.

Abbeydale
CARE



A time to socialise with friends and family, enjoy your favourite hobbies or experience new activities.



Beautifully

FEEL RIGHT AT HOME IN OUR
DESIGNED CARE HOME
ACCOMMODATION

Here at Abbeydale care home, we offer a selection of tastefully presented mini-apartments which are expertly designed with comfort in mind. Each apartment boasts an open plan layout with a homely living area, with a Satellite TV and telephone (at resident's expense), and a comfy bedroom area with a single bed.

Rooms are spacious and fully adaptable to resident's individual needs, with the majority being double the recommended size for care home accommodation. Each apartment is also fitted with a 24-hour nurse call system so residents can rest assured help is on hand whenever they need it.

Most apartments are equipped with fully accessible en-suite

facilities with either a wet room or a bathroom. We also have five apartments which lead out onto a garden terrace, enabling residents to admire our award-winning gardens right from the comfort of their room!

In addition, there are four luxury suites which are our most spacious form of accommodation. These enjoy larger living areas, with two offering separate bedrooms and two enjoying stunning high ceilings and bay windows which also overlook Abbeydale's impressive gardens.

We understand that the smallest details matter the most, which is why we encourage residents to personalise their rooms with items from home. This includes personal belongings and small items of furniture so that every resident feels right at home.

Abbeydale

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For more information, visit our website and view Frequently Asked Questions about Abbeydale care home.



PRICES AND AVAILABILITY

Rates vary depending on the type of apartment and payment is required monthly in advance. Our rooms turn over relatively slowly and availability is invariably subject to a waiting list. We therefore advise that if you or your family member is interested in taking up residence at Abbeydale care home, you put your name down as early as possible.

We understand that
the smallest details
matter the most.



www.abbeydale-care.com



Abbeydale's ELEGANT Care home

PROVIDES A PICTURESQUE
SETTING TO CALL HOME

Abbeydale's appealing and elegant exterior, amidst a backdrop of colourful gardens, creates the most picturesque care home setting. It stands in an elevated position, set back from the centre of Ilkley yet just a short stroll away from the town's finest facilities. For extra convenience, there's also a bus stop right outside, so Ilkley's amenities are always within easy reach.

The building dates back to 1907, with an additional wing built in 2001, creating a characterful appearance infused with modern facilities. There's a selection of luxurious living spaces where residents can spend time reading, socialising with family or

watching TV. There are large LED TVs in two living spaces, with a full Sky package in the main lounge. Residents also have additional seating areas and Satellite TVs in their own apartments so they can relax privately when they wish to do so. We also have two computers equipped with large keyboards and an adapted mouse so residents can keep in touch with all the family.

At Abbeydale, you really can expect nothing less than exceptional. Come and explore our care home and award-winning gardens for yourself by calling **01943 603074**.



At Abbeydale, you really can expect nothing less than exceptional.



www.abbeydale-care.com



THE Abbeydale Way

OUR CORE VALUES OF CARE

At Abbeydale, we believe well-established values make for a first class care home. Great values give a care home personality and inspire staff to go above and beyond to provide the highest quality of care for every resident. That's why our values have been carefully crafted and deeply rooted into every single aspect of our outstanding Ilkley care home. We're proud of the achievements they've helped us accomplish and believe they've been fundamental in attaining Abbeydale's outstanding care home rating from CQC.

Our values are skilfully designed using an acronym of C.A.R.E:

Compassionate
Adaptable
Respectful
Empowering

Each value clearly defines Abbeydale's continuing commitment to provide an exemplary quality of care which truly makes a positive difference to your quality of life. You can read each value's definition below.

CARE

- We always provide a person-centred approach.
- We always demonstrate a genuine interest in all our residents, families and visitors.
- We always go the extra mile to not only meet but exceed the expectation of everyone using our service.

Continued overleaf...

Abbeydale

CARE

Visit our website and read what other residents and families say about our outstanding personalised care.



Our values have been carefully crafted and deeply rooted into every single aspect of our outstanding care home.



....OUR CORE VALUES OF CARE.

COMPASSIONATE

- We are always sensitive to the needs and emotions of all our residents, families and colleagues.
- We always demonstrate kindness to all of our residents, families and colleagues.
- We always demonstrate empathy and we're able to put ourselves in the position of others.

