

Caring is  
our way  
of life

**Queen Elizabeth Court**  
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Queen Elizabeth Court is regulated by  
Care Inspectorate Wales. Welsh Government  
Rhydyar Business Park CF48 1UZ Tel: 0300 7900 126

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Kind Supportive Trusted

# Queen Elizabeth Court

Llandudno



[www.rmbi.org.uk](http://www.rmbi.org.uk)





# Caring for you

Nestled amongst five acres of landscaped gardens, Queen Elizabeth Court lies in the seaside town of Llandudno in North Wales. We provide residential care, nursing and residential dementia support for up to 62 residents with permanent care or short stay respite breaks.

Here at Queen Elizabeth Court, you will have a fully furnished bedroom and a dedicated team to support your care needs.

Among other features, you can also enjoy:

- Five acres of gardens and inner courtyards, which provide a quiet area to sit and relax. We are just a short walk away from the seafront and sandy beaches of Llandudno.
- The newly refurbished Peter Geoffrey Lowndes Dementia House includes dementia signage, assistive technology including iPads and pictorial menus to support engagement and communication.



“ My mum has never been happier. The care is outstanding. My mum is still with us today, because of the care of the team at Queen Elizabeth Court.

Daughter of a resident,  
[carehome.co.uk](http://carehome.co.uk) review





# What you can enjoy

We work with you to create a care plan that meets your needs. We're here to help you live the life you want, knowing that support is on-hand if you need it, day and night.

## Fresh homemade food

Our varied menu changes regularly to give you a wide range of delicious meal options and a balanced diet. However, tasty and healthy meals are only one part of our dining experience. Great service by staff who genuinely care is just

as pivotal, whether it is the chef team blending the finest flavours or staff making time for a friendly word as they serve. Our dining service is designed to provide residents with meals they can look forward to.

## There's something for everyone

At Queen Elizabeth Court, we believe that keeping active both mentally and physically allows our residents to experience wellbeing. That's why we provide a myriad of activities for them to enjoy:

- Arts and crafts
- Gardening
- Music and movement classes
- Musical entertainments
- Cinema nights
- And trips out to local areas of interest.

We can also support you to continue enjoying your own hobbies and interests, and we are confident we'll have something that's just right for you.

## Invite family and friends

There are many indoor and outdoor spaces where you can host events with your loved ones. We can help to plan private get-togethers or special occasions at the Home if you wish.





# Types of care

Making the decision to move into a care home doesn't have to be difficult. We're here to support you every step of the way.

## Residential care

Residential care is provided for people who can no longer continue to live at home. It can help them to live safely, whilst giving their family peace of mind, knowing that you are in a supportive environment. We can accommodate up to 23 people with residential care.

## Nursing care

Our nurses are trained to deliver a more specialist level of support, which promotes health and wellbeing. This type of care is for anyone who requires 24 hours support from a Registered Nurse. We can support up to 20 people with nursing care.

## Residential dementia support

We offer a residential dementia support service for up to 19 people, following the refurbishment of the newly named Peter Geoffrey Lowndes Dementia House.

As part of the changes, two distinct 'Houses' have been created, each having a 'home from home' feeling – which is so important for the wellbeing of people living with dementia. These smaller houses each have its own comfortable lounge, dining room and kitchenette.

We believe that people living with dementia can still lead an active and fulfilled life, so we aim to start from a position of 'what a person can do' and how we can support them.

We work with each resident, their family and loved ones to explore what is important to them, and try where possible to incorporate this into their lives from a holistic approach.

We invest in our caring staff members and ensure they have the necessary skills to care for and support our residents living with dementia. Some of the training our staff undertake include:

- Dementia Awareness accredited by Alzheimer's Society
- Virtual Dementia Tour
- Enhanced Dementia Modules

We also work across communities and other dementia organisations to share good practice and ensure we are always learning more about new models of care.

## Short stay and respite care

Short stay breaks, including respite care, are available to people who are cared for in their own homes. They allow families or carers to have a rest from taking care of a loved one and allows a person to enjoy different activities and socialise with others.

