

# RMBI

## NEWS

ISSUE 23  
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2020



### Residents reunite with families

in Homes' visitor pods

### New Berkshire care home

is underway

### Vintage car show

comes to James  
Terry Court

### Our website

gets a new look

Kind Supportive Trusted

Caring is our way of life

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

If you would like an audio version of RMBI News, please email [marketing@rmbi.org.uk](mailto:marketing@rmbi.org.uk)



Scarborough Court resident Maureen Taylor with daughter, Amanda, in the Home's new visitor pod in Northumberland.



Resident Pru Farr, enjoys a vintage car show at James Terry Court in South Croydon.



Our new website has just launched. Read our latest news or find out more information about our care homes and services at [www.rmbi.org.uk](http://www.rmbi.org.uk).

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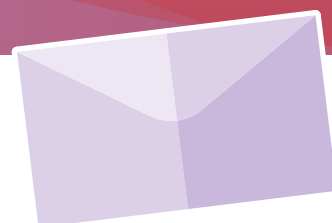
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Send us your comments about this issue or any suggestions for future issues of RMBI News at [marketing@rmbi.org.uk](mailto:marketing@rmbi.org.uk) or write to us at RMBI News Team, 60 Great Queen Street, London WC2B 5AZ



# RMBI Care Co. ensures residents' safety and wellbeing

Over the past few months, we have continued to welcome new residents from the Masonic and wider community.



Our focus has been to ensure our residents remain in contact with their families and loved ones. At the same time, we are carefully following the government guidance to keep our residents, staff and anyone visiting our Homes, safe during this time.

Our new website [www.rmbi.org.uk](http://www.rmbi.org.uk) provides more details about our innovative planning during the crisis, including how we're operating our Homes based on local assessments of Covid cases in the surrounding communities we serve. We are currently offering a week of respite care, at no cost, for anyone who stays in one

of our Homes for a minimum of two weeks, to experience life at our Homes. This includes our activities, comfortable rooms, varied meals and community spirit. For further details, please contact our Resident Placements Manager, Debbie Hollands on [dhollands@rmbi.org.uk](mailto:dhollands@rmbi.org.uk).

We are also making good progress in the build of our first new Home in over a decade at Lord Harris Court in Berkshire. The new Home will open in 2021, offering nursing and residential dementia care. Thank you to the community of Freemasons for your ongoing support.

**Mark LLOYD**, Managing Director

## Your say\*

*I cannot speak highly enough of this Home and its wonderful team.*

*We are very lucky to have my father live here.*

Relative at Lord Harris Court,  
August 2020

*My grandmother has been a resident for nearly six years at Barford Court. The staff look to balance her independence and needs in looking after her. This is done in a friendly, thoughtful and caring way.*

Relative at Barford Court, July 2020

*Even in these very trying times, having to deal with the threat of Coronavirus, the staff here are totally dedicated to ensuring everyone is well looked after and safe.*

Relative at Cadogan Court, May 2020

*I have been well impressed with the care my mother has been receiving and especially the way the carer who has sorted out arrangements for me to visit my mother.*

Relative at Prince George Duke of Kent Court, August 2020

\*Source: [carehome.co.uk](http://carehome.co.uk)



# News in brief

## Residents go wild on safari

Our residents at Prince Edward Duke of Kent Court in Essex have been thrilled to try out the Home's new safari vehicle and go on trips around the Home's grounds and surrounding areas. With support from the Home's Association of Friends who donated a golf cart, residents have been able to enjoy the beautiful woodlands, river and wildflowers along with a picnic, on their travels.



## Keeping up the community spirit

During the pandemic, our residents and staff have been showered with support by their local communities. At Prince George Duke of Kent Court in Chislehurst, the Home's Association of Friends has provided a wealth of support, with staff receiving an abundance of gifts. They received a donation of handmade mask hooks, designed to prevent soreness behind the ears, as well as cards from the local community, including pupils from Farringdon School.



## Social media highlights



RMBI Care Co. Aug 14

Many of our residents have a passion for growing fruit, veg and flowers. For some it has been a lifelong passion, while others are enjoying learning with the support of our wonderful staff. #nationalallotmentswk



RMBI Care Co. Jul 31

The women at Shannon Court in Surrey are brightening up the place with amazing flower displays.





## Residents mark 75<sup>th</sup> Anniversary of VE Day

Despite the pandemic, residents and staff in our Homes were determined to mark the 75<sup>th</sup> Anniversary of VE Day this year. Many of our Homes put on a special lunch for residents, and joined the nation in singing 'We'll meet again.' Other Homes hired musical entertainers, who played for residents from a safe distance in the gardens.



