



Our Impact 2022/23

Caring is our way of life

Kind Supportive Trusted

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About RMBI Care Co.



At RMBI Care Co. we provide 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 our 17 care homes in England and Wales.

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 but also provide support when it is needed.

We have a passionate and skilled team who deliver the highest quality of care to our residents and we live by our values: **Kind**, **Supportive** and **Trusted**.

RMBI Care Co. is part of the Masonic Charitable Foundation – a grant-making charity that encourages opportunity, promotes independence and improves wellbeing for those that are in need, disadvantaged or marginalised. Every year, the Masonic Charitable Foundation gives over £5.5 million to support charitable projects in communities across England and Wales, as well as medical research. A wide range of grants and services are also available for Freemasons and their families who are experiencing difficulty.



RMBI Care Co. – Top ‘Mid-size Care Home Group 2022’
Carehome.co.uk



Albert Edward Prince of Wales Court and Harry Priestley House - ‘Top 20 Care Home in Wales, and Yorkshire 2022’



Prince Michael of Kent Court, December 2018
Devonshire Court, December 2018
Connaught Court, January 2023
Care Quality Commission



Learning at Work Week – Impact Awards 2022



Prince George Duke of Kent Court – Great British Care Awards 2020

Our year in numbers



478

New residents moved into an RMBI Care Co. Home for permanent care or a respite stay

(01 January 2022 – 31 December 2022)



87

The average age of our residents

(Feb 2023)



63

Residents are aged 100 and over

(Feb 2023)



£12.4m

provided in charitable support to residents

(for the 12 months ending 31 March 2022)



£10m

raised by investors through our sustainable charity bond

(Feb 2023)



£4m

invested in our new-build Berkshire Home

Foreword

The last year for RMBI Care Co. has been an extremely successful one. Our Homes have maintained strong quality and regulatory ratings as we navigated our way through various challenges post Covid-19 and financial pressures faced by the country. Ensuring families have good access to their loved ones in our care has remained a strong priority for us and we are now better equipped for similar future crises.

We have continued to make good progress on our ambitious 20-year Modernisation Plan. In August 2022, we sold Ecclesholme care home in Manchester and closed Lord Harris Court in Berkshire, following the opening of our new-build care home Prince Philip Duke of Edinburgh Court. The new Home will act as a blueprint for our future Homes and it was a fitting tribute for the Home to be officially opened by His Royal Highness The Duke of Kent. The Home has already received an international award in the category of 'Health Care Design' at the New York Muse Design Awards.

Over the next 10 years, we plan to replace a number of our care homes with new-builds, and look for locations for new Homes. In early 2023, we successfully raised £10m to support our future activities through a sustainable charity bond, which attracted both institutional and private investors to invest in our future. The bond also allows us to develop our sustainability strategy, which includes implementing solar energy and installing electric car points at our Homes.

A recent review of the Charity Commissions Code of Governance has validated our strong performance. However, it has highlighted the need for a more proactive stance on Equality, Diversity and Inclusion (EDI). A three-year plan to embed EDI at the heart of our work will be a key priority moving forward.

We continue to strive to be an employer of choice and live by our values: Kind, Supportive, and Trusted. For the sixth year running we have been recommended a 'Top 20 Care Home Group' by leading care home review website Carehome.co.uk. The awards are based on reviews online from care home residents and their families.

We want to take this opportunity to thank our dedicated Executive and staff teams, the support from our residents and their families, the MCF, our Trustees, Members of our Associations of Friends, and the wider community of Freemasons for all their work and support during the past 12 months.

John Boyington CBE, Chairman
Mark LLOYD, Managing Director



John Boyington CBE, Chairman



Mark LLOYD, Managing Director



Our Care

As a charity, we have maintained strong compliance outcomes at our 17 care homes in England and Wales over the last year, and good protocols in assessing risks in our Homes.

We worked hard to ensure the right decisions were made at the right times regarding use of Personal Protective Equipment, and in prioritising the rights and wellbeing of our residents and their families. Numerous compliance checks by our regulators, CQC and CIW, further confirmed we were meeting the required standards of safety during this time.

Our occupancy is slowly increasing since the start of the pandemic. In February 2023, 85% of our available resident placements were occupied, compared with the care sector average of 82% (Frank Knight Sector Review, 2023). Over 50% of our total occupancy for the year was based on new admissions, with the average resident age upon admission being 92. This demonstrates an emerging trend of people coming into care homes later in life and staying for a shorter period.

