

RMBI NEWS

ISSUE 27
AUTUMN/WINTER
2022



The future is now

Evolving to meet
the changing needs
of older people

A matter of empathy

Staff members
take part in an
innovative training
programme

Resident awarded

Berkshire resident
awarded after
completing a
22-mile walk

Kind Supportive Trusted

Caring is our way of life

www.rmbi.org.uk



If you would like an audio version of RMBI News, please email marketing@rmbi.org.uk

"I began my RMBI Care Co. journey in 2013 as a Carer. I moved on to become a Senior Carer, a Home Trainer and, later, an Investigations Officer. Today, I am the Recruitment Manager working nationally across all our Homes.

"This charity gave me something I can believe in: a community where people truly care about each other."

Victoria Blagg, Recruitment Manager at RMBI Care Co.



Do you share our values of **Kind**, **Supportive** and **Trusted**?

Can you help make a difference, add value and meaning to the lives of older people in your community?

Visit www.rmbi.org.uk/careers or scan our QR code to check out our latest job vacancies.



Contents

- 3 A message from Mark LLOYD, MD
- 4 News in brief
- 6 The future is now
- 8 Beyond cats and dogs
- 9 A matter of empathy

- 10 Helping individuals and communities during challenging times
- 11 Judo gold medal winner awards resident for 22-mile charity walk
- 12 RMBI Care Co. Homes

Front cover photo: Resident Mollie Gould and Activities Coordinator Mandy Kilpatrick doing crafts together at Albert Edward Prince of Wales Court, in Porthcawl.



HM Queen Elizabeth II
1926 - 2022

Our thoughts are with her family, friends, our country and the Commonwealth. Rest in peace.

A message from Mark LLOYD, MD



A key priority for RMBI Care Co. is to provide modern care services, recognising the changing needs of older people who use our services.

The average age of our residents when they move in is now around 90, and we have 30 or more residents aged over 100. Increasing numbers of people have both nursing needs and dementia and, as such, our Homes need to provide a far greater specialist environment. During 2022, Prince George Duke of Kent Court, in Kent, became the last of our Homes to have a Dementia House within the care home. Queen Elizabeth Court, in Llandudno, has been refurbished to support 18 residents living with dementia.

However, our biggest investment in over a decade has been our new purpose-built Home in Berkshire in September, which can support up to 45 people. This care home, named Prince Philip Duke of Edinburgh Court, replaces Lord Harris Court, set in the same grounds, which has provided sterling service for the charity over the past 50 years.

The new Home has been carefully and thoughtfully designed for dementia care on the ground floor and nursing care on the top floor. Its excellent environment includes good use of reminiscence features and en-suite wet rooms throughout. This Home will be our blue print for the future as we look for further developments in the coming years.

In August, 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.

Debbie Hollands, our Resident Placements Manager, will be happy to offer care advice. You can contact her at dhollands@rmbi.org.uk.

Thank you to all our readers for your continued support for RMBI Care Co.

Mark LLOYD, Managing Director

Your Say *

"Mum has just celebrated her 100th birthday and Devonshire Court went above and beyond to ensure she had an unforgettable experience."

Daughter of a resident at Devonshire Court, August 2022

"My mum's health is always foremost and all her needs are met."

Son of a resident at Cornwallis Court, July 2022

"The staff are always very attentive."

Wife of a resident at Prince Edward Duke of Kent Court, June 2022

"The Home is operated by the most incredible people, from the management down."

Niece of a resident at The Tithebarn, July 2022



*Source: carehome.co.uk

News in brief



Residents go on a mission to help give their Home a makeover

Residents at Barford Court, in Hove, recently enjoyed a trip to a local garden centre. As part of their regular out-of-home activities, the residents travelled via the Home's mini bus to the garden centre, accompanied by Barford Court's dedicated staff.

Avid traveller and activist celebrates her 102nd birthday

Molly Walkers, a resident at Cadogan Court, in Exeter, has celebrated her 102nd birthday. Molly has lived in Devon all her life and loves to travel. She says: "I've visited too many countries to mention. I've been on 65 cruises over the years, the last one being in 2016!" Molly has played an active role in Exeter throughout her life. She has been a crucial member in many organisations, including the Well Women's Clinic, the Exeter Federation of Business and Professional Women and the Exeter Twinning Circle, among others. In 2016, when she was 96, she completed and published "Hello, Molly," an account of her life.



Social media news



RMBC Care Co. October 12

Rex works as a Deputy Dog at Shannon Court, in Surrey. He celebrated his 6 months of age by sharing all his puppy cuddles with the residents.



RMBC Care Co. May 18

Our residents at Zetland Court, in Bournemouth, crafted a handmade card to congratulate the Queen on her 70 years of service... and she got back to them!





