

RMBI NEWS

ISSUE 29
AUTUMN/WINTER
2023



Different
ways of
caring

Embracing
the **animal**
kingdom

Resident turns
Home into a
botanical
beauty

Kind Supportive Trusted

Caring is our way of life

www.rmbi.org.uk



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“I felt ready for a new challenge and my line manager supported this. I applied for a new national role and was delighted to gain this promotion.”

Emma Pryke
Recruitment Manager
at RMBI Care Co.



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 or scan our QR code to check out our latest job vacancies.



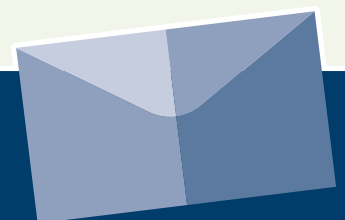
Contents

- 3 A message from Mark LLOYD, MD
- 4 News in brief
- 6 Different ways of caring
- 8 Our Homes embrace the animal kingdom
- 9 Resident turns his Home into a botanical beauty
- 10 Keeping people connected through digital support classes
- 11 Shannon Court residents pay homage to Titanic hero
- 12 Our Homes' Locations

Front cover photo: Staff member Janet Davies and resident Joyce McGinty share a good laugh at The Tithebarn, in Liverpool.

RMBI News is edited by RMBI Care Co.'s Marketing Team: Gonzalo Mellado, Maricel Foronda and Chiao Kwan.

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



A message from Mark Lloyd, MD



Several inspections by our care regulators have confirmed our excellence as a care provider this year, demonstrating our strong performance.

During August, we received our fourth 'Outstanding' rating for Cornwallis Court, in Bury St Edmunds, Suffolk, from the Care Quality Commission (CQC). This rating follows another three Homes: Prince Michael of Kent Court, in Hertfordshire; Devonshire Court, in Leicester; and Connaught Court, in York. Our other Homes, when inspected, have continued to achieve strong 'Good' outcomes and, in the case of our two Welsh care homes, 'Fully Compliant' status.

These outcomes reflect the passion, skills and tireless efforts of our staff, who support our residents' changing needs. We have seen a substantial increase in the use of innovative support and technologies, including a virtual dementia bus, experiential learning, VR headsets, tablets and animal therapy, among others. This edition celebrates some of these successes

in enhancing the quality of life and enjoyment for our residents.

We also celebrate our new partnership with Caterplus, our newly awarded catering provider for 13 of our Homes. Caterplus has brought improvements in greater meal choice and the overall dining experience.

Our 16 care homes for older people remain flexible to offer both permanent care and short-term respite stays. Debbie Hollands, our Resident Placements and Contract Manager, will be happy to offer guidance. You can contact her at dhollands@rmbi.org.uk. Thank you to all our readers for your continued support for our charity.

Mark Lloyd
Managing Director

Your Say*

"After a number of years of worry about mum's safety and well-being, I now have peace of mind knowing that she is finally in a caring, safe and secure environment."

Daughter of a resident at Albert Edward Prince of Wales Court, July 2023

"Mum moved into Barford Court recently. We can't thank the management and staff enough for their kindness and the high level of care that they give."

Daughter of a resident at Barford Court, July 2023

"I have visited my wife every day in the last thirteen months. During this time, I have only seen care, kindness and empathy being given to the residents."

Husband of a resident at Zetland Court, August 2023

"I became a resident in early June 2023 and my wife followed a week later. The care and comfort afforded by Connaught Court has proved to be all that we could wish for."

Resident at Connaught Court, August 2023



*Source: carehome.co.uk

News in brief



Teddies galore to mark James Terry Court resident's 100th birthday

To mark the special milestone, resident Marian Royston enjoyed a teddy bear picnic at the Home, in Croydon. In her younger days, Marian worked in Euston as a telephonist, but was later evacuated to Hertfordshire during the Second World War. After the war ended, she met her husband to be, Eric, in 1946. They married in Bombay and lived in India during the partition. Marian learned to fly a plane and, alongside her husband, they built a small cabin cruiser, which they kept on the river Ganges.

