

# RMBI NEWS



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Making a  
resident's  
dream come  
true

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# WELCOME NOTE FROM MARK LLOYD

At RMBI Care Co. we will be celebrating achievements, innovation and building strength at our annual staff conference this November. The event focuses on the continuous improvements across our care homes in England and Wales over the past year.

Many of you will be familiar with the well reported news regarding the national health and social care sector. We are pleased to report that RMBI Care Co. has achieved a 'Good' or equivalent rating in 16 of our care homes and our first 'Outstanding' at Devonshire Court, Leicester. A couple of our Homes have also received 'Outstanding' recognition for some elements of their care.

Over the past year we have provided a home for around 1,500 residents across our 18 Homes in England and Wales, which offer residential care, nursing and dementia support, and short stay breaks. People are living longer at home and entering registered care later in life with the average age of admission now in the late 80s. Respite care can provide a good introduction for a potential resident and a break for a family carer before the offer of a permanent placement at one of our Homes.

We always welcome new enquiries and referrals to our Homes. The easiest way to begin an enquiry is to visit our website at [www.rmbi.org.uk](http://www.rmbi.org.uk) where you can find details of all our locations and information on contacting each of our Homes. You can also contact our head office on **020 7596 2400** or via e-mail at [enquiries@rmbi.org.uk](mailto:enquiries@rmbi.org.uk). Our team offers guidance on available placements as well as advice on funding and any other practical concerns or questions you may have.

RMBI Care Co. is fortunate to have such an excellent and skilled workforce, but I would also like to pay tribute to our Board of Non-Executive Trustees who have oversight of the strategic direction of the charity. In addition, I would like to thank the tireless work of the Associations of Friends in all our Homes who raise considerable funds and help to enhance the daily lives of our residents.



**Mark Lloyd**  
Managing Director

# NEWS IN BRIEF

## Prince George Duke of Kent Court turns 50

RMBI Home Prince George Duke of Kent Court in Kent has celebrated 50 years since it officially opened on 23 July. To mark the special occasion, staff organised a garden party for residents, family and friends which included live music, Pimms and a cream tea. Fifty balloons were released into the air as residents and guests sang 'Happy Birthday' during the fun filled day.



## Impact Report

Our latest Impact Report 2017/18 is now available in print and online, highlighting some of our biggest achievements over the past year, as well as our current projects and plans for the year ahead. You can also read more about what life is like at an RMBI Home from our residents' and relatives' stories. Request a copy by emailing [marketing@rmbi.org.uk](mailto:marketing@rmbi.org.uk) or visit [www.rmbi.org.uk](http://www.rmbi.org.uk) to view the digital version.

## A Freemason's Guide to RMBI Care Co.

To help promote our Homes and support the Masonic community, we have launched a new guide to help answer some of the common questions about RMBI Care Co. and general questions about older people's care. If you would like a copy of the guide, please email [marketing@rmbi.org.uk](mailto:marketing@rmbi.org.uk).

# OUR 2018 HIGHLIGHTS

We've come a long way in 2018 – here are some of our main achievements and positive steps we've taken this year to support our residents and staff.



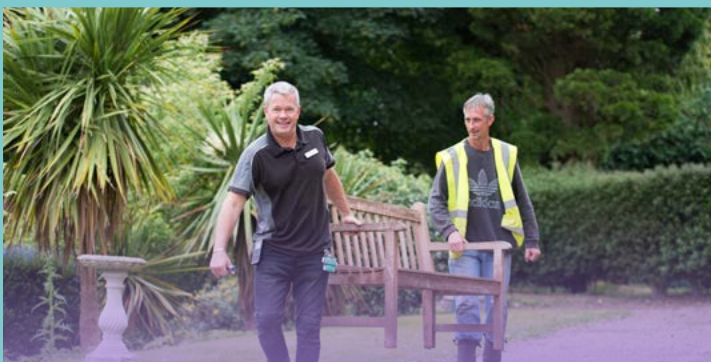
## January

A National Residents' Placement Manager joined RMBI Care Co. to support with occupancy and resident enquiries.



## March

Results of the Your Care Rating Survey revealed that 96% of residents are satisfied with the overall standard of their Home (up 2% from last year).



## May

We held our first Safety, Health and Environmental Week across RMBI Care Co. to encourage our residents, relatives and staff to be more aware of their surroundings and to inform us of areas in our Homes that could be improved.



