
The Abbeyfield Experience

What you can expect from us



abbeyfield
scotland



At the heart
of our vision
to become an
*“exemplar in
the provision of
housing, personal
support and care
for older people”*
is the **Abbeyfield
Experience**





Our core values are:

- ♥ Care for the wellbeing of residents, staff and volunteers
- ♥ Honesty in relationships, listening to, and supporting residents and one another
- ♥ Openness to new ideas and better ways of working
- ♥ Respect for differing views, values, backgrounds, abilities and characteristics

The **Abbeyfield Experience** details the behaviours and service standards you can expect from us in delivering our vision and values.

These service standards are closely aligned to our expectations of how our staff will interact and behave with you so that collectively they will deliver the Abbeyfield Experience.

They will apply in some way to all of our customers – residents, applicants, volunteers, partners, other agencies and to colleagues (the internal customer).



Service

Standards

Written correspondence



- ♥ When we receive a letter or email we will acknowledge it within 3 working days and reply within 10 working days.
- ♥ If we cannot reply within 10 working days we will contact you to explain why and let you know when you can expect a reply.
- ♥ Our written correspondence to you will be polite and easy to read.
- ♥ We will issue a newsletter at least twice a year bringing you information on Abbeyfield Scotland, what is happening in our houses and how we are delivering our services.

Telephone calls



- ♥ Telephones will be answered within 5 rings.
- ♥ If we are unable to answer your call we will provide an answer machine or voicemail facility so that you can leave a message.
- ♥ If you leave a message we will return your call, as soon as practical.
- ♥ Any member of staff speaking to you on the telephone will give you their name, speak politely and try and answer your query during that call or agree with you a way of resolving your query.
- ♥ If they are unable to respond to your query they will ensure you speak to the right person or get the information you need within 3 days.
- ♥ Our staff will be fully trained in all aspects of their work and will be polite and courteous.



Service

Standards

Home visits (including resident's rooms, our houses, applicant's homes and partner offices)

- ♥ Should you like us to visit you we will arrange to do this at a mutually convenient time and date.
- ♥ Staff visiting you will tell who they are and show you their identity card.
- ♥ We will arrive within 15 minutes of the appointment time and let you know if we cannot.
- ♥ We will respect your home, privacy and culture .

Communication



- ♥ We will try to write to you in your first language, large font size, Braille or in an audio format (e.g. tapes) if you advise us of your preference.
- ♥ We will use translation services, hearing link, offer private appointments or a member of staff of the same gender to deal with your query should you advise us of your preference.

Confidentiality

- ♥ We will respect your rights to confidentiality and the disclosure of information in relation to you.



Service

Standards

Settling in



- ♥ We will provide you with information about local services, explain the equipment in your room, tell you of the services in the house (including meal times and staff working hours) and advise you of what to do in an emergency.
- ♥ We will visit you to ensure you have settled in and deal with any queries you may have within 5 working days of moving in.
- ♥ We will explain the legal framework of your tenancy and the link to your housing support plan.
- ♥ Will carry out a housing support plan assessment with you within 21 days of the start of your tenancy (see Housing Support).

Payments



- ♥ We will tell you at least 28 calendar days in advance of any increase in rent – usually around April of each year.
- ♥ We will provide clear information about our rent and service charges and how you can pay.
- ♥ We will send you at least annually a statement of your rent account.
- ♥ We will set targets for the collection of rents and deal promptly with any missed payments.

Food

- ♥ We will provide two meals a day – lunch and tea.
- ♥ We will provide breakfast provisions for your use.
- ♥ We will regularly consult with you regarding menu and ingredient preferences and design a menu to suit.



Service

Standards

Housing support



- ♥ We will review your housing support plan at least every 12 months.
- ♥ We will carry out an interim review of your housing support plan after 6 months.
- ♥ We will review your housing support plan if there has been a significant event that has changed your support needs or your support needs have changed.
- ♥ Your support plan will also include an assessment of the risks associated with your stay with us. These risks and any actions to mitigate them will be agreed with you.