ADAPTABLE

- We're responsive to the changing needs and preferences of our residents to enable people to live life as full as possible.
- We aim to be as flexible as possible to meet the needs of our service.
- We actively seek and value the views and ideas of those using our service and use this as a continuing commitment to improve.
- We embrace change positively as a method to improve.

RESPECTFUL

- We acknowledge, accept and value difference.
- We maintain privacy and dignity at all times.
- We turn up for work on time, every time, and with a smile.
- We honour our commitments and promises. We're able to acknowledge a mistake and say sorry.

EMPOWERING

- We encourage all our residents to make their own decisions, to take risks to live as full and meaningful life as possible, whilst protecting them from avoidable harm.
- We encourage all our residents to be as independent as possible and to continue to live the life they choose whilst at Abbeydale.
- We develop and motivate all our staff to reach their full potential.

YOUR CARE, YOUR WAY: PERSONALISED CARE AT ITS FINEST

Our values are centred on providing personalised care which is completely tailored to your specific needs. From the moment you join the Abbeydale family, we'll work with you and your family to craft a bespoke care plan which preserves your independence. We'll also review your care plan monthly, ensuring we continuously adapt to your changing needs. We specialise in making every segment of our care home tailored to our residents so you really can enjoy your care, your way.

www.abbeydale-care.com

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Our values are centred on providing
personalised care which is completely
tailored to your specific needs.



Finest

CREATING THE
CARE HOME
DINING EXPERIENCE

Dining at Abbeydale care home is a wonderful, sociable occasion. Our dining room is stunningly presented with stylish decor and beautiful place settings to offer a restaurant-style atmosphere. Here residents can relax and socialise with friends whilst being served deliciously cooked dishes, complemented by a choice of quality beverages.

Our exceptional catering team have a 5* food hygiene rating from Environmental Health and only ever serve the very best quality, locally-sourced ingredients. The overall aim of our catering team is to provide an outstanding catering service which meets and exceeds the individual needs of all our residents. They ensure all meals are nutritious, well presented and provide a balanced diet.

They always aim to ensure Abbeydale's dining experience is sociable and enjoyable for all our residents.

There is a strong emphasis here at Abbeydale care home on the importance of eating and drinking well. We provide an excellent quality of food with a variety of different options to choose from. Residents are fully involved in our care home's dining preparation, and help to plan their meals with the chefs, taking nutritional advice into account.

Staff are also aware of individual preferences and patterns of eating and drinking, so our care home dining options are fully flexible to accommodate this. Residents are welcome to dine in their room or the communal lounge if they'd prefer, so they needn't miss their favourite TV programme!

See reverse for a sample menu.

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Residents can relax and socialise with friends whilst being served deliciously cooked dishes.



A SAMPLE OF ABBEYDALE CARE HOME DINING MENU

Our care home dining menus are constantly adapted and are fully flexible and tailored to our resident's needs and preferences. However, we've provided a sample menu (right) so you can see the excellent quality of food our residents enjoy.

CQC'S FEEDBACK ABOUT ABBEYDALE CARE HOME'S DINING EXPERIENCE

In CQC's 2018 inspection in which Abbeydale achieved an outstanding care home rating, they complimented our care home's dining experience. Here are some of the extracts from their report:

- "meals were a real occasion and were personalised to meet people's preferences"
- "people were provided with well-presented, tasty food which they enjoyed in a relaxed, fun atmosphere"
- "people sat with those they got on with to promote conversation and to ensure they felt comfortable"
- "people spoke about the food being restaurant standard"

If you'd like to read the full report, you can visit our website and view CQC's report of Abbeydale care home, Ilkley, West Yorkshire.



