“Abbeyfield care as much about my wellbeing as they do our residents. It’s nice to feel valued”

Time for your call

Whether you’re considering care for yourself or a family member, you’ve just started exploring options or at the point of narrowing them down, we can help you make the right choice. We are committed to providing exceptional accommodation for current and future residents.

Call us on 01727 857536 or visit www.abbeyfield.com for more information.

Discover why people continue to choose Abbeyfield time after time.

The Abbeyfield Society,
St Peter’s House,
2 Bricket Road,
St Albans,
Herts, AL1 3JW

Tel: 01727 857536
www.abbeyfield.com
Registered Charity No. 200719

Time to enjoy older age
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“It was getting difficult to manage on my own... the move to Abbeyfield was simple. I wish I’d done it years ago.”
Our promise to you

We are delighted that you have made the time to take a closer look at Abbeyfield. In turn, it’s our promise to you, that should you choose to live with us, we will dedicate our time and energies into making every day happy, sociable, comfortable and safe.

Sharing our time and friendship with you is at the heart of everything we do. It’s a simple premise but a significant one that sets Abbeyfield, our ethos, commitment and houses apart from other organisations that provide care for older people.

As a charity approaching our 60th anniversary, we are not only an established care provider, we are also respected, trusted and recommended with over 500 houses and homes across the UK.

We are glad to have the opportunity to welcome, get to know, and to spend time with each and everyone who chooses to live with us. We will do our utmost to remove any worries or concerns that you or your family may have about making the move. Furthermore, we will ensure it’s as smooth and hassle free as possible. You will be supported throughout because we understand just how big a decision it is and the many reasons why you might be considering it.

Our success is measured by your peace of mind

Established in 1956, Abbeyfield is experienced in providing unsurpassed care for older people.

Our charitable heritage is the foundation for all that we do. Abbeyfield has grown from humble beginnings to the wonderful facilities that you see today. However one thing has remained true – Abbeyfield is dedicated to making time for older people.

You’ll find that care and support are not constrained by time pressures, meaning there is always time to talk, listen or try new activities. We are sensitive to your requirements but also your privacy. When you need us we’re here for you, but if you prefer your own space, that is fine too.

Should your needs change over time, we have a range of different services to meet them, from independent living, allowing people to live as independently as they want, to specialist care homes. We can assist you and your family in making the most of life through times of change with the range of care provision and the staff support we have available.

Once you see for yourself what Abbeyfield can bring to your life, you may well wish you had made the move years ago. If you’re considering next stage living we can answer any queries or concerns.
However you choose to live in the care of Abbeyfield, you can be sure we make enough time in our day to create a home where you can share good company, feel cared for, listened to and remain a valued member of your community.

We recognise the importance of individual wellbeing. You are unique and so is your care and every Abbeyfield home is unique in that it is shaped by all who live there.

So we look after the whole you, not only your physical needs. To us your welfare, enjoyment and happiness are paramount. We will cater for your spiritual needs, observing customs, routines or traditions that matter to you. Abbeyfield creates the environment, space and most importantly time, for you to feel contented and to enjoy life to its fullest whatever your circumstances.
You’re not our guest, we’re yours

At Abbeyfield there’s no “make yourself at home”, it is your home – your space housing your memories and the things that matter most to you. The way you choose to furnish, decorate and accessorise is down to you. Whatever makes you feel comfortable – your favourite recliner, your daughter’s framed watercolour, your most treasured possessions. It’s another reason why each development, house or room at Abbeyfield is a home – your home. Ultimately it’s the people that make a house a home. That includes our staff too.

Time is personal, so it’s up to you where and how you choose to spend it. And that goes for whom you spend it with as well. You have complete freedom to invite family and friends to visit you in your home whenever you want. At Abbeyfield everything is on your terms.

And should you choose, a vibrant life awaits with in-house activities to enjoy. Meals shared amongst friends in the dining room, arts and crafts, music, times spent in the beautiful gardens. What’s more, further social events, outings and opportunities to learn and share experiences, keep you connected to your community.

You’ll feel the comfort and freedom you’ve experienced all your life, but with the added stability and security that’s inherent at Abbeyfield. More time to enjoy life, with the peace of mind of knowing you’re in a safe environment. Time to leave burdens and worries behind.
Abbeyfield homes

The right time, the right place

No matter where you are, we’re here for you

When it comes to older age, whatever stage of life you’re in, whatever help and support you need, whatever concerns you have, we have time for you. Our houses, homes and apartments offer a variety of unique communities designed to meet a range of support and care requirements. Each house offers different living arrangements to suit every individual’s needs. Our care for older people takes many forms but each is driven by that same commitment.