## May

We marked Learning at Work Week in all our care homes and at Head Office, giving residents and staff the opportunity to learn a new skill from a British Sign Language course to Zumba classes.





## June

We opened our first boutique care centre at Devonshire Court in Leicester which features 10 themed rooms with a unique and luxurious feel.



## July

We launched our electronic recruitment platform to help us improve the process of recruiting candidates.



## July

Prince George Duke of Kent Court in Kent, which provides residential care, nursing and dementia support for up to 78 people, celebrated its 50<sup>th</sup> Birthday with residents, staff and guests at the Home.



## September

Following an inspection at Devonshire Court in Leicester in August, the Home has been rated 'Outstanding' by our regulator CQC.



## October

Albert Edward Prince of Wales Court in Porthcawl celebrated its 45<sup>th</sup> anniversary on 4 October 2018 since it officially opened.



## November

Building on the success of last year's event, RMBI Care Co. will be hosting its 2<sup>nd</sup> Annual Conference for Home Management Teams and members from Head Office to collaborate, network and reflect on the year's activities.

# DEVONSHIRE COURT RECEIVES 'OUTSTANDING' RATING FROM REGULATOR CQC

**RMBI Home Devonshire Court in Leicester has received an overall rating of 'Outstanding' following a recent inspection of the care home by The Care Quality Commission.**

The Home, which provides residential care and dementia support for up to 69 residents, was found to be offering an 'Outstanding' caring, responsive and well-led service to its residents and was rated 'Good' in two further categories. CQC also praised the excellent end of life care provided.

According to the report, published by CQC on 26 September 2018, people at the Home enjoy life with their social and physical needs extremely well met by a dedicated staff team that is kind, caring and compassionate.

Residents are fully involved in the running of the Home, have maximum choice and control

over their lives with their voices being heard. This includes deciding which activities and hobbies they wish to take part in. Devonshire Court offers a vast range of activities for people's individual needs and abilities, from gardening to arts and crafts, to day trips and gentle physical exercise.

In June 2018, the Home opened a new boutique care centre at its premises, offering support for up to 10 people in individual themed rooms with a luxurious feel. All rooms have their own individual theme from a movie stars theme to a garden theme and vintage travel, to help residents reminisce and feel more at home. The centre also includes a relatives' restroom,

a coffee lounge for socialising and relaxing and a Namaste room for relaxation and contemplation.

The inspection, carried out on 15 August, found the registered manager and her team to be providing excellent leadership to staff, ensuring good staffing levels to meet the needs of residents, and pursuing a long term vision for the Home with excellent standards.

Juliet O'Connor, Home Manager at Devonshire Court, said: "We are thrilled at receiving our 'Outstanding' rating from CQC, following hard work during the past year to raise standards of care at the Home and to provide the best support possible for our residents."

Mark Lloyd, Managing Director of RMBI Care Co., said: "I am delighted to see Devonshire Court performing in the top range of care homes across the country. Our residents' health and wellbeing is always at the forefront of our work at RMBI Care Co. and it is fantastic to see this reflected in our regulator's report."





# FAMOUS CARTOONIST TEAMS UP WITH RESIDENTS AT CADOGAN COURT

**Cartoonist Tony Husband has created a 9ft mural for residents at RMBI Home Cadogan Court in Exeter.**

Well known for his cartoons in newspapers and magazines including Private Eye, Punch and The Times, Tony visited the Home in May with dementia activist Gina Awad who supported the event. He spent the day drawing different focal points with the help of residents, which he later created into a large mural in the Home's reception.

Gina gathered residents' stories which inspired Tony to create personalised portraits for residents to have as keepsakes. Tony said: "It was wonderful working alongside Gina who has a natural ability to connect with people; it enabled me to focus on my artwork and engage with residents. We had a memorable day and hope this is the first of many for us."

The event was organised as part of a week's festivities leading up to the Royal wedding of Prince Harry and Meghan Markle. Residents also enjoyed a traditional fish and chip lunch, pamper sessions, cream tea and entertainment by a harpist.

Home Manager, Deidre Johnson said: "We were all really excited to meet Tony and see his work in action. He spent the day meeting residents and gave personal signed pictures. The day was filled with creative activities focusing on all the different senses from cream

tea to pottery and musical entertainment."