	Starter	Lunch	Dinner
Monday	Cream of Fennel Soup - Smoked Chicken & Orange Salad	Fillet of Plaice, New Potatoes, Buttered Carrots, Sweetcorn, Broccoli, Roasted Fennel - Sticky Toffee Pudding & Ice Cream	Creamed Mushroom Vol-au-Vent - Crème Brûlée
Tuesday	Cream of Leek Soup - Seafood Salad	Coq au Vin, Dauphinoise Potatoes, Honey Roast Parsnips, Buttered Carrots, Garden Peas - Eve's Pudding	Deep Fried Scampi with Tartare Sauce - Orange & Lemon Pancakes
Wednesday	Cream of Tomato Soup - Egg Mayonnaise & Cress	Cottage Pie, Yorkshire Pudding, Cauliflower Cheese & Green Cabbage - Banana Fritter	Crumpet with Ham, Cheese & Pineapple - Fresh Fruit Salad
Thursday	Cream of Cauliflower Soup - Smoked Trout Salad	Roast Fillet of Pork, Sausagemeat Stuffing, New Potatoes, Butternut Squash, Creamed Leeks & Sprouts - Lemon Sponge & Custard	Quiche Lorraine - Profiteroles
Friday	Asparagus Soup - Asparagus & Prosciutto with Parmesan	Fish & Chips, Mushy or Garden Peas - Bakewell Tart	Lasagne Verde - Blueberry Muffin
Saturday	Carrot & Coriander Soup - Tomato Bruschetta	Chicken & Leek Pie, Creamed Potatoes, Savoy Cabbage, Buttered Carrots, French Beans - Bread & Butter Pudding	Salmon Croquettes with Parsley Sauce - Lemon Posset
Sunday	Vegetable Soup - Blinis with Creme Fraiche and Smoked Salmon	Roast Leg of Lamb, Mint Sauce, Yorkshire Pudding, Roast Potatoes, Cauliflower Cheese, Buttered Carrots, Garden Peas - Apple Pie & Custard	Abbeydale Cream Tea Assorted Sandwiches - Buttered Scone, Clotted Cream, & Sponge Cake

"meals were a real occasion and were personalised to meet people's preferences"



Our Staff

ARE THE PEOPLE WHO
MAKE OUR ILKLEY CARE HOME
OUTSTANDING EVERY DAY

At Abbeydale, we believe you cannot deliver outstanding care without outstanding staff. That's why all our staff are carefully selected using a rigorous values-based recruitment process which also involves our residents. All our staff are highly motivated and proud of the outstanding care service Abbeydale provides.

100% of staff have a qualification relevant to their role. We keep up-to-date with mandatory and specialist training to continue to improve the knowledge and skills of our team to meet the needs and requirements of all our residents. Training is also tailored to an individual's needs and learning style.

There is proactive support and an appraisal system which recognises that continuing development of skills, competencies and knowledge is integral to ensuring high quality care and support. Many staff members are also champions. This means they have additional training and responsibilities in key areas such as administration of medicine or promoting healthy living through diet, nutrition and hydration. These processes ensure staff have the expertise to encourage a safe, happy and healthy lifestyle for every resident.

Continued overleaf...

Abbeydale
CARE



We believe building trusting
relationships with residents makes
an outstanding care home.



OUR STAFF CONTINUED

Part of our care home policy is that we never use agency staff. Because of this, our carer-to-resident ratio surpasses the recommended minimum staffing levels. We believe building trusting relationships with residents makes an outstanding care home. It guarantees you'll be consistently cared for by friendly, familiar faces. Our staff take a genuine interest in every resident's likes, dislikes and hobbies so each process can be customised to your desired experience.

Abbeydale care home has been accredited by Investors In People since 2002 who aim to develop stronger leaders at every level of organisations. This ensures we are equipped to provide the best support to our team. Abbeydale's registered manager, Francesca, is an active role model of our values and inspires staff to go above and beyond in providing outstanding care. She's always on-hand to give additional

support and is a trained mental health nurse. Francesca is dedicated to creating the finest experience for residents and their families. She hosts Abbeydale's monthly residents meetings and regularly communicates with families via newsletters.

In CQC's 2018 assessment, Abbeydale was proudly awarded an outstanding care home rating. Staff were praised on their adaptability towards resident's changing needs and complimented on their kindness, compassion and dedication towards providing outstanding care.

For the full details, read CQC's inspection report for Abbeydale care home on our website, or arrange to meet the team by calling **01943 603074**.



Abbeydale CARE



We believe building trusting relationships with residents makes an outstanding care home.



OUR EXPERTLY CRAFTED CARE HOME

Activities

MAKE EVERY DAY UNIQUE

At Abbeydale, we make it our priority to ensure every resident continues to cherish their favourite hobbies and pastimes whilst staying in our care. We have a specialised therapeutic activity champion and well-being champion who take great pride in arranging an ever-changing selection of in-house and external activities to meet the individual and changing needs of every resident. Arrangements for social activities are innovative and meet each individual's needs. They follow the best practice guidance so residents can lead as full and meaningful live as possible, continuing to enjoy a routine they know and love.