Our resident profile increasingly reflects a larger number of people living with complex nursing or dementia care needs. To ensure each resident's needs are carefully supported by staff teams with adequate knowledge and skills, we have specialist lead roles in Nursing, Dementia and Compliance to help lead our Homes and train staff.

A special recognition needs to be made for Karen Salley, our Care Operations Director, and her team for the skill and daily judgements they make to keep our standards compliant, with a positive culture that reflects our values.

Part of this work includes annual internal audits and inspections of each Home to address any issues that may require further support. We are also fortunate to have a strong team of national, regional and Home Managers working for us.



89%

of our Homes are rated 'Good',
'Fully compliant' or 'Outstanding'
with our care regulators

Our Achievements



Staff members at Harry Priestley House in Doncaster, raise awareness about the menopause during Learning at Work Week.

Commended by the Campaign for Learning

The Campaign for Learning commended RMBI Care Co.'s strategy and approach (alongside MCF) to Menopause Awareness at the Learning at Work Week (LAW) Impact Awards 2022. Wellbeing Champions throughout our Homes and Head Office put on various activities during LAW week in May, including virtual learning sessions, podcasts, videos and self-directed learning activities.

British Citizen Award

During the year, all our Home Managers received a British Citizen Corporate Award in recognition of their leadership during the pandemic. Furthermore, all 1,500 staff members were awarded a British Citizen Award Certificate of Recognition for their 'exceptional endeavours in the Workplace Community.'



Albert Edward Prince of Wales Court in Porthcawl.

Top 20 Mid-size Care Home Group



In 2022, we were awarded the 'Top 20 Mid-size Care Home Groups 2022' Award by leading online care home directory carehome.co.uk, for the sixth year running. The awards are based on reviews received on the website from residents, their families and friends. The website has over 250,000 reviews about care services around the UK.

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

Left: Home Managers and staff at Prince Michael of Kent Court, in Watford, and Barford Court, in Hove, proudly present their British Citizen Award medals and certificates.



The newly named Prince Philip Duke of Edinburgh Court was officially opened by His Royal Highness The Duke of Kent in November 2022.

Royal Opening of Berkshire Home

Prince Philip Duke of Edinburgh Court, in Berkshire, welcomed a long-awaited guest when His Royal Highness The Duke of Kent visited the Home in November 2022.

The new care home, which provides residential care, nursing and residential dementia support, warmly received the royal visit to mark the official opening of the Home.

His Royal Highness enjoyed a tour around the care home with Home Manager Abigail Cranston, Managing Director Mark Lloyd, and Chairman John Boyington CBE. Both residents and staff at the newly named Prince Philip Duke



of Edinburgh Court had the opportunity to meet The Duke of Kent in person, who was pleased to greet everyone.

After the tour, The Duke of Kent was invited to unveil an engraved stone plaque to commemorate the official opening of the care home. He also met with the teams involved in the construction, including RMBI Care Co.'s Directors and the architects.

The Home marks the first new-build in over a decade for RMBI Care Co. and will be the blueprint for future new-build Homes for the charity.



Annie's Story

Resident Annie Hardy has lived at Prince George Duke of Kent Court in Chislehurst, Kent, since 2018. Earlier this year, staff at the Home helped to make Annie's dream come true by taking her to one of the last original pie and mash shops in Deptford, in London, where Annie used to visit as a child in the 1920s.



Annie, aged 103, was born on 16 June 1919 in Rotherhithe. When the Second World War broke out, she accompanied her younger siblings to go and live with family in Wales. However, Annie returned to London to take her chances. She worked in a munitions factory, making bombs for the British army. When the war was over, Annie worked in the print and bookbinding industry until she retired almost 40 years ago.

Annie recalls her childhood fondly, having fun with her six siblings and visiting pie and mash shops in Rotherhithe and Tower Bridge Road.

Annie has had a good family and circle of friends, with whom she travelled around the world. She has been to Brazil, Bulgaria, Italy and Spain, and enjoyed a trip on Concorde around the Bay of Biscay with champagne when she turned 80.

Left: Resident Annie enjoys a traditional pie and mash in Deptford, where she used to visit as a child.

The staff at Prince George Duke of Kent Court knew that Annie has always loved pie and mash, so they kindly arranged a trip to London, where she had the opportunity to enjoy her favourite dish at Manze's, in Deptford.

Annie says her secret to a long life is: "Good home-cooked food, keeping busy, working hard... and no debts!"



