

RMBI

NEWS

ISSUE 22
SPRING/SUMMER
2020



**Residents
and staff
get their
skates on**

**Video
technology
helps residents
stay connected**

**Care homes
support
Time to
Talk Day**

**Connaught Court
opens enhanced
care Dementia
Support House**

Kind Supportive Trusted

Caring is our way of life

www.rmbi.org.uk

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Ebor, a new Dementia Support House, complete with sensory supportive care, opens at Connaught Court, York.



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How modern technology and community support has boosted residents' spirits during the Covid-19 pandemic.



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Residents and staff look after their mental health by taking part in this year's Time to Talk Day.

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Send us your comments about this issue or any suggestions for future issues of RMBI News at marketing@rmbi.org.uk or write to us at RMBI News Team, 60 Great Queen Street, London WC2B 5AZ



RMBI Care Co. remains open for admissions

Welcome to our Spring/Summer edition of RMBI News. I hope you are all keeping safe and well; I know this has been a challenging few months for most of us.



In March, RMBI Care Co. reacted quickly to the warnings concerning the spread of Covid-19. With the support from our residents' families, we put in visitor restrictions, daily temperature checks for staff and residents, and isolation periods for those displaying symptoms. We also worked tirelessly to source and acquire adequate PPE supplies.

All our Homes remain open to new residents and we continue to follow closely the guidance issued by Public Health England and the Welsh health authorities.

Sadly, like many other providers, we have had some resident deaths related to the virus and my thoughts are with all the families that have lost their loved ones recently. Most of our residents have gone on to make a full recovery after displaying symptoms and are now in good health.

Thank you to our residents, their families, our incredible staff teams, the community of Freemasons and our Homes' wider communities, for all your support during these challenging times.

Mark Lloyd, Managing Director

Your say*

The meals are well balanced, appetising and very nicely presented. Events on the calendar are marked with lots of fun and activities.

Daughter of resident, Prince Edward Duke of Kent Court, Essex (Feb 2020)

I needed a safe and caring environment for support following major surgery. Ecclesholme provided exactly what I needed, and has set me on my way for a successful recovery.

Respite resident, Ecclesholme, Manchester (Jan 2020)

My sisters and I have been very happy with the care provided and, through that care, we have seen a substantial improvement in our father's mobility, general health and, above all, state of mind.

Son of resident, Zetland Court, Bournemouth (Jan 2020)

My mother feels safe and cared for at all times. She has lived at Cornwallis Court for seven years and has never regretted her decision to be in the Home.

Son of a resident, Cornwallis Court, Suffolk (Feb 2020)

*Source: carehome.co.uk

News in brief



Schoolchildren help boost residents' spirits

Knowing that her pupils would not be able to visit for a while, Kimberly Day-Jones, a teacher at Aerodrome Primary School in Croydon, had the idea of making colourful cards to send to our residents before the school closed. Kimberley said: "We normally love to visit the residents at James Terry Court. We wanted to find another way to connect with them and to let them know that we are thinking about them."

Residents have their say

The results from our latest Residents' and Relatives' Survey, conducted by Ipsos Mori, reveal that 98% of residents say they are treated with kindness, echoed by 98% of relatives. Ninety seven percent of our residents say that they are satisfied with the overall standard of their care home, a 2% rise from 2018. Thank you to everyone who took part in the survey.



Prince Michael of Kent Court launch mother and baby group

Kind-hearted new mums brought joy to Prince Michael of Kent Court residents in Watford in February, by bringing their babies to visit. Research shows that engaging with babies and young children can help to increase wellbeing and reduce loneliness in older people. Resident Jill, said: "Being a mother to my two sons was a wonderful feeling and seeing these babies brings it all back."

Social media highlights



RMBC Care Co. Feb 26

Residents at Queen Elizabeth Court in Llandudno had fun this week, learning how to DJ using digital music technology. 🎧 The residents in their 80s and 90s spent an afternoon learning how to DJ using MP3 music files, instead of vinyl.