Dance students step to the beat at Prince Edward Duke of Kent Court

The students, who are all studying an Extended Diploma in Dance at Colchester Institute, visited the Home in Essex as part of their summer tour of volunteer performances in residential care homes. Residents cheered on the group as they were entertained with different genres of dance, including tap, hip-hop and contemporary dance. After the show, the students took the opportunity to share stories with the audience. Resident Ron Thompson reminisced about his dance experiences going ballroom dancing with his wife. He said: "It brought back magical memories!"



Social media news



RMBC Care Co. September 1

Cornwallis Court, in Bury St Edmunds, has achieved an 'Outstanding' rating following its latest inspection by the Care Quality Commission (CQC). Congratulations to the team!



RMBC Care Co. August 14

Donning their best super hero and villain costumes, our residents at Harry Priestley House, in Doncaster, enjoyed a themed party and raised £150 in a raffle.



104-year-old resident takes on Race for Life

Resident Annie Hardy, who turned 104 in June, has taken on Cancer Research's Race for Life in Blackheath alongside her fellow residents and staff members of Prince George Duke of Kent Court, in Chislehurst. The event's organisers welcomed Annie when the team arrived and announced she was the oldest participant in the race. Throughout the race, crowds cheered Annie on as the Home's Business Relationship Manager, Fiona Hodges, pushed her in her wheelchair.



Loving Labrador becomes best friends with Cadogan Court residents

Dogs are man's best friend, and residents at Cadogan Court, in Exeter, know this by experience. Once a week, they are delighted to meet Kobi, a Labrador who has been coming into the Home since he was just a puppy. Resident Ken says: "Kobi's got a lovely temperament and always brings a smile to our faces! Especially when he shows us his soft toys." The affectionate dog always evokes memories for those residents who have had animals.



RMBC Care Co. August 23

Congratulations to staff member Sunil Anthony at Prince Michael of Kent Court, in Watford, who recently received his Long Service Award for working for the Home for 15 years.



RMBC Care Co. June 23

Queen Elizabeth Court, in Llandudno, celebrated the opening of its new enhanced Dementia House. It has been especially designed to support residents with advanced dementia, providing enhanced care for 19 residents.



Different ways of caring

Innovation and pushing boundaries remains a key driver in our Homes. In the past years, we have been introducing innovative technology, procedures and resources to support our residents. This has had a huge positive impact on their wellbeing.



Staff members posing with the Dementia bus behind them at Albert Edward Prince of Wales Court, in South Wales.

Dementia bus

Our Homes' staff members regularly reinforce their commitment to care for and support residents living with dementia by taking part in a Virtual Dementia Tour. The Virtual Dementia Tour consists of a bus equipped with the necessary tools to provide training to care professionals.

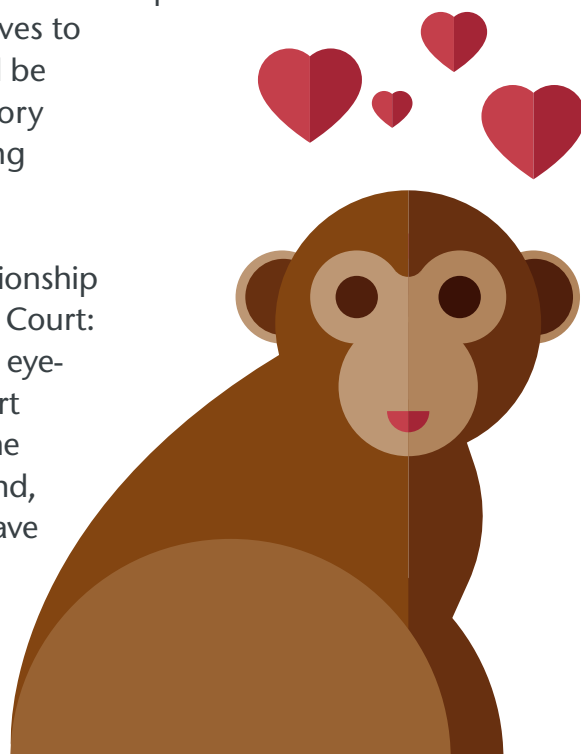
When the bus arrives at our Homes, our staff have the opportunity to get on it and experience what it might feel

like to live with dementia. While on the bus, the staff wear headsets, glasses and gloves to alter their perception and be transported into the sensory experience of people living with dementia.