Gina Awad, who leads the Exeter Dementia Alliance, said: "I met Tony a couple of years ago at a talk for his book 'Take Care Son: My Dad living with Dementia.' At the time we had a sense we could work well together with our shared passion for dementia. We thoroughly enjoyed the day at Cadogan Court, hearing heartfelt stories from residents and witnessing such caring staff."



# MAKING A RESIDENT'S DREAM COME TRUE

Many of our residents have dreams that range from small ones like going on a day trip, to more extravagant ones like sky diving. Our Homes' staff teams aim to do their best to make these dreams come true. In this edition, we speak to Gladys Bendall, who has been living at Shannon Court in Surrey since October 2016, about her recent trip to her favourite hair salon in Fernhurst, Surrey.

Gladys comes from a military family and has moved from quarter to quarter for most of her young life, with the exception of a brief period during the Second World War.

When her father returned from his posting in Burma, the family moved to Malaya where Gladys met her husband Charles. She then decided to move back to the UK to start a nursing career but when Charles returned, the couple got married and moved back to Malaya where they happily spent the next ten years.

Over the following years the couple stayed in various locations, and retired in Fernhurst, Surrey where they lived for over 20 years until Charles sadly passed away. On his late advice Gladys moved to Shannon Court on 7 October 2016.

At the Home, Gladys enjoys participating in most of the activities offered but her main interest is gardening and recently she has been planting flowers in the main courtyard.

The staff at Shannon Court have been organising a 'Wish Tree' where they aim to make residents' dreams come true.

During a recent conversation with one of the staff, Gladys expressed her desire to go back and visit her old hair salon. On Friday 20 July, together with staff at the Home, Gladys went on a day trip to Fernhurst where she was able to meet up with old friends and have her hair done at Hair Care. At the salon, Gladys also received



a visit from Steve, her local grocer and his wife who brought her some beautiful flowers.

Gladys commented: "I enjoyed the day more than I expected. It was a lovely day out and everyone was so kind to me. I felt elated and emotional when I met my old friends and I can't thank the staff enough for organising this for me. I also love my new hair do!"





# NORTHERN HOMES ENJOY SYNCHRONISED TEA DANCE

To celebrate this year's Afternoon Tea Week residents and staff at our northern Homes organised a synchronised tea dance on 15 August.

The Homes connected with each other via Skype and during the events, raised awareness and funds for Alzheimer's Society.

At Scarborough Court in Northumberland, staff members added some sparkle to the occasion by dressing up in glamorous ball gowns, loaned to them by local community charity the Cramlington Clothing Scheme. Residents, friends

and families were invited to join in the fun which included music entertainment, homemade cakes and tea.

In Doncaster, staff at Harry Priestley House organised a 1960s tea party for residents. They decorated the dining area with bunting and flowers and residents and staff enjoyed sandwiches and cakes.

At Queen Elizabeth Court in Llandudno, residents enjoyed

entertainment by local singer Tudor Wyn, a dog show, sandwiches, cakes and tea leaf readings by 'Mystic Claire', the Home's receptionist.



# SUPPORTING FREEMASONS AND THEIR FAMILIES



Enquiries for support from the Masonic Charitable Foundation are at an all-time high. More Freemasons, as well as their married, life or widowed partners, and their children and grandchildren are asking for support from the MCF.

Every year the MCF sees an average three per cent increase in enquiries for support, and in the last year alone around 10,000 enquiries were received – that's 10,000 Freemasons and their families who are struggling to cope and got in touch to see if the MCF could help.

In the first six months of 2018, around 2,700 grants were awarded to Freemasons and their family members facing a

financial, health, family or care need, totalling over £5 million. Compared to 2017, there has been a four per cent increase in the number of grants awarded and a 23 per cent increase in the value of those grants. In other words, the Masonic community is giving more money to more people facing a difficult time in their lives.

As well as reaching more people, it is important to

show the positive impact Freemasons make to people's lives. As part of this, a survey was undertaken of all Freemasons and their family members who recently received MCF support to learn more about the difference the grants and support services have made to their lives, and to gather suggestions for improving the experience of accessing support.

The results of the survey were incredibly positive and indicate that the MCF is doing a very good job of supporting Freemasons and their families.



93%

felt the experience of applying for support was a positive one.



93%

said the response time met or exceeded their expectations.