RMBC Care Co. Apr 1

Another positive message from our residents at Shannon Court in Surrey. 🗨️ A kind reminder from Leslie to stay strong 💪
#residentsquotes
#strongertogether
#communityspirit
#bekind



Devonshire Court resident gets back in the saddle

Horse loving resident, Judy Flaherty got her dream come true, when she got back in the saddle for the first time in years. Seventy three year old Judy, who lives at Devonshire Court in Leicester, enjoyed a long and successful career as a professional horse rider and trainer. Activities Co-ordinator Fiona Collins arranged a special trip for Judy to Witham Villa Riding Centre in Broughton Astley at the beginning of the year. Judy met all the horses and ponies, giving them a scratch and pat on the nose, and enjoyed meeting the local farrier.



Resident Pat is 109 years young!

Congratulations to Zetland Court resident Pat Corbin, who turned 109 in March, making her our oldest resident at RMBI Care Co. Pat received a card from the Queen and celebrated with a tea party with residents at the Home in Bournemouth. Whilst Pat's family were unable to join her due to visitor restrictions, they spoke to her on the phone and sent a bunch of flowers.

A wonderful Welsh celebration

Residents and staff at Albert Edward Prince of Wales Court welcomed care home residents and support staff to the Home in Porthcawl earlier this year, to celebrate the festival of Eisteddfod. The festival is about Welsh literature, music and performance. The Home in Porthcawl was decorated in Welsh colours and visitors brought delicious traditional foods for everyone to enjoy.



RMBI Care Co. Mar 31

Last week, our residents at Harry Priestley House in Doncaster were busy enjoying a garden disco and Easter bonnet making competition. 🌷



RMBI Care Co. 6 April

Last week, our residents at Prince Edward Duke of Kent Court, in Essex, created an enormous rainbow poster to thank the Home's staff and key workers in the local community.



RMBI Care Co. 31 March

Many thanks to the pupils of Crosby High School in Liverpool for making colourful cards with wonderful messages to send to our residents at The Tithebarn.

Residents and staff get their skates on

Earlier this year, residents at Prince Edward Duke of Kent Court, in Essex, went ice-skating for the very first time!

The ladies, aged between 70 and 100, whizzed around Riverside Ice Rink, in Chelmsford, using equipment specially designed for wheelchairs users.

Remarkably, none of them had ever been ice-skating before! Among the first timers was 100 year old Kay Smith, who gleefully told carers: "I bet not many 100 year olds can say they've been ice-skating!"

Along with carers from the Home, they zoomed around the ice rink, laughing and shouting with delight.

Activities Coordinator, Dani Lane, said: "Our residents love trying new things, something we actively encourage as it's so good for wellbeing. When I suggested ice-skating, they couldn't wait! We had a lot of fun and were laughing so much as we skated round. One of our wonderful ladies, Kay, kept telling me to "go faster!" Everyone enjoyed it so much that we plan to go back on a regular basis." ■



Residents and staff take to the ice rink.

“Our residents love trying new things, something we actively encourage as it's so good for wellbeing.”

Dani Lane
Activities Coordinator

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Dreams initiative

Home Manager Juliet and her team at Devonshire Court in Leicester, initially launched the 'Dreams' initiative in 2017. The team worked with individual residents to find out more about their life experiences and dreams they had not yet fulfilled. The initiative now runs in many of our Homes. It's all about helping our residents to live life to the full and shows that it's never too late to try something new!

Video call technology helps residents stay connected



In March, we made a difficult decision to restrict visitors in our care homes, to ensure the health and safety of our residents and staff during the Covid-19 pandemic.

To help residents keep connected with their families and friends, our Homes set up video calling to enable them to stay in touch with their loved ones.

Resident Irene Owen at Devonshire Court in Leicester, told carers: "It was absolutely brilliant! I've never seen anything like it! It's much better than a phone call as you feel as if you

could get up and hug them!"

Fellow resident, Judy Brown, celebrated her 84th birthday opening her presents while video calling her family.

Vicky Gutteridge, Business Relationship Manager at Devonshire Court, said: "Everyone thought it was wonderful! It means so much for our residents and their relatives to be able to connect face to face during these tough times. We are doing

everything we can to protect our residents, keep up morale and to support their wellbeing. It's tremendously important for us to carry on celebrating the good things in life."

Our Homes have also enlisted the support of their local communities, encouraging people to write letters of support or greeting cards to help them stay connected during a period where most of us are spending more time at home. ■

“

It's tremendously important for us to carry on celebrating the good things in life.

