

# RMBI

## NEWS

ISSUE 28  
SPRING/SUMMER  
2023



Never too  
old to learn  
something  
new

Residents have  
their say

Residents  
hang out with  
feathered  
friends



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)

“The help I got from RMBI Care Co. when I first qualified was fantastic.

“The training courses for nurses are very beneficial to develop your skills, especially when you’re new in the job role.”

**Emily Starkey**

Clinical Lead at Prince Philip Duke of Edinburgh Court, in Berkshire.



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

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

Visit [www.rmbi.org.uk/careers](http://www.rmbi.org.uk/careers) or scan our QR code to check out our latest job vacancies.



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Front cover photo: Resident Sylvia Staines enjoys Connaught Court’s extensive gardens, in York.

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



# A message from Mark Lloyd, MD



**RMBI Care Co. had a very positive 2022 with the royal opening of Prince Philip Duke of Edinburgh Court, our new Home in Berkshire, by HRH The Duke of Kent.**

This was a major milestone in the charity's longer-term plans to upgrade our care home portfolio. The next step is to redevelop Cornwallis Court, our Home in Bury St Edmunds, with a new build Home to support up to 64 residents.

We continue to maintain strong compliance ratings for all our Homes. In 2022, we received the 'Top 20 Mid-size Care Home Groups 2022' award by leading UK care home directory carehome.co.uk for the sixth year running. Our Homes continue to benefit from keen interest for placements and our strong reputation attracts a regular number of weekly enquiries.

Another major success has been our sustainable bond, which we launched earlier this year to expand our support to older people. We raised £10 million and retained another £10m for future funding of the charity.

The primary theme of this Spring/Summer issue of **RMBI News** relates to mental health. As a charity, we are now far more aware of the importance of each person's mental health. Our support for residents, families and staff is much more evident as many of the themes and stories report on in this edition.

Our 16 care homes for older people remain flexible to offer both permanent care and short-term respite stays. Debbie Hollands, our Resident Placements Manager, will be happy to offer guidance. You can contact her at [dhollands@rmbi.org.uk](mailto:dhollands@rmbi.org.uk).

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

**Mark Lloyd**, Managing Director

## Your Say\*

"The staff have been fabulous with my partner. They have been kind, caring and attentive to his condition, raising concerns when needed."

Partner of resident at Barford Court, February 2023

"My father is cared for with compassion and dignity. He is well fed and his medical needs are reviewed and altered when required."

Son of resident at Cornwallis Court, February 2023

"I am looked after with the exceptional care provided and it is never a problem seeking help."

Resident at Connaught Court, February 2023

"From the day my dad arrived at the Home, he was really well looked after. We always felt reassured that he was getting the best possible care for his Alzheimer's."

Daughter of resident at James Terry Court, January 2023



\*Source: carehome.co.uk

# News in brief



## Miniature therapy ponies bring joy to The Tithebarn residents

Residents at The Tithebarn, in Liverpool, were delighted when two little therapy ponies came to visit. They were all smiles when Vinnie and Tommy, two beautiful miniature Shetland ponies, arrived at the Home. Research has shown that having something to pet or touch can result in lower blood pressure, better heart rate and reduced stress. Pets can provide emotional stability, helping to reduce anxiety and depression.

## Scarborough Court residents and staff embark on a Bikeathon

Residents and staff at Scarborough Court, in Cramlington, Northumberland, have embarked on a 161 mile virtual Bikeathon across England in two days. The Home came up with the idea of the Bikeathon, which had two aims: to encourage both residents and staff to keep active using the Home's indoor exercise and to raise funds for wellbeing activities at the Home.



## Social media news



RMBC Care Co. March 2

Our residents at Prince Michael of Kent Court, in Watford, had a wonderful time celebrating St David's Day, listening to music by Tom Jones and Shirley Bassey and planting daffodils in the garden.



RMBC Care Co. March 6

Our residents at Harry Priestley House, in Doncaster, enjoyed dressing up as their favourite book characters to mark World Book Day.



## Staff at Queen Elizabeth Court experience what it feels like to be a resident

Staff members at Queen Elizabeth Court, in Llandudno, have taken part in an innovative training programme called Experiential Learning. Through this induction, staff had the opportunity to experience first-hand what it might feel like to be a resident living in a care home. They went through different challenges, such as wearing a wet incontinence pad throughout the training session and wearing gloves to simulate arthritis.



## Shannon Court residents reminisce through the power of music

Residents at Shannon Court, in Surrey, have welcomed Terry Owens, a performer who has been coming into the care home for the past few months. Terry sings a range of songs from the 50s, 60s and 70s, providing a charming one-man show for residents to have fun together and reminisce about their youth. “He also brings roses for the women residing here!” says resident Margo Baxter, one of the lucky ladies.



RMBC Care Co. January 26

Many thanks to Dogs Trust for visiting Prince George Duke of Kent Court, in Kent. Our residents were delighted and enjoyed petting the dogs!