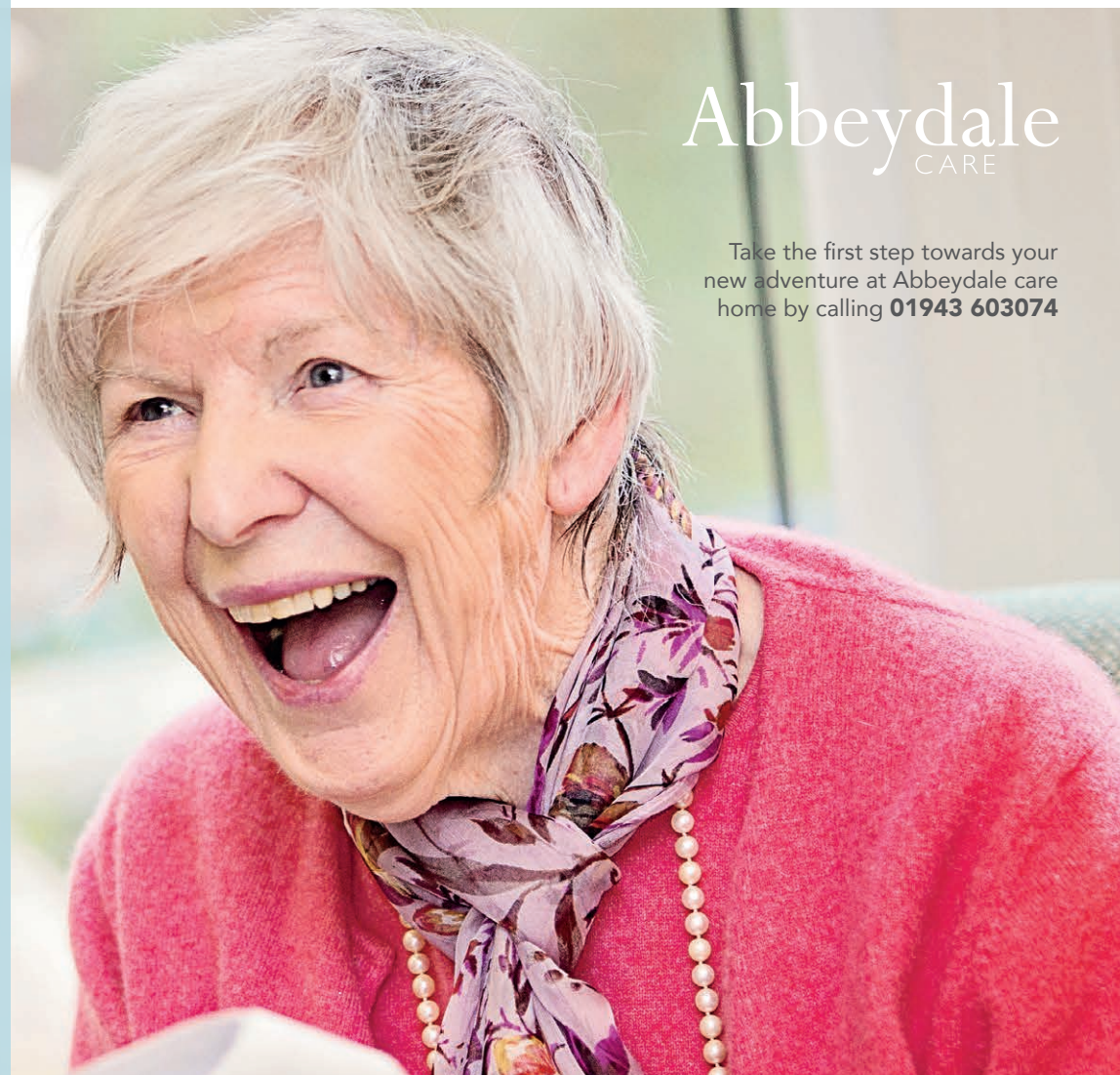
Our dedicated team always go the extra mile to understand residents' interests, find out what their life goals are and what they'd like to achieve so we can evaluate our care home activities to accommodate. From fun-filled quizzes, card games and energetic exercise classes, to themed evenings and shows, the choice is yours. Our care home activities calendar is reviewed, extended and adapted each month to ensure we're meeting the needs of all who use our service.