Annie has lived at Prince George Duke of Kent Court for five years.

Meet Michael Holdstock

Last summer, 78 year-old Michael Holdstock, who lives at Prince Philip Duke of Edinburgh Court, in Berkshire, completed a 22-mile sponsored walk for 'Sport Relief – Move 22', a Comic Relief initiative.

Michael completed the mammoth task by doing daily walks around the local area and Home, where he has lived for three years, and raised £200 for Comic Relief.

Born and raised in Hanwell, West London, Michael married his wife Lynne in 1972 and had two sons. Today he is a proud grandfather of three. During his career, Michael worked as a translator and spent much of his time in specialist libraries working on translations. Later, he moved on to a role in the IT department at BOAC, the former British Airways, where he stayed for over 35 years.

To celebrate Michael's 22-mile walk, staff invited Commonwealth judo gold medal winner, Megan Fletcher to present Michael with a winner's medal. Famous judoka, Megan, has strong ties to the local community, having studied in Wokingham.

Receiving his award, Michael teased: "I will be quicker when I tackle my next challenge as I will do it wearing my Speedos!"

Aside from fundraising, Michael loves his daily walks, music and socialising. He says his secret to a long life is: "Guinness, life-long friendships and regular walks in the fresh air."

“

We walked many laps of the local surroundings and logged every mile each day. Residents, staff, family, friends and the public, all encouraged and supported him.”

Sharon Fletcher, Activities Coordinator at Prince Philip Duke of Edinburgh Court



Resident Michael Holdstock and judoka Megan Fletcher.



Resident Michael Holdstock along with fellow residents.

Residents have their say

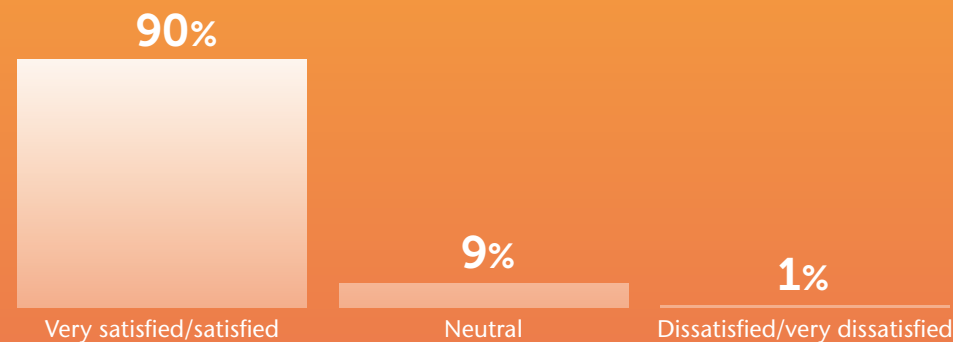
In September 2022, we conducted our latest Residents' Survey to find out how residents felt about our services, and any areas they felt could be improved.

Over 50% of our residents shared their feedback with us. The results were analysed and each of our Homes have received their feedback to share with residents and their families. Any key areas for improvement will be added to each Home's action plan and will be addressed over the coming months.

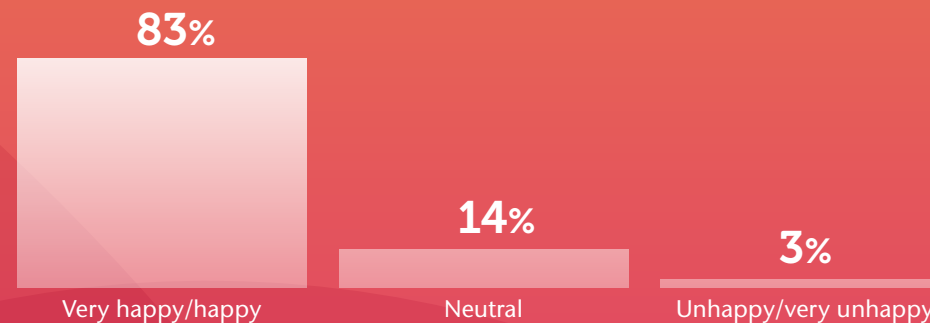
Here's a snapshot of some of the feedback we received from our residents:



Overall, how satisfied are you with the standard of the care home?



Overall, how happy are you living here?





Do you feel your Home is a safe and secure place to live?

98%



Agree

2%

Disagree



Do you have confidence and trust in our staff?