## Harry Priestley House marks Learning Disability Week

In June, our residents and staff at Harry Priestley House in Doncaster joined thousands of people across the UK to mark Learning Disability Week. With this year's theme being 'Friendship,' staff organised a garden party, picnic and launched their own resident choir.

Home Manager, Anne Stobart, said: "This year's theme of friendship is so poignant given the current situation. Having good friends at our Home and in the local community has helped enormously in recent months."



## Seventy years of wedded bliss for Lord Harris Court couple

Congratulations to residents' John and Sybil Bird who celebrated their 70<sup>th</sup> wedding anniversary earlier this year at Lord Harris Court in Berkshire. The couple were married on 10 June 1950, having met during World War II, while walking along the banks of the River Thames. The secret to their long and happy marriage? John and Sybil say: "Learn to give and take, be patient with each other, make joint decisions, love one another and never go to bed on an argument."



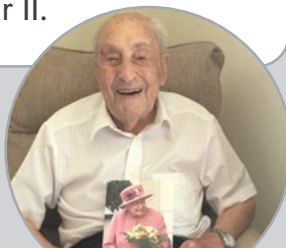
RMBC Care Co. Jul 20

A big thank you to Blake, an 11-year-old boy who raised £300 for residents at Harry Priestley House in Doncaster by having his long hair cut off.



RMBC Care Co. Aug 12

Happy 100<sup>th</sup> birthday to John, a resident at James Terry Court, in South Croydon, who served in The Royal Navy during World War II.



RMBC Care Co. Aug 6

Many thanks to Shift Leader Helen at The Tithebarn in Liverpool for being with us for 20 years.



# Residents reunite with families in Homes' visitor pods

In March, we made the difficult decision to close our care homes to all but essential visitors, to protect our residents and staff during the crisis.

During this time, staff have worked tirelessly to support residents to maintain regular contact with their families by phone or video call, but close-up, face-to-face conversations had not been possible.

In June, we were delighted to open the first of our Covid-secure visitor pods at Prince Michael of Kent Court in Watford, to enable our residents to meet safely with their loved ones again. Over the following months, each of our Homes have now created a room that enables safe meetings for families.

## Safe and innovative designs

Due to the layout of each Home, visitor pods have been created differently, but all rooms have a partition consisting of an airtight screen, with separate entrances for residents and visitors, to minimise any risk. Visitor pods are deep cleaned

between each meeting and visits must be booked in advance to ensure they can be safely accommodated. Some of our Homes now offer an additional secure space for visits, including outdoor areas, to give more options, weather permitting.

Mark Lloyd, Managing Director, RMBI Care Co., said: "Our teams have been working around the clock to find innovative ways to bring our residents safely back in contact with their loved ones. In normal times, our residents are able to have visitors whenever they like, so not being able to do that has been difficult for everyone."

Jennifer, a relative at Scarbrough Court, said: "I haven't seen my mother since the lockdown began, so it was wonderful for us to have this opportunity. It felt very safe and comfortable. I cannot thank the Home and staff enough for

the care and attention that has gone into the visitor room."

Scarbrough Court resident Maureen Taylor with daughter, Amanda, in the Home's new visitor pod in Northumberland.

Susan, a relative at Ecclesholme, said: "We are really grateful for the care, attention and love that Ecclesholme have given to Mum, especially over these last four months of lockdown. We have been able to speak on the phone and the Home have sent photos, but there is nothing better than actually seeing a loved one at close quarters. The pod that has been installed provides this much needed opportunity." ■







Resident Betty Shepherd is reunited with her life-long friend Barbara Philpott in The Tithebarn's visitor pod in Liverpool.

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*Our teams have been working around the clock to find innovative ways to bring our residents safely back in contact with their loved ones.*

**Mark Lloyd**  
Managing Director

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Resident Ron Green is reunited at Prince George Duke of Kent Court in Chislehurst with his wife, Sylvia, just in time for their 70<sup>th</sup> wedding anniversary.



## Residents' safety and wellbeing

Our Covid-secure visitor pods have allowed residents to safely meet with their loved ones again. Other measures we have in place include:



Limiting visitors in our Homes, visits must also be pre-booked. We offer Home tours for new residents and one family member, subject to health and safety checks.



Good supplies of PPE for all staff.



All visitors must undergo health and safety checks – this includes wearing suitable PPE and having their temperatures checked.



Our residents and staff receive regular testing for Covid-19, working alongside the local councils and health teams.



We have developed a clear but flexible approach to family visits and resident outings, based on the local area conditions of our Homes. In all instances, we are working closely with the national and local public health bodies to ensure our residents' safety.