Staff member hikes Mount Snowdon to raise funds to support residents

To further support residents, Becky Crewe, a Housekeeper at Harry Priestley House, in Doncaster, recently took part in a hike on Mount Snowdon to raise funds for the care home. She raised over £700, which will help to fund resident day trips. Completing the hike on the highest mountain in Wales, Becky says: "I was motivated to achieve the hike so I could give something back to our residents as they always make me feel cheerful when I arrive at work."

RMBI Care Co. staff receive British Citizen Award to praise efforts during the pandemic

Care Home Managers at RMBI Care Co. have received a British Citizen Corporate Award in recognition of their leadership during the Covid-19 pandemic. Furthermore, all 1,500 staff members at the charity have been awarded a British Citizen Award Certificate of Recognition for their 'exceptional endeavours in the Workplace Community.'



RMBI Care Co. August 26

Happy 100th birthday to resident Eddy at Scarborough Court in Cramlington, Northumberland!



RMBI Care Co. July 1

Game. Set. Match. Our residents at Prince Michael of Kent Court, in Watford, enjoyed Wimbledon with tennis themed lunches, and strawberries and cream.



The future is now

RMBI Care Co. is evolving to continue to meet the changing needs of older people.

In September 2022, we opened our first Home in over 10 years in Berkshire, Prince Philip Duke of Edinburgh Court, which now provides high quality nursing and residential dementia care for up to 45 people. With a contemporary feel, the environment includes the latest assistive technologies to ensure a personalised approach to care and support for our residents.

Supporting older people's wellbeing

We have also invested in some of our existing Homes to ensure that our services are modern. This includes the use of sensory tools and interactive equipment. Earlier this year, Prince George Duke of Kent Court, our care home in Kent, refurbished part of

its first floor to create a 'house model' dementia environment.

We have also invested £500,000 to increase the number of people with dementia that Queen Elizabeth Court can support, from seven to 19. The care home in Llandudno, North Wales, now has four new distinct 'Houses', each having

Prince Philip Duke of Edinburgh Court in Berkshire, which opened in September 2022 to provide high quality care for up to 45 people.





a 'home from home' feeling, which is vital for the wellbeing of residents with dementia.

Looking ahead

We have also started planning to enter into the retirement community sector to extend our offering to more Freemasons and their families. Integrated retirement communities can

help to improve older people's mental health and wellbeing; while being independent, residents enjoy the right level of support, security and safety. With that goal in mind, our communities will cater for older people looking for a complete housing support option, care and leisure, as well as a community for retired people. ■

Top left: Resident Ann Green enjoys the new Home's outdoor areas with fellow residents.

Top right: Resident Gladys Matthews exercises with a cardio wall at the new Home in Berkshire. Cardio walls help improve hand-eye coordination, mental focus, strength and balance.

Below: The new care home in Berkshire includes a room that residents can book to enjoy private celebrations with family and friends.



Beyond cats and dogs

Residents at James Terry Court, in Croydon, have enjoyed a friendly visit from Charlie and Pringle, two Humboldt penguins that soon became very popular in the care home. The residents were delighted to meet the affectionate animals, who were happy to be petted and stroked.



Taking part in this activity, 98-year-old resident Ivy Manning said: "They were so nice and well behaved when they sat on our laps."

The visit was organised by The Association of Friends of James Terry Court in collaboration with Heythrop Zoological Gardens, an animal training centre based in Heythrop, Oxfordshire.

Meanwhile, residents at Connaught Court, in York, enjoyed a special treat when two adorable lambs came to visit. The arrival of Dinky and Marble delighted residents and staff alike, who were very happy to give them a cuddle and take turns feeding them with milk from a bottle.

The lambs, who were around three weeks old, were brought to the Home by local company Ryedale Animal Group. The company provides therapy animal sessions for residents in care homes and within their own home environment.

Connaught Court's Activities Coordinator, Fran Tagg, said: "We've found that animal therapy has a tremendously positive effect on our residents."

RMBC Care Co. Homes welcome animals for therapeutic purposes. Pets not only bring joy and a sense of calm to the residents, but also benefit their mental health and wellbeing by boosting their activity levels, reducing stress and combating loneliness.■

Above: Resident Ivy Manning greets and strokes Charlie the penguin at James Terry Court, in Croydon.

Right: Resident John Warburton and Ryedale Animal Group Owner, Rachel Dring, with one of the lambs.



A matter of empathy

At RMBI Care Co., we put residents at the heart of everything we do. All new staff members in our Homes take part in an innovative training programme called Experiential Learning to experience first-hand what it might feel like to be a resident.



One of the latest sessions of Experiential Learning took place recently at Prince George Duke of Kent Court, in Kent. Staff members experienced the very best care and support as well as poor standards of care. This enabled them to better understand what residents need from our care, nursing and support teams.

Maisie Bourne, the Home's Training Manager, said: "Many people at the Home, from the Home Manager to the Facilities Assistant, have gone through this training. It's important that we all understand the challenges faced by our residents."