You can see an example activities calendar overleaf....

Abbeydale

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Take the first step towards your new adventure at Abbeydale care home by calling **01943 603074**



Enjoy your favourite hobbies in the comfort of our care home.



...ACTIVITIES CONTINUED

As well as planning an extensive collection of care home activities, Abbeydale also plays a key role in the local Ilkley community and is actively involved in building further links. We've held many successful events and fundraisers, many of which have been for charities close to our residents' hearts. Most recently, Abbeydale played host to a wonderful summer garden party, raising money for Martin House Children's Hospice.

We also maintain links with the University of the Third Age (U3A) who believe that no-one is too old to learn. This is an ethos we promote throughout our care home, encouraging residents to learn new skills and join in with the excellent activities and talks the U3A host.

In addition to our care home activities, we also plan a variety of outings in our mini-bus to local tea rooms, shopping outlets and beautiful gardens – the opportunities are endless.

Visit our website and view Abbeydale care home day trips for more examples of some of the picturesque places our residents have visited or call **01943 603074** for further information.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1 11am Exercise with Sabine 12pm Pianist 3pm Activities 4pm Power Plate 6pm Card Games 7pm Downton Abbey	2 3pm Activities 4pm Power Plate	3 3pm Activities 4pm Power Plate
4 11am Pilates 12pm Pianist 3pm Activities 6pm Card Games	5 11am Quiz 4pm Power Plate 6pm Card Games	6 11am Quiz 11am Trip to Louise Black's garden 12pm Pianist 4pm Power Plate 6.30pm Music for Health	7 10am Hand Massage 11am Quiz 12 noon Residents Meeting 4pm Power Plate 6pm Card Games	8 11am Exercise with Sabine 12pm Pianist 3pm Activities 4pm Power Plate 6pm Card Games 7pm Downton Abbey	9 3pm Activities 4pm Power Plate	10 3pm Activities 4pm Power Plate
11 11am Pilates 12pm Pianist 3pm Activities 6pm Card Games	12 11am Quiz 4pm Power Plate 6pm Card Games	13 11am Quiz 12pm Pianist 4pm Power Plate	14 11am Quiz 4pm Power Plate 6.30pm Bluebird Show	15 11am Exercise with Sabine 12pm Pianist 3pm Activities 4pm Power Plate 6pm Card Games 7pm Downton Abbey	16 3pm Activities 4pm Power Plate	17 3pm Activities 4pm Power Plate
18 11am Pilates 12pm Pianist 3pm Activities 4pm Communion 6pm Card Games	19 11am Quiz 4pm Power Plate 6pm Card Games	20 11am Quiz 12pm Pianist 4pm Power Plate	21 10am Hand Massage 11am Quiz 4pm Power Plate 6pm Card Games	22 11am Exercise with Sabine 12pm Pianist 3pm Activities 4pm Power Plate 6pm Card Games 7pm Downton Abbey	23 3pm Activities 4pm Power Plate	24 3pm Activities 4pm Power Plate
25 11am Pilates 12pm Pianist 3pm Activities 6pm Card Games	26 11am Quiz 4pm Power Plate 6pm Card Games	27 11am Quiz 12pm Pianist 2.30pm Art Class 4pm Power Plate	28 11am Quiz 4pm Power Plate 6pm Card Games	29 11am Exercise with Sabine 12pm Pianist 3pm Activities 4pm Power Plate 6pm Card Games 7pm Downton Abbey	30 3pm Activities 4pm Power Plate	



Our care home activities are expertly formed from resident's interests.



Gardens

ABBEYDALE'S ELEGANT
PROVIDE A PICTURESQUE
SETTING TO CALL HOME

The gardens at Abbeydale care home are equally as stunning. We take great pride in our outdoor space, making it inviting and accessible for all our residents. For those who cannot use steps into the garden, we have a well-maintained ramp. There are various outdoor seating areas where residents can relax and enjoy warm weather. For keen gardeners, we have some lovely gardening spaces, with one of our residents growing all our herbs for our chefs to use in the kitchen!.