# Our website gets a new look

In September, we were proud to launch our new website at [www.rmbi.org.uk](http://www.rmbi.org.uk).

The new website has a fresh look and feel. The aim was to create an easy to use platform, for anyone interested in finding out more about our charity; whether you're looking for care, interested in working for us, or if you simply want to find out more about our services.

## Learn more about our charity

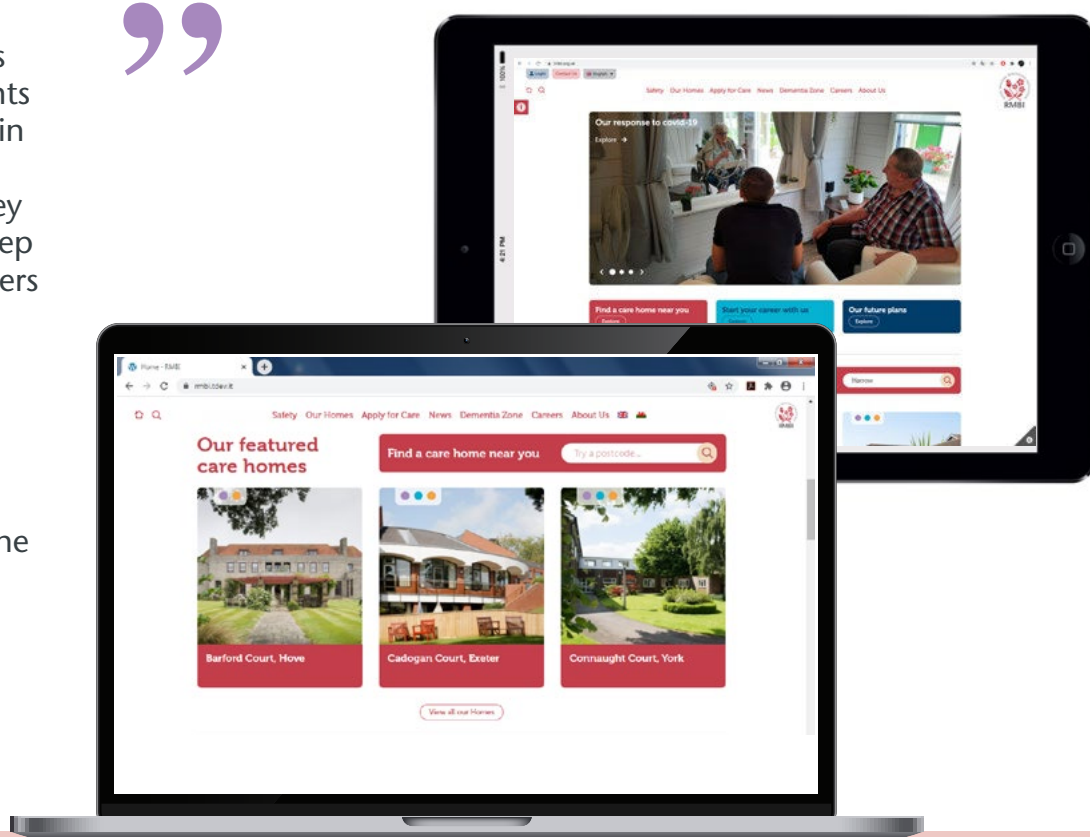
New areas of the website include our **Future plans** section, where we share news about upcoming developments such as our new build Home in Berkshire. Our **Safety** section also highlights some of the key changes we are making to keep our residents and staff members safe during the crisis, such as our innovative visitor pods. Our new **Dementia Zone** highlights our focus on providing quality dementia services and, led by our Dementia Specialist Lead, Anne Child, how we're constantly working to improve the outcomes for our residents with a dementia. ■

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*We're really excited to launch our new website to show how far we've come as a charity in recent years. We hope it provides a useful place for people to learn more about what we do.*

Maricel Foronda  
RMBI Care Co. Marketing Manager

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# Vintage car show comes to James Terry Court

Whilst unlikely events have changed how many of us lead our daily lives in recent months, our staff have been determined to make sure our residents have access to fun and unique activities, to help support their health and wellbeing.

In August, residents at James Terry Court, in South Croydon, enjoyed a Vintage Car Show on their doorstep. The Home's staff were determined to provide their residents with some outdoor fun, so they came up with the original idea of staging a vintage car show on the Home's forecourt.

The Association of Friends of James Terry Court helped turn the ambitious idea into reality, calling on fellow Freemasons across Surrey to lend vintage vehicles for the show. The event was a big hit, providing a fun and multi-sensory experience for the residents.