Tim Waters, Business Relationship Manager, says at Shannon Court: "It's been really useful and eye-opening. When we support our residents, we are on the outside of the person's mind, whereas this experience gave me a preview of what is going on in the inside."

Animal therapy

Our Homes welcome animals for therapeutic purposes. Pets bring joy and a sense of calm to our residents while benefitting their mental health and wellbeing. Research has found that petting an animal promotes the release of serotonin, prolactin and oxytocin, all hormones that can play a part in elevating moods. Our Homes have had many animals through the doors, from dogs and cats to reptiles, alpacas and foxes.





Experiential learning

This type of induction allows staff members to experience first-hand what it might feel like to be a resident and receive personal care and support whilst living in a care home.

As part of the training session, staff members take part in a variety of scenarios, such as being pushed in a wheelchair with artificially impaired vision, having their face and neck washed and wearing a wet incontinence pad throughout the training session.

“

It makes such a difference when we get to experience being in the residents' shoes, rather than to read or hear about it. It really emphasises people's understanding of each individuals' needs.

Bee Baily, Training Manager at Queen Elizabeth Court, commenting on experiential learning.

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Tablets and VR headsets

The tablets are the most intuitive and versatile giant android tablets. These massive 4K screens are displayed for residents to interact with. They provide a wide range of entertainment options, from crosswords and chessboards to videos and digital encyclopaedias. The VR sets allow residents to explore a location of their choice without their chairs. This is particularly useful for residents with mobility difficulties.

Left: Staff member Lichai wears arthritis simulation gloves to complete a crossword at Zetland Court, in Bournemouth.

Eco-friendly energy

After securing a £10m charity bond in February 2023, the funding will allow the charity to further develop our sustainability strategy. This involves implementing solar energy across our 17 care homes and installing electric charging points for cars. It will also help us to implement innovative decorations, such as infrared wallpaper to localise heat distribution, and noise-cancelling artwork in communal areas of our Homes to support residents with hearing loss to remain engaged in daily life. ■



Resident Ron Shelley at Connaught Court, in York, plays chess on a Yeti tablet.

Our Homes embrace the animal kingdom

Meet our animal loving residents at Scarbrough Court, in Northumberland, and Devonshire Court, in Leicester.

Residents were all smiles when Monet, a handsome pony with piercing blue eyes, arrived at Scarbrough Court. The visit also proved to be wonderful for residents with dementia at the Home, as it helped to spark conversation and reminiscence.

Meanwhile, residents at Devonshire Court, in Oadby, Leicester, enjoyed a friendly visit from a wide range of exotic creatures, including a tortoise, a fluffy rabbit, a hamster, and a millipede.