## Palliative care

Caring for someone during the final days of their life requires specialist skills and understanding. We are committed to making sure that our end of life care respects and upholds a person's dignity.

## Using the latest technology

We use advanced software to record our medication processes easily. Our staff have access to our residents' profiles and care plans, and add progress notes and specific records as necessary.





# One loving family

What makes Queen Elizabeth Court special is the stories of our beloved residents and caring staff members. Together, they make this Home a place where people become friends, and friends become family.

At Queen Elizabeth Court, you can meet residents like Megan, who loves baking and making cakes.



“ We had a flippin’ fab time making our very own homemade pancakes for Pancakes Day!

Gary Carr,  
Activities Coordinator at  
Queen Elizabeth Court



Our care staff go the extra mile by taking part in a training programme where they experience first-hand what it might feel like to be a resident and receive personal care and support whilst living in a care home.

“ We feel it makes such a difference when we get to experience being in the residents’ shoes, rather than to read or hear about it.

Bee Baily,  
Training Manager



# Culture and vision

Queen Elizabeth Court is operated and managed by The Royal Masonic Benevolent Institution Care Company (RMBI Care Co.). It is also regulated by Care Inspectorate Wales (CIW).

RMBI Care Co. provides residential care, nursing care and residential dementia support to older Freemasons, their families and people in the wider community. We have been caring for older people for over 180 years and today, we support over 1,000 residents across 17 care homes in England and Wales with a focus on wellbeing and quality outcomes.

We treat each person as an individual. We believe that everyone should be able to enjoy later life and we are here to help our residents stay as independent as possible. Above all, we live by our three core values – kind, supportive and trusted. RMBI Care Co. is part of the Masonic Charitable Foundation.



## The Association of Friends

The Association of Friends are independent charities made up of volunteers, which exist to support each of our care homes.

The Home's Association of Friends works closely with Queen Elizabeth Court, supporting residents and staff by organising events and fundraising for different activities to help enhance our residents' lives.

◀ Michelle Beer,  
Home Manager at  
Queen Elizabeth Court.

# Our awards



The Royal Masonic Benevolent Institution Care Company (RMBI Care Co.)  
Top Mid-size Care Home Group 2022



Albert Edward Prince of Wales Court, Porthcawl  
Top 20 Care Home in Wales 2022

Harry Priestley House, Doncaster  
Top 20 Care Home in Yorkshire & The Humber 2022



The Royal Masonic Benevolent Institution Care Company (RMBI Care Co.)  
Learning at Work Week Impact Awards 2022



Prince George Duke of Kent Court, Chislehurst  
Great British Care Awards 2020

## Continuous recognition

In 2022, RMBI Care Co. was awarded the 'Top 20 Mid-size Care Home Groups 2022' Award by leading UK care home directory carehome.co.uk for the sixth year running.

Within the portfolio, Albert Edward Prince of Wales Court, in Porthcawl, and Harry Priestley House, in Doncaster, were recognised in 2022 as 'Top 20 Care Homes' in Wales and Yorkshire & The Humber, respectively.

These awards are based on reviews and recommendations received on the site from residents, their families and friends.

## Ensuring professional development

We invest in providing excellent training and development opportunities for our staff members. Over the years, this continued support and effort has shown our learning and development offering to be of award winning status.

Recognition has been seen from the Learning at Work Week 2022, the National Care Awards 2020, and the HR Excellence Awards 2022 as finalists for the Best Learning and Development Strategy, among other acknowledgments.