We are proud to have achieved a gold award in Ilkley in Bloom and then the further

competition of Yorkshire in Bloom. Our care home gardens have achieved these awards for the past 7 years. Our dedicated maintenance team have an overall goal to 'ensure the care home environment, both inside and out, always creates a lasting first and on-going impression – the wow factor'.

At Abbeydale, you really can expect nothing less than exceptional. Come and explore our care home and award-winning gardens for yourself by calling **01943 603074**.

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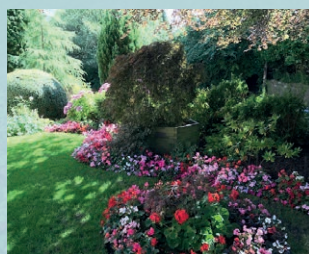


We take great pride in our outdoor space, making it inviting and accessible for all our residents.



www.abbeydale-care.com

ABBEYDALE'S ELEGANT GARDENS, A PICTURESQUE AND TRANQIL SETTING FOR RESIDENTS TO ENJOY.





PERFECTLY PLANNED Day trips

FROM OUR CARE HOME
IN ILKLEY

Experience some of Yorkshire's finest beauty spots from the comfort of our fully accessible 8-seater mini-bus. Departing four times a week from our care home in Ilkley, West Yorkshire, our day trips are perfectly planned and well-coordinated. They give residents the opportunity to admire Ilkley's neighbouring towns and villages, whilst enjoying stunning countryside along the way.

Residents' preferences are always at the heart of our care home day trips. Our itinerary is reviewed and adapted each month following suggestions in our monthly residents meetings. Whether you wish to enjoy a spot of afternoon tea

in one of the local tea rooms, treat yourself to a new item of clothing in one of Skipton's high street shops, or visit a garden centre to pick a new house plant to decorate your room, the opportunities are endless.

For extra convenience, we also arrange for a selection of shops to visit Abbeydale, including Phoenix Cards, The Edinburgh Woollen Mill and Body Shop. This provides an additional opportunity to pick out a birthday card or find a last minute stocking filler for Christmas without even needing to step outdoors.

For sample itinerary please see overleaf....



Experience some of Yorkshire's finest beauty spots from the comfort of our fully accessible 8-seater mini-bus.



EXAMPLE MONTHLY ITINERARY OF ABBEYDALE CARE HOME DAY TRIPS

Although our expertly planned selection of care home day trips are amended each month, we've provided a taster itinerary (right) so you can see some of the lovely attractions our residents have previously visited, such as:

- Harrogate • Skipton • Otley
- Pateley Bridge • Saltaire • Malham
- Bolton Abbey • Kirkstall • Kilnsey

For additional sample itineraries or for further information about our care home day trips, call us on **01943 603074**.



Tue	Emmot Arms, Laneshaw Bridge	A small hostelry on the Colne Road.
Wed	The Bridge Inn, Pateley Bridge	A pleasant Dales Inn set in a very quiet location on the outskirts of Pateley Bridge.
Thur	Stephen Smith's Otley	A well stocked garden centre with "Edinburgh Wool" outlet.
Fri	Devonshire Arms Hotel, Bolton Abbey	Enjoy a cup of tea or coffee with homemade biscuits at this well known venue.
Tue	Salts Mill, Saltaire	Once a renowned textile mill which now houses many exhibits both old and new. A walk around with refreshments on the second floor.
Wed	Moorland Nurseries, Calcutt	Enjoy refreshments in the "Lime Tree Cafe" before browsing Garden Centre or Aquarium.
Thur	Old Barn Tea Room, Malham	A popular tea room in the Dales village of Malham
Fri	High Trees Garden Centre, Yeadon	A garden centre close to Leeds/Bradford Airport
Tue	Kirkstall Abbey Tea Room, Kirkstall	A small tea room with a history involving Henry VIII. Also a reconstructed Dickensian Street.
Wed	Hortecap - Harrogate Bluecoat Wood Nursery	A garden centre/nursery close to Harlow Carr. A charity assisting with training for those with learning or other disabilities.
Thur	Kilnsey Trout Farm, Kilnsey	A trout farm park nestled in the shadow of Kilnsey Cragg.
Fri	House of Frazer (Rackhams) or Skipton Market Stalls	A walk along Skipton High Street to view the stalls or a little shopping at Rackhams' department store.
Tue	Craven Arms, Appletreewick	A traditional Old World Dales pub adorned with interesting artefacts of a by-gone age.
Wed	Fodder, Harrogate	A deli shop with cafe situated next to the Yorkshire Showground at Harrogate.
Thur	Dog & Gun, Malsis/Glusburn	A small country pub on the way to Colne.
Fri	A walk by Ilkley Riverside	Weather permitting a short stroll through the Riverside gardens.
Tue	Wildings Tea room, Pateley Bridge	A pleasant Riverside tea room in the well known market town of Pateley Bridge.
Wed	Devonshire Fell Hotel, Burnsall	Relax with refreshments in the enclosed veranda overlooking the valley of Burnsall.
Thur	Roebuck Inn, Clifton	A homely Inn on the outskirts of Otley.