95%



Yes, I do

5%

No, I don't

91%

Residents are happy with the way staff deal with complaints or concerns.

83%

Residents say their Home provides value for money.



Our People

Recruitment

The social care sector is currently challenged to retain and attract staff. Our employee turnover, however, is reducing each month and is nearly 10% lower than the sector average. We hope this is due to the range of benefits and support we provide, from our induction to our learning and development initiatives. Our staffing levels remain high, but each care home continues to focus on attracting candidates to ensure we maintain good staffing ratios.

Over **12,000**
online CVs reviewed by staff

Over **2,600**
candidates contacted

38%
responded positively
to an interview



Wellbeing

Over the last year, we reviewed our Wellbeing strategy, which has been in place for five years, and we launched a two-year Wellness programme with eight distinct pillars. Each quarter, our Wellbeing Champions across all Homes and at head office focus on a theme to bring greater awareness and interaction to improve individual and team wellbeing.

The first theme was “Financial.” We felt this was timely, given the challenges many are facing due to the rising costs of living. This enabled us to remind staff of the range of discounts they can access through our Employee Assistance Programme (EAP) via our online platform called HAPI.



Collectively, our staff
saved **£3,363.37**

Staff spent over **£20,500**
in three retailers - Asda,
Sainsbury's and Tesco.

527 new HAPI accounts
were created

HAPI was accessed
10,916 times

Staff made **29** calls to our
24/7 telephone support
and counselling service.

Statistics referring to the period of 01 Jan 2022 - 31 Dec 2022.

Menopause awareness

We committed to become a 'Menopause Friendly Employer' as part of our Wellbeing strategy, and we used Learning at Work Week in May 2022 to help raise awareness. Approximately 84% of our workforce is female. We recognise this is not only an important issue to staff, but also a potential business risk if we do not increase awareness about this subject to all our staff.

Our objectives:

- Make staff aware that we are seeking Menopause Friendly accreditation
- Provide a safe and open space for conversation in terms of menopause awareness workshops for staff
- Give guidance and information on menopause matters
- Provide line managers with the skills to enable them to manage conversations.

Activities undertaken:

- Manager and Staff Awareness sessions held in person and via Zoom
- Line Managers' Guide created and a Menopause Policy
- Podcasts, videos and information leaflets shared throughout the week
- Interactive quiz and survey of staff experiences
- Focus groups around our staff uniform
- Menopause 'goodie' baskets and stalls in our Homes.

The main outcomes and benefits have been a greater awareness about the Menopause, a keenness to learn more and take part in our journey. It demonstrated to staff that as an organisation, we are not afraid to take on the subject and have the conversation. Staff are able to raise concerns about something that may be having a detrimental impact on their ability to carry out their work without fear.



Our Properties and New Developments

Modernising our Homes

The Board of RMBI Care Co. has approved a Modernisation Strategy for the next 20 years. It focuses on upgrading our current portfolio with new-build care homes, identifying new sites, entry into the retirement community market, and piloting grants to support Freemasons in need.

Having set this ambitious plan, a moderate short to mid-term plan has been agreed, which includes four new-build care homes over the next decade.

In February 2023, RMBI Care Co. successfully raised a sustainable charity bond through a public launch on the London Stock Exchange. This ethical funding will support our development plans and drive to improve the sustainability of our care homes.

Over the last year, Ecclesholme in Manchester was sold and Lord Harris Court in Berkshire was closed, following the opening of Prince Philip Duke of Edinburgh Court on the same site.



The momentum built in these major strategic moves is set to continue. A planning application is being made for a new-build care home on the same site as our current Home, Cornwallis Court, in Suffolk. The build plans will follow the blueprint of our latest Home in Berkshire. Pending planning approval, the new Home will be able to support up to 64 older people and is expected to be completed in 2026.

Our experienced Property and Development Team, alongside specialist consultants, have

undertaken a 360 degree review of our recent build in Berkshire. The findings will help us to learn from the recent project and inform the next.

Following the sale of Ecclesholme in Manchester, we commenced a pilot project in the Provinces of Cheshire, and Cumberland and Westmorland. We now offer advice, support, and financial assistance to Freemasons supported by their Local Authority in these Provinces, to access a care home of their choice.

Property Management

Our Property Team has overseen a number of major refurbishment projects over the last year. Amongst the works, we have increased our number of dementia placements at Queen Elizabeth Court, in Llandudno, and upgraded the Dementia House and bedrooms at Prince George Duke of Kent Court, in Kent. Across our Homes, we now offer 1008 placements and each Home has a suitable Dementia House to support residents in need.