# Our Homes

## 1 Albert Edward

### Prince of Wales Court

Penylan Avenue, Porthcawl,  
Mid Glamorgan CF36 3LY  
Tel: 01656 785311  
Email: albertedward@rmbi.org.uk

## 2 Barford Court

157 Kingsway, Hove BN3 4GR  
Tel: 01273 777736  
Email: barford@rmbi.org.uk

## 3 Cadogan Court

Barley Lane, Exeter, Devon EX4 1TA  
Tel: 01392 251436  
Email: cadogancourt@rmbi.org.uk

## 4 Connaught Court

St Oswalds Road, Fulford, York YO10 4FA  
Tel: 01904 626238  
Email: connaught@rmbi.org.uk

## 5 Cornwallis Court

Hospital Road, Bury St. Edmunds,  
Suffolk IP33 3NH  
Tel: 01284 768028  
Email: cornwalliscourt@rmbi.org.uk

## 6 Devonshire Court

Howdon Road, Oadby, Leicester LE2 5WQ  
Tel: 01162 714171  
Email: devonshire@rmbi.org.uk

## 7 James Terry Court

90 Haling Park Road, South Croydon,  
Surrey CR2 6NF  
Tel: 020 8688 1745  
Email: jamesterry@rmbi.org.uk

## 8 Prince Philip Duke of

### Edinburgh Court

Mole Road, Sindlesham, Wokingham,  
Berkshire RG41 5EA  
Tel: 01189 787496  
Email: princephilip@rmbi.org.uk

## 9 Prince Edward

### Duke of Kent Court

Stisted Hall, Kings Lane, Stisted,  
Braintree, Essex CM77 8AG  
Tel: 01376 345534  
Email: stistedhall@rmbi.org.uk

## 10 Prince George

### Duke of Kent Court

Shepherds Green, Chislehurst,  
Kent BR7 6PA  
Tel: 020 8467 0081  
Email: princegeorge@rmbi.org.uk

## 11 Prince Michael

### of Kent Court

Stratford Road, Watford,  
Hertfordshire WD17 4DH  
Tel: 01923 234780  
Email: princemichael@rmbi.org.uk

## 12 Queen Elizabeth Court

Clarence Drive, Craig-y-Don,  
Llandudno, Conwy LL30 1TR  
Tel: 01492 877276  
Email: queenelizabeth@rmbi.org.uk

## 13 Scarborough Court

Alexandra Way, Cramlington,  
Northumberland NE23 6ED  
Tel: 01670 712215  
Email: scarbrough@rmbi.org.uk

## 14 Shannon Court

Shannon Court Road, Hindhead,  
Surrey GU26 6DA  
Tel: 01428 604833  
Email: shannon@rmbi.org.uk

## 15 The Tithebarn

Moor Lane, Great Crosby,  
Liverpool L23 2SH  
Tel: 0151 924 3683  
Email: tithebarn@rmbi.org.uk

## 16 Zetland Court

128 Alumhurst Road, Westbourne,  
Bournemouth BH4 8HU  
Tel: 01202 769169  
Email: zetland@rmbi.org.uk

## Care for adults with learning disabilities

### Harry Priestley House ●

30 Fieldside, Thorne,  
Doncaster DN8 4BQ  
Tel: 01405 814777







“ Queen Elizabeth Court has brought my mum back to life. The staff are not only professional but also clearly committed to their work, personable and dedicated. A care home of the highest standard.

Son of a resident, carehome.co.uk review

# Apply today

## How to apply

If you would like to apply to live at Queen Elizabeth Court, please contact us on **01492 877276** or email [queenelizabeth@rmbi.org.uk](mailto:queenelizabeth@rmbi.org.uk). Please see our Eligibility Guide in the [Apply for Care](#) section of our website.

## Funding your care

Which? online provides a useful tool to support people with information on the different payment options; visit [www.which.co.uk/after-life-care](http://www.which.co.uk/after-life-care) for more details. You can also get in touch with the Home Manager of your nearest Home to discuss the application process, including our eligibility criteria and funding options.

## What happens next?

If you're ready to take the step to move into our Home, an assessment will be carried out to help us understand your needs and how we can support you. If a space is available and we can meet your care needs, we'll offer you a room. The fee covers accommodation, meals and care, and this may change if your needs change.

If you require materials in the Welsh language, please contact Head Office at [marketing@rmbi.org.uk](mailto:marketing@rmbi.org.uk) or call **020 7596 2400**.