They give residents the opportunity to admire Ilkley's neighbouring towns and villages.



WORKING IN PARTNERSHIP WITH Specialist HEALTH AND BEAUTY PROFESSIONALS

We believe the greatest way to provide every resident with an outstanding quality of care is to work in close partnership with experienced healthcare professionals who have a thorough understanding of your physical and emotional needs. This partnership gives us the best opportunity to adapt our care home processes and facilities to fully support you and your independence. We have a range of healthcare professionals who regularly visit our care home, depending on our residents' individual needs.

These include:

- GPs and district nurses
- Opticians
- Audiologists
- Dentists
- Chiropodists and podiatrists
- Palliative care teams
- Physiotherapists

- Mental health teams/ counsellors

We also have a PAT (Pets As Therapy) dog who visits our care home once a week. We're passionate about the importance of pet therapy and have seen firsthand the pure delight it brings to our residents.

In addition to working with healthcare experts, we also work alongside various beauty professionals so we can offer our residents the ultimate care home experience. We have our own superb hair salon as well as a visiting manicurist, so residents really can enjoy living in the lap of luxury.

For more information about our outstanding care home facilities or the type of healthcare professionals we work with, email us at info@abbeydale-care.com or call us on **01943 603074**.

Abbeydale
CARE



We have our own superb hair salon,
so residents really can enjoy living
in the lap of luxury.



Where

TO FIND US

Situated in an elevated position in an enviable location, just a short walk from Ilkley's popular town centre, with its first class facilities and famous moor.



Abbeydale
CARE

From Station Road B6382 in the centre of Ilkley, continue straight on The Grove B6382 and follow it past the row of shops. Take the first left as the road bends to the right onto Grove Road. Then follow Grove Road for about 300 metres. Abbeydale can be found on the left.

www.abbeydale-care.com

If you have any problems finding us please give us a call on: **01943 603074**.

Testimonials

REVIEWS AND

We take pride in the lovely care home reviews and thank you notes we receive from residents and families. Read a selection of our care home testimonials.

RICHARD HIBBERT - NANTWICH

"This is probably the most important letter I will write in relation to Ron's passing this week.

Ron was a very strong-minded, independent man with clear views about life, the standards he expected and the surroundings he would accept to live in. He was so loved by Julia and I that we always wanted to ensure his standards and wishes were not compromised.

So, when he became more frail, finding a suitable residential home created real dread for us. From the moment Julia came across yourselves it was clear we had an answer and since then we have never looked back. I believe you have provided a standard of care for Dad that will remain without parallel. Your values are simply superb, the quality of your business without fault and your own commitment is, without doubt, of the highest order. All of your staff are superb, not just for the care they provide to all the ladies and gentlemen residing with you, but also to the relatives. They are all superb and we see them as good friends.

In the last few weeks you and we have found it so hard to live with and follow Ron's journey. But you have not only provided him with support but you have made it so much easier for both of us. I have never known Dad to be so happy and comfortable. He was a very happy man for all his time with you.

So please accept from me a most sincere thank you from deep in my heart. I miss Dad very much but know he is now with Bethan again and reflecting on his time in 5 star accommodation - what a classy way to live prior to signing off! I really do believe you are an exceptionally special couple who have made a major difference to the lives of many, and particularly Ron. You set a standard others should aspire to.

I would be quite happy for you to share my letter with anyone planning to become an Abbeydale resident as I can hand on heart assure them they will be in the best company if they move in with you.