Supported Houses

Our Supported Housing allows you to live independently but are designed so you have more choice as your needs change. With a range of accommodation you’ll find a home to suit you, with a daily provision of home-cooked meals and everything you need to live life to the full, the way you want.

Independent Living with Extra Care

Our Independent Living with Extra Care facilities enable you to live as self-sufficiently as possible with extra help available when you need it. Our Independent Living with Extra Care provides all the same benefits as our Supported Houses but with the presence of a care team to support you 24 hours a day.

With the freedom to live independently, with close links to local shops, amenities and the community, you can be relaxed in the knowledge that there is someone on site to lend a hand.

Care Homes

Our Care Homes are just that – caring, inviting environments designed to offer comfort, security, friendship and above all time. Our dedicated, attentive staff and friendly volunteers devote theirs whenever required.

These homes provide excellent standards of assistance and support but just as importantly are happy places to live. Our experience ensures that we have the right formula for providing friendly, secure living, for getting to know you and for allowing true friendships to prevail.

This, combined with our recognised expertise in dementia care provision means we are at the forefront of innovations and developments in this field and are able to provide stimulating, reassuring, homely environments for those that need it.

“I hated cooking for one. Now I can enjoy dinner with friends in the dining room. Although I still make a great apple pie”
Abbeyfield Quality Programme

Any residential accommodation for people in older age must meet certain quality standards. We are monitored and regulated by external regulatory bodies. At Abbeyfield we also conduct our own assessments to ensure Abbeyfield’s unique ethos is maintained.

It’s for this reason that the Abbeyfield Quality Programme has been introduced. It focuses on ensuring homes and housing meet a strict set of criteria. It provides a very real test of whether we are providing the best possible service, and encompasses the experiences and opinions of residents and their families.

A team of trained assessors monitor and evaluate our staff, facilities and services to ensure that every individual’s wellbeing and needs are being met within excellent environments. You can rest assured that with Abbeyfield your care is in good hands.

Whichever accommodation you are considering our staff will provide full support to you and your family. From the moment you first call us we’ll make time to help you make the right decision. You’re more than welcome to come and visit, enjoy a coffee and chat, even stay the night. We would be delighted to spend some time with you.
The right people, the best support

We recruit and retain the best staff, those for whom the job is not just a 9 to 5 but for whom it is a vocation, and we pay them a wage that recognises their time, dedication and the importance of the excellent job they are doing. In fact Abbeyfield is the first major national care home provider to commit to paying the people it employs the Living Wage, to help attract the best people to do the best job. We thrive on happy environments and if our staff feel happy then we hope they share their happiness with you.

Each staff member receives regular training and development with access to the latest knowledge and understanding in care practice. We operate within our own supportive community to mentor, train, assess and encourage our staff.

Not only do our staff have the time to devote to you, above all they enjoy doing it. The term ‘going that little bit further’ has never been truer. It manifests itself through their attitudes as well as the tangible extra hours of support they can offer, thanks to Abbeyfield’s unique position as a charitable organisation and the way we run.

Our happiness starts with you

Our people are all specialists, their specialism being you. Each of our staff takes the time to get to know you so they can better look after your wellbeing. And it’s their pleasure. A pleasure because they can give you the attention you need – there’s no cutting corners. A pleasure because it makes a difference – your happiness is there for all to see. And a pleasure because they get back from you as much as they give, their days are enhanced as much as yours.

And then there are our volunteers – friends of Abbeyfield who dedicate their own time to offer support and friendship to those who have chosen to live with us. Nationally, thousands of thoughtful, caring individuals invest invaluable hours in our houses and with our residents.

Whether they are helping run the homes, organising activities and events, or simply popping in for a cup of tea and a gossip, these volunteers help to make Abbeyfield homes what they are; stimulating, warm environments. Time manifests itself in many forms.

Younger faces offer varied conversation listening to your experiences and telling their own stories. Likewise there are the people you recognise from your local community that come to chat and share stories and news. Moving doesn’t have to mean leaving. With Abbeyfield you will feel connected with your old community, and get to know a whole new one.
"I was worried about losing contact with my friends but I see them now more than ever, and I’ve made new ones too"
Abbeyfield commitment

Time to make a difference

Seeing the bigger picture

It’s not just the people who live with us who benefit from our time. As leaders in our field we fund academic research and keep abreast of political and social developments affecting the UK’s older population. We invest more time in sharing our findings, not only amongst ourselves but also with our peers, improving the lives of older people nationally.

We also champion positive developments and endeavour to confront adversity where we see it, to ensure fair, quality living for our residents.

It’s why we campaign on behalf of older people across the UK on the issues that affect them. We keep up to date with government initiatives, listen and respond to the views of political opinion formers within the care sector and support or challenge where necessary.

And we’re committed to our staff, recognising their valued contributions, by making time to champion care sector working conditions and pay.
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