Diane Connor, Activities Coordinator and one of the trainees, said: "It's important to be in someone else's shoes and to treat them the way you want them to treat you!"

As part of the training session, staff took part in a variety of scenarios:

Right: Staff member Modupe Jinadu pushes staff member Kim Hurn, sitting in a wheelchair and wearing goggles to simulate impaired vision.

 Scenario	 To empathise with residents who...
Being pushed in a wheelchair with artificially impaired vision.	need mobility support.
Being supported to eat a meal by another trainee.	may need help during meal times.
Having their face and neck washed by another trainee.	require support with personal care.
Being left on their own in an empty room whilst unable to move from their chair.	are less active and spend more time in their rooms.
Wearing gloves to simulate arthritis.	need support with moving and handling.
Wearing wet incontinence pads for the duration of the training session.	who require support with continence care.



Helping individuals and communities during challenging times

There is no doubt that the last couple of years have been very challenging for a lot of people. As many were starting to recover from the effects of the pandemic, they are now having to deal with another source of stress: the cost of living crisis.

The prices of fuel, food, electricity and gas are increasing daily and families have to keep a close eye on their spending. For some, this means to cut unnecessary spending such as holidays, but for others, the crisis means not being able to afford to put food on the table.

The Masonic Charitable Foundation (MCF) is aware of the struggles families are going through and offers support for the most vulnerable Freemasons and their family members. In the last six months, MCF awarded 1,067 grants totalling just over £3M to help with emergency household repairs, childcare costs, rent payment and other daily expenses, making sure people affected by the crisis are not left behind.

Charities are also having a hard time and are seeing the number of people looking for help increase rapidly as well as their own costs to keep their activities running. One charity (of many) that has faced an increase in demand for their services is WILD Young Parents Project, which was recently awarded a £63,770 grant from the MCF to help fund its project to support young parents and families in Cornwall.

“After the impact of the pandemic, we are really worried about how our youngest, most vulnerable families will get through this winter. The ‘lockdown babies’ of the last couple of years deserve better than this,” says Jo Davies, Chief Executive Officer at WILD Young Parents Project.

This challenging year also marks the end of the MCF five-year strategy period and they should be proud of their accomplishments so far – over **30,000** grants awarded totalling nearly **£100M**. The MCF is now preparing for a new phase and will announce their next strategy in the near future.■



Cornwall Freemasons meet the beneficiaries of WILD Young Parents Project.

Do you know someone that is struggling with the rising cost of living? Check if they are available for support:

access mcf.org.uk/eligibility-BL11 or scan the QR code.



Judo gold medal winner awards resident for 22-mile charity walk

Michael Holdstock, a 78 year-old resident at Lord Harris Court, in Berkshire, has completed a 22-mile sponsored walk for Sport Relief - Move 22, an initiative from Comic Relief.

The money raised will help to tackle inequality, improve mental health and help young people to survive and thrive. This goal motivated Michael to succeed with his challenge.

To celebrate this outstanding achievement, Lord Harris Court got in touch and invited Commonwealth judo gold medal winner Megan Fletcher. The famous judoka presented Michael with his winner medal, which was engraved as a memento of his impressive contribution. "I will be quicker when I tackle my next challenge as I will do it wearing my Speedos!" he said with a laugh.

Sharon Fletcher, Activities Coordinator at former Lord Harris Court and judoka Megan Fletcher's cousin, said: "We walked many laps of the local surroundings and logged every mile each day. The public, family, friends, residents and the staff all encouraged Michael and supported his challenge."

Judo gold medal winner Megan Fletcher claimed: "It was an honour to present Michael with his medal today. A lot of dedication and hard work went into walking his 22 miles with Sharon, raising over £200. What a legend!" ■



Above: Resident Michael Holdstock and Judo gold medal winner Megan Fletcher proudly hold up their medals.



Above: Michael shows a diploma certifying his achievement. Behind, Judo gold medal winner Megan Fletcher and residents smile at the camera. The residents attended a talk by Megan regarding her career in judo. All got to have a look and handle her gold medal.

Find your local 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 180 years and today we support over 1,000 residents across 17 care homes in England and Wales.

Check out
our promo videos
at www.rmbi.org.uk
to find out more
about our
Homes.

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

RMBI News

Published in October 2022

The Royal Masonic Benevolent Institution Care Company

60 Great Queen Street, London, WC2B 5AZ

Phone: 020 7596 2400

Email: enquiries@rmbi.org.uk

Registered Charity No: 1163245

Company No: 1293566

RMBI Care Co. is part of the Masonic Charitable Foundation – Funded entirely through the generosity of Freemasons, their friends and families, the Masonic Charitable Foundation (MCF) builds better lives by encouraging opportunity, promoting independence and improving wellbeing. For more information, please visit: www.mcf.org.uk



www.rmbi.org.uk

www.facebook.com/thermbi

www.twitter.com/thermbi