My very best wishes to you both and please extend my most sincere thanks to the whole Abbeydale team."

Testimonials continued overleaf...

www.abbeydale-care.com

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To read more testimonials
please visit our website
www.abbeydale-care.com



....TESTIMONIALS CONTINUED

THE HILL FAMILY - ILKLEY

"It was a very sad day when we lost our Mum, Kath, to pneumonia last week but it was a great comfort to us all to know that in the last three and a half years of her life she was looked after so very well.

We would like to say a big thank you to all the staff that cared for Kath. It's an extremely difficult, challenging and at times a heart-rending job and you all do it so well. Not only do you care 'for' you care 'about' your residents.

We can't praise you enough for the care, kindness and compassion shown to our mum. Once again thank you from all of us for making Kath's last years so happy and comfortable. Abbeydale should be the benchmark for all other homes."

GAIL DUFFY - BRIGHOUSE

"For the brief time that I spent at Abbeydale while visiting my mother, Bobby, as you all knew her, in the last days of her life. I had the opportunity to witness first hand the love, care, compassion and respect that each and every one of you showed towards Mum and my family. It seemed to me that she had become part of another family and that nothing was too much trouble for any of you.

It takes a special kind of person to do the work that you all do and the wonderful part about you all is, on top of your many varied duties and lousy days, you took time out to spend precious moments with my mother and become acquainted with her. This made Mum feel like Abbeydale was truly her home away from home and most certainly this gave me so much peace of mind - living so very far away for her as I do.

You always seemed so bright and cheery when you came into Bobby's room, regardless of what troubles of your own you may have had. Mum was a very private person and disliked a lot of fuss. Abbeydale seems to have been able to strike the right balance with her and I have much appreciated this fact.

From the young man who cleaned Mum's room every day, the kitchen staff who tempted Mum with ice cream and jelly, the sweet girl who brought Mum's laundry back neatly folded and carefully put away, to the other wonderful ladies who bathed, soothed, brought countless cups of tea and held Mum's hand right to her last breath, I thank all of you from the bottom of my heart.

Abbeydale proved to be that special place where Mum could spend her final days in dignity, comfort, security and peace.

May God bless you all. I will never forget your kindness."

HOWARD DIXON - CUMBRIA

"Dear Catherine, Kelly, Francesca and Bob,
Thank you

Martin and I cannot quite find sufficient superlatives to thank you for the outstanding care and love that you gave Margaret (mother) in her final months, it was a shame that she was not with you for longer as she thoroughly enjoyed her new life at Abbeydale. You gave her a new spring and so her 'Tigger gene' returned!

Personally, I have never felt relief and calm restored as completely as the day we managed to extract her from hospital back to her home with you. Even in

those grim moments afterwards there was a strong smile on Margaret's face as she realised she was back amongst the Abbeydale family who she obviously trusted and who loved her. She only ever gave such trust when it was completely deserved.

We recall the first time we visited, and actually every other time too, that Abbeydale is an amazing place where you have both a great control on standards and what happens yet with freedoms and laughter such that it is not 'prison like' or in the slightest way intimidating. Initially, our daughters thought it would be a hard place to visit; how wrong could they have been? They loved their visits and they will also be forever grateful for your great food, welcomes, fun, participation and mostly for your care of their Granny Margaret.

With our best wishes to you and your totally amazing staff - all of them.

P.S Hazel said to book us places in the future please."

SUSAN WILSON

"To Abbeydale,

Thank you for all the care and kindness you gave to my father, Robert, over the last 5 years.

In particular, I very much appreciate the nursing care you gave him over the last few months, which kept him out of hospital and enabled him to stay within his 'home' where everything was familiar to him.

During his time with you he made some good friends who he enjoyed sitting with in the sun eating ice cream.

All the Abbeydale staff are a credit to the home and I wish you the best in the future."

"The carers are all super and help to make it such a happy environment. I can't praise Abbeydale enough."

PATRICIA ATKINSON - GUISELEY

"The atmosphere at Abbeydale is such a lovely one - so friendly, warm and caring. Bob and Catherine run it just like a hotel with so much attention to detail. They have all the time in the world for each resident and members of that resident's family - nothing is too much trouble. I can't believe how well my mother has settled here. The carers are all super and help to make it such a happy environment. I can't praise Abbeydale enough."



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