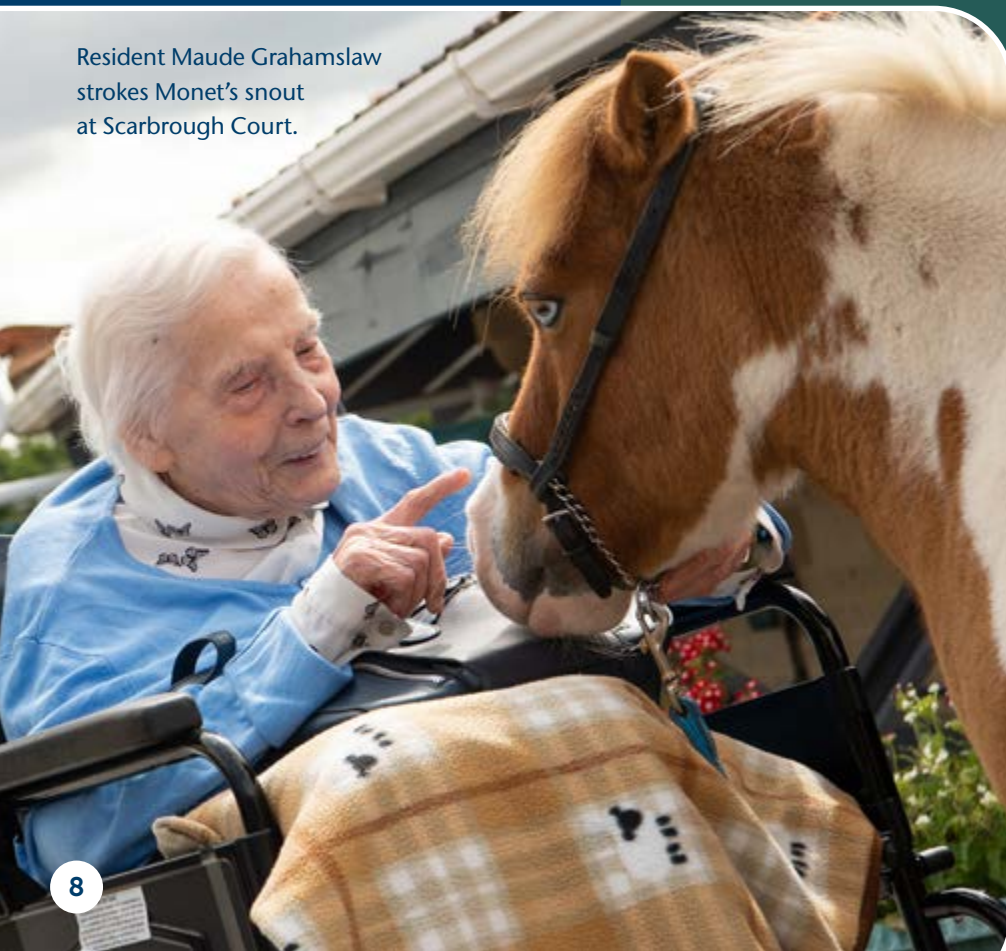
Left: Married couple George and Linda McMorrان are delighted to stroke a fluffy rabbit at Devonshire Court.

Below: Resident Clive Reeves in utter fascination after stroking a baby tortoise with staff member Eve Ghent at Devonshire Court.

Resident Clive Reeves took the chance to stroke a baby tortoise. He said: "The tortoise was so small, but was friendly and calm. I enjoyed stroking it."



Resident Maude Grahamslaw strokes Monet's snout at Scarbrough Court.



The benefits of spending time with animals for older people are immense. 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 during stressful situations, helping to reduce anxiety and depression. ■

Resident turns his Home into a botanical beauty

Les Langley, a resident at Prince Philip Duke of Edinburgh Court, in Berkshire, has started transforming his Home. He recently selected an array of beautiful plants for his fellow residents to enjoy when walking through the Home's leafy grounds.



Resident Les waters a plant at the Home's grounds, in Wokingham.

As a volunteer heritage gardener for South Hill Park, in Bracknell, Les had the expertise to carefully select plants according to their aspect and the soil they require. Colourful patio plants and perfect perennials were his final choices for the Home's planting scheme.

He said: "I thoroughly enjoy my gardening, both in the Home and at South Hill Park. We have made some great friends within the Gardening Club, and I really look forward to going on a Wednesday morning. I love to be active and enjoy a good chat, some hard work, and tea and biscuits."

As a green-fingered person, Les enjoys his weekly sessions with

a group of volunteers, Bracknell Forest Council Heritage Team and Sharon Fletcher, one of the Activities Coordinators at the Home.

Sharon highlights how beneficial this activity is for Les' mental health and wellbeing. She says: "He has made lots of new friends, and he's been able to develop his plant and garden knowledge!"

Regarding these benefits, resident Les explains: "Mixing with others is brilliant as I am a very sociable person. Even at my age, I am eager to be learning new things about plants! It's so important to keep my brain busy."

Below: Activities Coordinator Sharon Fletcher and resident Les rejoice together after replanting the herb borders at South Hill Park, in Bracknell.



According to research, gardening improves endurance and strength, reduces stress levels and promotes relaxation. ■

Keeping people connected through digital support classes

In this age of technology, where everything advances quickly, staying connected and well-informed is vital.

Research by Age UK, however, has found that 25 per cent of over-65s and more than 40 per cent of over-75s are not using computers to carry out everyday tasks or stay in touch with friends. With more services going online, this leaves many over-65s feeling isolated and cut off from the support they need.

The Masonic Charitable Foundation (MCF) has given a £50,000 grant to Age UK Barnet to help older people get to grips with their smartphones and laptops. This grant will allow the charity to set up more digital inclusion sessions around the borough, including home-based support sessions for those who have mobility difficulties.