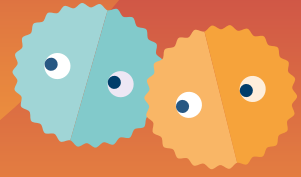


RMBC Care Co. March 8

To mark International Women’s Day, resident Shirley at Prince Edward Duke of Kent Court, in Essex, tells women: “Enjoy life, because it goes by so quickly!”



# Never too old to learn something new!



Irene Muggeridge, a 104 year old resident, has taken up arts and crafts lessons to create her own woollen pom-pom, an accomplishment that came with an official certificate.

The Home where she resides, Prince Philip Duke of Edinburgh Court, in Berkshire, joined the Unit Award Scheme (UAS), which allows student residents to engage with learning and have their achievements formally recognised. Under this scheme, resident Irene acquired a new skill.

“I enjoyed making the pom-pom and using a new piece of equipment I had never used before. It was hard to start with, but I soon learnt how to use it,” she said.

When Irene was presented with the certificate, she exclaimed: “I am so pleased to get this. I cannot believe I have this lovely certificate! My son Alan will be so happy to see it.” Despite her age, she is now the first resident at Prince Philip Duke of Edinburgh Court to become a UAS certified student.

“I don’t think of my age. I put it out of my mind. I don’t think about me being over a 100,” she admits. “You are only as young as you feel, and I feel young. Even at my age, I am happy to have a go at anything.”

The care home joined the Unit Award Scheme so residents could build up a portfolio of certificates to evidence their skills, knowledge and experience. “This boosts their confidence, increases their engagement and improves their motivation,” says Sharon



“

You are only as young as you feel, and I feel young. Even at my age, I am happy to have a go at anything.

Irene Muggeridge at Prince Philip Duke of Edinburgh Court, in Berkshire

”

Resident Irene Muggeridge (104) proudly holds up the pom-pom she created and the certificate that recognises her achievement.



Resident Irene Muggerridge with Sharon Fletcher, one of the Home's Activities Coordinators and Irene's teacher for this Unit Award.

Fletcher, one of the Home's Activities Coordinators and Irene's teacher for this Unit Award. "I am excited to lead this new initiative within the Home and this vision of "Life Long Learning" shows how flexible, confident and courageous our residents are."

Residents at Prince Philip Duke of Edinburgh Court have now an even wider range of activities

to choose from. These cover many subjects: life skills, arts and crafts, outdoor activities and related learning linked to their life experiences. As Activities Coordinator Sharon Fletcher explains, anyone can take part in the scheme. "These activities are fully inclusive for all abilities and ages, so everyone, including staff members at the Home, have now the opportunity to participate.

We will continue with this "Life Long Learning" at the care home to develop new skills, but most importantly to enjoy all we do."

"The next step," concludes Sharon Fletcher, "is to help residents and staff utilise their newly obtained skills to engage with community-based projects." ■

# Residents have their say

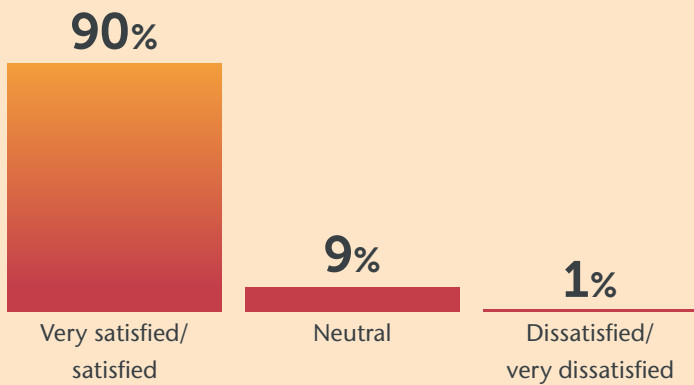
In September 2022, we conducted our latest Residents' Survey to find out how residents felt about our services.



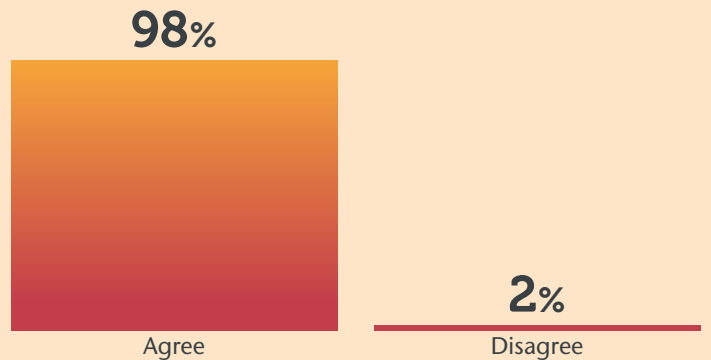
Each Home has now received their feedback to share with residents and their families. Any key areas for improvement were added to each Home's action plan to be addressed over the coming months. Here's a snapshot of some of the feedback we received from our residents:



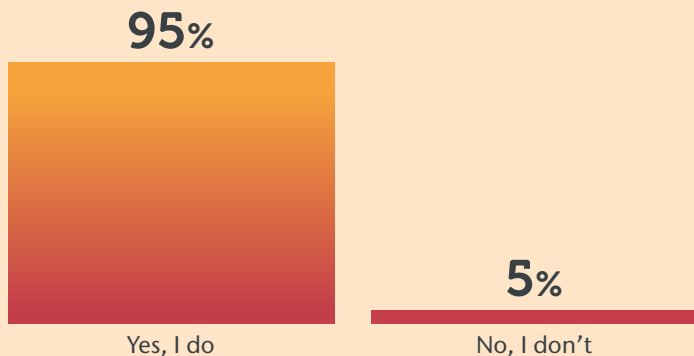
**Overall, how satisfied are you with the standard of the care home?**



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



**Do you have confidence and trust in our staff?**





# Devonshire Court residents hang out with feathered friends

Residents at Devonshire Court, in Leicester, were all of a flutter when some friendly feathered guests came to visit. Elvis, a Eurasian eagle owl, and Fletcher, a tawny owl, delighted residents, who were only too happy to give them a stroke.

Resident Derek said: “It was a lovely visit as we got to hold and stroke these beautiful birds. They certainly put a smile on everyone’s faces!”

Fiona Collins, one of the Home’s Activities Coordinators, said: “We wanted to do something new and fun for our residents to support their wellbeing, so we invited these beautiful creatures to our Home. It was a fantastic way of bringing nature and the outdoors into the Home, especially for residents who have mobility difficulties!” ■

**From left to right:** Derek Marston posing for a photo with Elvis, the Eurasian eagle owl. Lydia Webb with Elvis at Devonshire Court.

**Bottom:** Jeanette Tate stroking Fletcher, the tawny owl.



# Children and young people can now access mental health support through the MCF

**The Masonic Charitable Foundation (MCF) has been providing access to mental health support for adults for the last 10 years. Now, the charity is proud to announce that the support is available for children and young people aged five and above.**

In 2020, the National Health Service (NHS) reported a 30 per cent increase in referrals for child and adolescent counselling and therapy. They also stated that mental health issues are increasingly common in young people and can be caused by a range of factors, such as family, school and relationships. As 50 per cent of these issues are established at age 14, it's important that children can get the support they need at the right time.

The new support offered by the MCF means that eligible

children and grandchildren of Freemasons can have access to mental health services, tailored to their age and specific needs. Depending on the child's age, they can get help with anxiety, PTSD, exam stress or access confidential counselling and have a safe place to talk about their feelings, friendship issues, school pressures or bullying.

Since the soft launch in December last year, the MCF has referred children and young people who are already benefiting from the service and the charity hopes to support



Children and grandchildren of Freemasons aged five and over can now access mental health support services through the MCF.

many more in the upcoming months. The service is delivered through an experienced and independent provider and gives access to fully trained and qualified mental health practitioners, ensuring that they receive the highest quality of care.

For younger children below 11, support will be provided through non-clinical assessments, with mental health practitioners offering information and advice. Older children, above 16, can access adult mental health services. ■

If you would like to know more or get in touch with the MCF, please visit [mcf.org.uk/childrensmentalhealth](https://mcf.org.uk/childrensmentalhealth) or scan our QR code.



# National Clinical Governance Lead achieves Queen's Nurse Award



**Jordi Sirera, National Clinical Governance Lead at RMBI Care Co., has achieved the prestigious title of Queen's Nurse by The Queen's Nursing Institute (QNI). QNI is a charity dedicated to improving the nursing care of people in their own homes and local communities.**

The title demonstrates Jordi's commitment to high standards of care, learning and leadership in all RMBI Care Co. Homes. Nurses who hold the title benefit from developmental workshops, networking opportunities and a shared professional identity.

Dr Crystal Oldman CBE, Chief Executive of the QNI, said: 'On behalf of the QNI, I would like to congratulate Jordi Sirera and welcome him as a Queen's Nurse. Queen's Nurses serve as leaders and role models in community nursing, delivering high quality health care across the country. ■



Jordi says: "I am passionate about upholding the reputation of nursing in social care. These initiatives help me to provide better leadership to our nurses as well as to progress in my career."

**From the top:** Jordi Sirera supporting Clinical Lead Emily Starkey at one of the Homes.

RMBI Care Co.'s National Clinical Governance Lead, Jordi Sirera, proudly holds up his Queen's Nurse Award certificate.

Jordi became a Registered Nurse back in 2014 and has extensive experience in social care. At RMBI Care Co. he has worked as Senior Nurse, Deputy Manager and Clinical Lead before becoming the National Clinical Governance Lead. He also has a degree in Forensic Anatomy and Pathology.

# 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](http://www.rmbi.org.uk) to find out more about our Homes.

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

## RMBI News

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



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