Vicky Gutteridge
Business Relationship Manager

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Far right: Devonshire Court resident Judy Brown opens her birthday presents with family, **and right:** Cadogan Court residents receive messages from the local community.



Connaught Court opens enhanced care Dementia Support House

In February, Connaught Court in York, celebrated the opening of its new enhanced care Dementia Support House.

The Home, which provides residential, nursing and residential dementia support for up to 94 residents, was rated 'Outstanding' by the Care Quality Commission in November 2019.

Sensory support

Named 'Ebor', the early name for York in England, the new Dementia Support House has been designed for residents with advanced dementia and will provide enhanced care for up to seven residents.

The idea for the new facility came about after the Home identified a need for a separate area, where specific sensory supportive care could be provided to residents.

Care staff follow the highly regarded Namaste ethos of care, which has two basic principles: a loving, personal

approach and a calm soothing environment.

Among the facilities is a newly installed Namaste Sensory Room, which is full of multi-coloured optic lights, bubble tubes, lava lamps and a sound box playing sounds of nature. All of which can provide a stimulating or a relaxing environment, depending on the needs of residents.



Above and right: Ebor Dementia Support House provides sensory supportive care in a calm environment.



Home Management, Trustees and Senior Managers gathered to launch Ebor earlier this year.



Enhanced care

Victoria Wilson, Home Manager at Connaught Court, said: "With growing numbers of people living with advanced dementia, we are constantly looking at new ways to provide the best care now and in the future.

"We're absolutely delighted that our new Dementia Support

“

With growing numbers of people living with advanced dementia, we are constantly looking at new ways to provide the best care now and in the future.

Victoria Wilson, Home Manager at Connaught Court

”

House has become a reality as it will allow us to take our enhanced dementia care to the next level. The sensory room is extraordinary and we're proud to be one of the few care homes in York to have one.

"Ebor has been made possible thanks to the support and belief of our trustees and senior

management at RMBI Care Co. and driven by the passion of the team here at Connaught Court."

Among the guests that attended the opening celebration were nurses and health practitioners from the local community who work in close partnership with the Home. ■

Care homes support Time to Talk Day

Mental health can affect anyone. Up to one in four of us will experience a mental health problem in any given year. That's why our residents and staff joined Time to Change's campaign this year by taking part in 'Time to Talk Day' on 6 February, across our care homes and at head office.

The aim is to be more aware, so we can support those around us who may be experiencing a mental health problem, or reach out to others ourselves if we're struggling.

From nature walks to informal talks and quizzes, our staff

and residents enjoyed getting together and having a good old chat to help raise awareness of the important cause.

For more information on what you can do to support your own mental health and others, go online to www.time-to-change.org.uk. ■



Supporting a loved one with their mental health

Stay in contact and be yourself

It might feel frustrating if you're putting in effort, but try and be patient – things are probably hard for them.

They probably appreciate you being in touch even if they're not responding – a mental health problem can be overwhelming and can make it difficult to maintain a 'normal' social life.

Source: timetochange.org.uk

Mental health statistics*

1 in 4
people
will experience
a mental health
problem this
year.

90%
people with
mental health
problems experience
some form of
stigma.

2/3
of people with
mental health
problems believe that
workplace stress
contributed to
their illness.

60%
of people with
a mental health
problem waited over
a year to tell the
people closest to
them about it.

Far right: Staff at Prince George Duke of Kent Court make time to talk **and right:** Harry Priestley House staff spend time outside in nature.

* Source: Timetochange.org.uk, 2020



A day in the life



Martin is an Enquiries & Grants Officer at the MCF. For many people, he is the first point of contact when enquiring about support. Martin shared a day in his life, prior to the COVID-19 lockdown.

My alarm goes off...

...at 7am. I'm lucky to live close enough that I can walk to work. It's a really relaxing start to the day, and it's nice not having to squeeze onto the train with other commuters!

I start my day at work...

...by having a big glass of water and making a cup of tea. I then check the emails and voicemails we've received overnight, flagging anything urgent as a priority.

A typical day is...