## Supporting reminiscence

Among the Home's residents enjoying the car show, was 95-year-old Lily Phelps who told carers that seeing all the cars brought back memories of working in the office of

the London motor company where she met her husband.

Andrew McMillan, Vice Chair of the Association of Friends of James Terry Court, who helped organise the event, said: "We wanted to make it a really special day for the residents at James Terry Court. We had a fantastic response from vintage car enthusiasts who were happy to be involved and bring their cars for the residents to see. Everyone enjoyed it so much, we plan to put on a bigger show next year!"

Home Manager, Michele Belch, said: "We're delighted at the success of our vintage car show. We wanted to do something different, to engage and excite everyone and our residents absolutely loved it. We're so grateful to our Association of Friends for their hard work and to all the car owners for lending their amazing vehicles." ■



“  
*Everyone enjoyed it so much, we plan to put on a bigger show next year!*  
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**Andrew McMillan**  
Vice Chair of the  
Association of Friends  
of James Terry Court

# Stability through the storm

**When the coronavirus pandemic sent millions of households into lockdown, the Masonic Charitable Foundation (MCF) stepped up their funding for charities and adapted their services for Freemasons and their families, to ensure those most vulnerable were supported through the crisis.**



**In total, 451 local and national charities and initiatives were supported with £2,775,136 in funding between 1 April and 31 July. Every penny was generously donated by Freemasons and their families.**

Mind, Age UK, and children's charity Buttle UK each received £250,000 in funding from the MCF to ensure they could adapt and continue to provide their vital services. The grant to Age UK helped the charity respond to the needs of isolated and vulnerable older members who were most at risk to the virus and its social and financial consequences. Mind used the grants to improve their mental health support services in England and Wales in order to reach as many people in need as possible during this crisis; and the grant to Buttle UK helped vulnerable and disadvantaged children to access IT equipment and the internet and covered the costs to keep

them engaged and learning through books, toys, games and arts and crafts materials.

Although life at the MCF's head office changed overnight – with all staff adopting a new working routine from home – advice, support and reassurance for those seeking help remained a firm priority; including additional support for RMBI Care Co. In May, the MCF gave RMBI Care Co. an extraordinary grant of £5 million to ensure necessities, such as personal protective equipment (PPE) supplies and staff costs, were not affected by the pandemic and life in a Home could remain as normal, and as safe, as possible.

Closer to home, the MCF remained a constant source of stability for Freemasons and their families who suddenly found themselves facing an uncertain future. In total, £2,032,847 was given to support individuals and families who could no longer

make ends meet – whether from being furloughed, made redundant, or due to a loss of income – to ensure they could afford the day-to-day essentials such as food and bills whilst navigating a 'new normal'.

To support disadvantaged children of Freemasons who found themselves struggling with remote learning, the MCF provided £98,520 to fund laptops and other essential IT equipment to help them keep up with their peers, both socially and academically.

Worryingly, one quarter of UK adults experienced a rise in feelings of anxiety and depression as a result of the lockdown<sup>1</sup>. The MCF ensured Freemasons and their families continued to have access to a free, confidential counselling service to support their emotional and mental wellbeing; a total of 239 people were supported at a cost of £183,048.





# New Berkshire care home is underway

In January, we started to build our new care home at Lord Harris Court in Berkshire.

For those sadly bereaved by the virus, the MCF was there to ensure paying for a funeral did not add to an emotionally-draining time. Thirty seven families turned to the MCF during the most difficult time in their lives for help with funeral costs, which totalled £97,178.

Whilst many Freemasons and their families faced unknown challenges and an uncertain future, the MCF kept true to its values and responded to the needs of over 1,460 individuals and families to provide stability through the storm. ■

## Do you need support?

Get in touch today to see how the MCF can help you.

Call: 0800 035 60 90

Email: [help@mcf.org.uk](mailto:help@mcf.org.uk)

Visit: [mcf.org.uk/get-support](https://mcf.org.uk/get-support)



Once complete, the new Home will replace the existing Home with a modern design, providing care to our residents in a more homely and supportive environment.



The new Home is scheduled to open in summer 2021. The Property and Development Teams have been working closely with the contractors and staff at the care home, as well as neighbours in the local area.



The interior design of the care home is well underway. Colour schemes and other elements of the design were presented to residents, relatives and staff last year. Soon, residents will also be able to see samples of some of the furniture at the existing Home to use before making a decision on the final products. We're looking forward to summer 2021 when we are able to welcome the first residents into our new Home. ■

<sup>1</sup> Mental Health Foundation study

# 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.

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

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

## RMBI News

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## The Royal Masonic Benevolent Institution Care Company

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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](http://www.mcf.org.uk).



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