97%

were happy with the knowledge and professionalism of the Enquiries Officer they spoke to.



96%

were satisfied with the size of their grant.



3/4

said the MCF's support has had a positive impact on their wider family.

Can the MCF help you or your family?

Visit [www.mcf.org.uk](http://www.mcf.org.uk) • Call 0800 035 60 90 • Email [help@mcf.org.uk](mailto:help@mcf.org.uk)



# A QUALITY DINING EXPERIENCE FOR RMBI RESIDENTS

**RMBI Care Co. has signed a five year agreement with catering company White Oaks, part of Compass Group UK & Ireland, to offer residents an enhanced dining experience in 12 of its care homes across the UK.**

The new service will include delicious nutritionally analysed, balanced menus with seasonal produce. There will be improved supper choices with more variety, pictorial menus, home comforts and finger food available 24 hours a day. The enhanced service also benefits from new crockery, cutlery, glassware and table linen.

Catering staff will undergo training from both RMBI Care Co.'s Learning and Development team to ensure they are meeting the charity's customer service standards and White Oaks, to provide an understanding of texture modified diets to support residents' individual needs.

Karen Salley, Care Operations Director at RMBI Care Co. said: "Meal times are a really important part of the day in our care homes. It gives people the opportunity to socialise with friends and enjoy tasty, nutritional dishes. We want to enhance this experience as much as possible for our residents to ensure that they feel comfortable, relaxed and have a good variety of food options to choose from."

Russell Blake, Business Director of Healthcare at Compass Group UK & Ireland said: "We design our menus with chefs and our expert nutritionists specifically to

cater for people living in care homes and meet their needs. We're looking forward to working with the residents of RMBI Care Co. to ensure meal times are something that they look forward to, with fresh and great tasting meals."

White Oaks' focus is on providing exceptional nutrition to create better living for those in care homes. The organisation prides itself on treating people as individuals to create a true home from home dining experience.

*"We design our menus with chefs and our expert nutritionists specifically to cater for people living in care homes and meet their needs."*



# APPLYING AT AN RMBI HOME

At RMBI Care Co., we care for older Freemasons, their families and people in the wider community. We operate 18 care homes in England and Wales and have been supporting older people for over 170 years.

We offer residential care, nursing care and dementia support, limited sheltered accommodation for people who prefer to live independently, and short stay breaks. Contact your preferred Home today to find out more about our services.

**Albert Edward Prince of Wales Court,**  
Bridgend  
Tel: 01656 785 311

**Barford Court,** Hove  
Tel: 01273 777 736

**Cadogan Court,** Exeter  
Tel: 01392 251 436

**Connaught Court,** York  
Tel: 01904 626 238

**Cornwallis Court,** Suffolk  
Tel: 01284 768 028

**Devonshire Court,**  
Leicester  
Tel: 01162 714 171

**Ecclesholme,** Manchester  
Tel: 01617 889 517

**James Terry Court,**  
Croydon  
Tel: 020 8688 1745

**Lord Harris Court,**  
Berkshire  
Tel: 01189 787 496

**Prince Edward Duke of Kent Court,** Essex  
Tel: 01376 345534

**Prince George Duke of Kent Court,** Kent  
Tel: 020 8467 0081

**Prince Michael Of Kent Court,** Watford  
Tel: 01923 234 780

**Queen Elizabeth Court,**  
Llandudno  
Tel: 01492 877 276

**Scarborough Court,**  
Northumberland  
Tel: 01670 712 215

**Shannon Court,** Surrey  
Tel: 01428 604 833

**The Tithebarn,** Liverpool  
Tel: 0151 924 3683

**Zetland Court,**  
Bournemouth  
Tel: 01202 769 169

**Harry Priestley House,**  
Doncaster  
Residential care for adults with learning disabilities.  
Tel: 01405 814 777

Contact your preferred Home today to find out more about our services.

## The Royal Masonic Benevolent Institution Care Company

60 Great Queen Street  
London  
WC2B 5AZ

Phone 020 7596 2400  
Fax 020 7596 2427  
Email [enquiries@rmbi.org.uk](mailto:enquiries@rmbi.org.uk)

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RMBI Care Co. is part of the Masonic Charitable Foundation – a charity for Freemasons, for families, for everyone. For more info visit [www.mcf.org.uk](http://www.mcf.org.uk).

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