Socialising



- ♥ We will help our residents to take advantage of social activities within their home and in their community. We will do this via the housing support planning process every 12 months.
- ♥ We will also provide opportunities for our resident to meet with other Abbeyfielders from other houses, to share experience and extend their range of social contacts at a pace which suits their personal aspirations. We will do this every 12 months as part of the support planning process.
- ♥ We will recruit and work in partnership with volunteers to allow residents a range of in-house activities such as coffee mornings and concerts.



Service

Standards

Ending your tenancy

- ♥ We will ask you to give us at least 28 days notice of your intention to end your tenancy. Except in death or other exceptional circumstances we will charge the full rent for the notice period.
- ♥ We will inspect your room within the notice period and inform you of any work you are responsible for. We will give you information about returning your keys and quitting your tenancy – for example dealing with furniture or condition of decorating.

Move on accommodation

- ♥ Should your support needs require it we will work with you, your families/advocates and other agencies to identify and apply for suitable move on accommodation.

Conduct

- ♥ We will ensure that we act within the requirements of the law at all times.
- ♥ We will deliver services that comply with our regulators – for example the Social Housing Regulator and the Care Inspectorate.
- ♥ We will deliver services that comply with achieving a Abbeyfield UK Gold Star.



Service

Standards

Customer Feedback

- ♥ We will carry out an Annual satisfaction survey of our residents and develop an action plan arising from the results.
- ♥ We will carry out periodic themed surveys of our residents and partners regarding our services – including regular Repair surveys.
- ♥ We will respond to complaints positively and any learning will be reported to Board and our Residents.

Common Areas



- ♥ We will keep the communal areas of our houses clean and free from litter and rubbish.
- ♥ We will inspect communal areas at least weekly to ensure this.
- ♥ Where there are gardens we will maintain them to a reasonable horticultural standard so that they remain pleasant areas to use and view.
- ♥ We will meet the standards required to achieve a pass rating from the Food Hygiene Information Scheme.
- ♥ We will meet the standards required to achieve a Houses in Multiple Occupation licence.

Condition

- ♥ When you move in we will make sure the necessary repairs are carried out and that your room is clean and in reasonable decorative condition.
- ♥ We will give you information of how and when to report any repairs.



Service

Standards

Maintenance



- ♥ We will maintain our houses, fittings, equipment and installations so that they are fit for purpose, wind and water tight and safe to use.
- ♥ Our repairs will be carried out:-
 - Emergency** – we will attend within 6 hours and make safe within 24 hours
 - Urgent** – remedy within 3 days
 - Routine** – within 20 days
 - Non time related repairs** – within a reasonable time scale depending upon the nature of the repair.
- ♥ We will inform our contractors of our customer standards and will carry out regular checks to make sure that they behave and conduct themselves in a courteous, polite and safe manner.
- ♥ We will publish annually our planned and cyclical programme of works including those for prevention of infection, servicing and testing of electrical equipment and the servicing and testing of heating installations.
- ♥ We will publish annually our plans for major investment or adaptations. We will consult with you if there are to be any major works in your home.
- ♥ We will work with partners and other agencies to bring in either adaptations or equipment for the benefit of individual or collective needs of our customers when identified.
- ♥ We will comply with Right to Repair Scheme.



Service

Standards

Management

- ♥ We will inform and consult with you about significant changes to the way we manage your home up to 20 working days in advance.
- ♥ We will provide, on request, details of our resident's content insurance policy and methods of making a claim.

We will respect
your home,
privacy and
culture



The Abbeyfield Experience

Find out more

Volunteering at Abbeyfield

Volunteering is central to the history of Abbeyfield. Our volunteers enhance our links within local communities in which they live. The life of our houses is very much a part of the community due to great input from volunteers who are encouraged and supported to contribute to the social life of residents.

Abbeyfield will continue to promote and encourage volunteering.

Our Costs

For a full breakdown of our rent and services charges please contact us (details below).

Our charges are all inclusive of services such as: accommodation, meals, utilities, council tax, some toiletries, laundry equipment, communal domestic services and housing support (where funding from the local authority does not cover all the direct support charge)

Finding out more

If you would like more information about Abbeyfield, or you would like to arrange a visit to one of our houses please contact us by:

email: info@abbeyfield-scotland.com

phone: 0131 225 7801

web: www.abbeyfield-scotland.com

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