We have spent over £3.5m to maintain our portfolio of Homes. This included installing new boilers, fire safety and equipment, general redecoration and refurbishments. As part of our Sustainability Strategy we plan to roll out solar panels and electric car charging points in our Homes over the next two years. A brand catalogue of furnishings has also been created, giving our care homes access to a variety of furnishing designs and ideas to suit their residents.



Our Finances

In 2021/22, RMBI Care Co. continued to deliver its agreed strategy. Admissions to our care homes during the year indicated the highest level since before the pandemic.

Widespread staff shortages, regulatory pay increases and soaring energy costs, however, have led to significant inflationary pressures. This sharp rise in inflation was one of the defining features of the year, impacting our net operating results. Despite these challenges, we delivered a strong set of results, exceeding our forecast and budget.

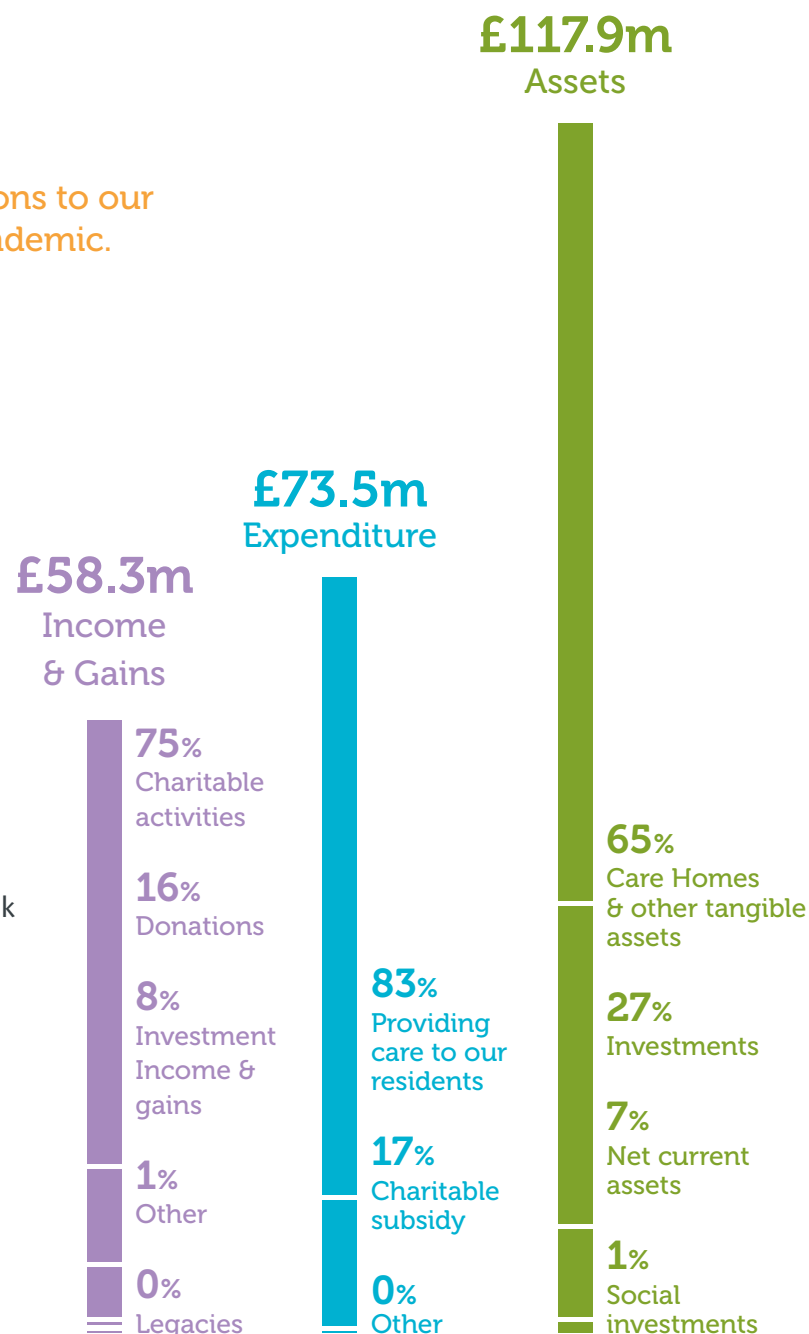
The income from charitable activities increased by 4%. Donations made through the MCF and infection control grants amounted to 17% of the total income of £54.3m. As in previous years, payments from Local Authorities towards the care of our supported residents were far lower than the cost of providing high quality care. As a result, RMBI Care Co. provided charitable support for residents of £12.4m to cover this shortfall.