...busy! We get a lot of calls and emails every day, which are always extremely varied and often from people who are very distressed. We support people of all ages – young and old – who can be facing a wide range of sometimes very complex issues. Typically, older enquirers are struggling with coming to terms with a health diagnosis, financial worries, bereavement or the prospect of needing care. We provide advice on how the MCF or RMBI Care Co. can support them, but we also signpost many callers to our counselling service. The older generation is typically less open about their mental health, so I think they really appreciate having someone say "If you need emotional support, it's okay to ask – we're here for you."

We take it in turns...

...to take a break from answering calls. The schedule helps us

to focus on people's enquiries individually, particularly where someone is in real distress and needs urgent support.

At lunchtime...

...I always make sure to get away from my desk and switch off for an hour. It's an emotionally demanding job so I try to take care of myself by eating something healthy and taking a walk outside.

We try to support people's emotional and mental wellbeing...

...by offering access to our counselling service. Often people will call with one specific issue, but as we talk, it becomes clear that they aren't coping very well and could benefit from counselling. We might also refer them to a member of our Advice & Support Team, who are very knowledgeable about what mental health support is available locally.

My most memorable moment...

...was my first urgent enquiry. It was an older couple who were facing an eviction notice, and the grandmother was also going through chemotherapy. The whole situation was also having a massive impact on their mental health so it was vital that we provided support as soon as possible. Fortunately, we were able to help.

The hardest part of my job is...

...giving bad news. Sometimes people are facing hardship, but they don't qualify for support. We always try to signpost them to other organisations that can help, but it's still hard to say no.

The best part of my job is...

...being there for people when they are in need. When someone loses their job or has a health need, their emotional and mental wellbeing also takes a hit. When we pick up the phone we aren't just helping them apply for a grant, we are also providing a listening ear which can be comforting in itself.

After work...

I enjoy Samba dancing, which is incredible exercise and releases plenty of endorphins! ■

The MCF's Grants and Enquiries team is trained to support you through a difficult time.

If you have a financial, health, family or care-related need get in touch with them today:

Call **0800 035 60 90**
Website **mcf.org.uk/support**
Email **help@mcf.org.uk**

For our most up-to-date response to the COVID-19 pandemic, visit **mcf.org.uk/coronavirus**

Applying at an RMBI Care Co. Home

At RMBI Care Co., we provide residential care, nursing and residential dementia support to older Freemasons, their families and people in the wider community.

We have been caring for older people for over 170 years and today we support over 1,000 residents across 18 care homes in England and Wales.

Note: Where visitor restrictions are in place, our Homes will be happy to conduct virtual home tours, so please get in touch.

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

- | | |
|---|--|
| 1 Albert Edward Prince of Wales Court, Bridgend
Tel: 01656 785 311 | 11 Prince George Duke of Kent Court, Kent
Tel: 020 8467 0081 |
| 2 Barford Court, Hove
Tel: 01273 777 736 | 12 Prince Michael Of Kent Court, Watford
Tel: 01923 234 780 |
| 3 Cadogan Court, Exeter
Tel: 01392 251 436 | 13 Queen Elizabeth Court, Llandudno
Tel: 01492 877 276 |
| 4 Connaught Court, York
Tel: 01904 626 238 | 14 Scarbrough Court, Northumberland
Tel: 01670 712 215 |
| 5 Cornwallis Court, Suffolk
Tel: 01284 768 028 | 15 Shannon Court, Surrey
Tel: 01428 604 833 |
| 6 Devonshire Court, Leicester
Tel: 01162 714 171 | 16 The Tithebarn, Liverpool
Tel: 0151 924 3683 |
| 7 Ecclesholme, Manchester
Tel: 01617 889 517 | 17 Zetland Court, Bournemouth
Tel: 01202 769 169 |
| 8 James Terry Court, Croydon
Tel: 020 8688 1745 | 18 Harry Priestley House, Doncaster
Residential care for adults with learning disabilities.
Tel: 01405 814 777 |
| 9 Lord Harris Court, Berkshire
Tel: 01189 787 496 | |
| 10 Prince Edward Duke of Kent Court, Essex
Tel: 01376 345534 | |

RMBI News

Published in May 2020

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Registered Charity No 1163245

Company No 1293566

RMBI Care Co. is part of the Masonic Charitable Foundation – a charity that encourages opportunity, promotes independence and improves wellbeing for disadvantaged people across society. For more information, please visit www.mcf.org.uk.

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