Generous donations from the community of Freemasons of £6.5m, channelled through the MCF, strengthened our position to meet targets and deliver our services effectively.

In our Homes and throughout the care sector, residents' care needs are becoming more complex. Ongoing regulatory changes have also driven a need for higher staffing levels to ensure safe and high quality care. With our continual effort to deliver efficiency improvements and operational controls, the cost of providing care during this financial year showed a below-inflation increase of 2% to £61m.

Capital investments to improve our care homes amounted to £6.4m. The property improvement cost included £4m to build our new Home in Berkshire. A further £700k was invested in new computer hardware, software and equipment to enhance operational efficiency.

The value of the company's investments, including investment properties and social investments, were £32.4m. The net assets of RMBI Care Co., at the end of the year, was £118m.



Governing body

The ongoing support of our Senior Leadership Team, Governing Body and the community of Freemasons ensures that we are able to deliver the highest level of care and support to residents living in our care homes.

The charity has an appointed **Board of Non-Executive Directors** who have responsibility for the strategy and delivery of all legal obligations. They are:

John Boyington, CBE
David Southern
Sushil Radia
Sylvia Short, OBE
Ian Newby
David Snowdon
Charlotte Miller
Mark Constant
Martyn Yeats
Malcolm Vede

Grand President

MW Bro HRH The Duke of Kent, KG
Grand Master

Deputy Grand Presidents

MW Bro J Spence
RW Bro Sir David Wootton
RW Bro DJ Medlock, DL
RW Bro AS Varley

Grand Vice Presidents

RW Bro DA Buswell
VW Bro CJ Caine
W Bro PE Cornish
Mr DR ff Innes
W Bro RW Marks
RW Bro JE Moore
RW Bro JH Newman, OBE
RW Bro RJ Race, DL
W Bro J Reuther
RW Bro W Shackell, CBE
W Bro D Vine
VW Bro RJ Wade
RW Bro Sir P Williams OBE KStJ DL

The Senior Leadership Team

Mark LLOYD
Managing Director

Louise Bateman
Group Human Resources Director

Brett Edwards
Health and Safety Director

Kevin Harris
Development Director

Marc Nelson-Smith
Property Director

Lal Ranasinghe
Finance Director – Operations

Karen Salley
Care Operations Director

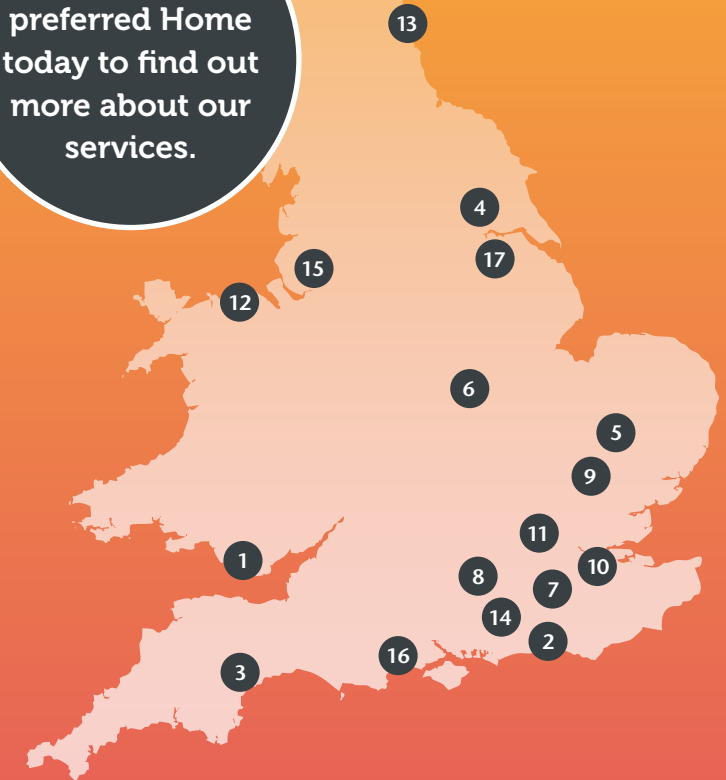
Find your local RMBI Care Co. Home

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.

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

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



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

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

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