Their Digitally Included Project will help reach older people who do not have access to

technology, or are fearful of using it. The need to access online services is only going to increase, including essential services such as booking medical appointments, paying bills, shopping, and applying for benefits.

As many of the people supported by Age UK Barnet lack confidence in their technological abilities, these digital support classes will demonstrate how to use these

devices to perform these everyday tasks and stay in touch with family and friends.

There are over 53,000 older people in Barnet, with the number of over-85s expected to increase by 66% in the next seven years. These people are the most at risk of becoming lonely without friends or family close by, so being able to use tech will be life-changing. The sessions, partly funded by the MCF, will connect isolated individuals to the online world, make everyday life easier, and boost wellbeing. ■



Learn more about the MCF's impact in your local community:
Access mcf.org.uk/community-impact or scan our QR code.





Shannon Court residents pay homage to Titanic hero

Residents at Shannon Court, in Surrey, have toured around the Philips Memorial Park, in Godalming. Accompanied by Leah and Kata, the Home’s Activities Coordinators, they visited the park’s memorial cloister. It was built in memory of John George Philips, the chief telegraphist on the Titanic, which sank on 14 April 1912.

Philips’ last message was picked up by another ship at 2.17 am that night, and the Titanic foundered at 2.20 am. Philips’ heroism and devotion to duty reduced the magnitude of the disaster regarding the amount of lives lost.

The residents, who paid their respect, were moved by Philips’ persistence and bravery. They all reflected on the fact that he lived so close to where Shannon Court stands today. “This is also a trip down memory lane for me,” said resident Joy, who was born and raised in Godalming until she moved to Shannon Court.

As always, resident Daphne took her iPad with her for this trip. She loves taking photos of her surroundings, as well as selfies with other residents and staff. She says: “Modern technology is amazing. I feel so lucky to be able to use it!” ■

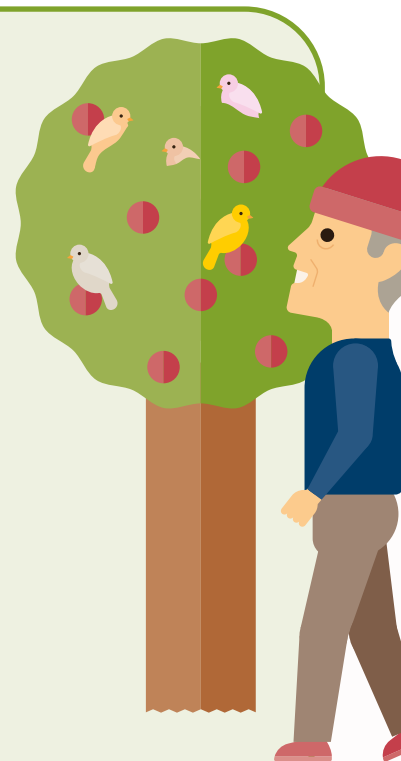


Above: John George Philips in 1912, shortly after he embarked on the RMS Titanic.

Left: Residents from Shannon Court, in Surrey, visit the Philips Memorial Park, in Godalming.

The benefits of out-of-home activities

- Improve physical health and vitality.
- Sunlight exposure aids bone health and immune function.
- Reduce stress and promotes serenity.
- Enhance mental clarity and cognition.
- Group activities strengthen social bonds, preventing isolation.
- Accomplishments in nature enhance self-esteem.



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

2 Barford Court, Hove
Tel: 01273 777 736

3 Cadogan Court, Exeter
Tel: 01392 251 436

4 Connaught Court, York
Tel: 01904 626 238

5 Cornwallis Court, Suffolk
Tel: 01284 768 028

6 Devonshire Court, Leicester
Tel: 01162 714 171

7 James Terry Court, Croydon
Tel: 020 8688 1745

8 Prince Philip Duke of Edinburgh Court, Berkshire
Tel: 01189 787 496

9 Prince Edward Duke of Kent Court, Essex
Tel: 01376 345534

10 Prince George Duke of Kent Court, Kent
Tel: 020 8467 0081

11 Prince Michael Of Kent Court, Watford
Tel: 01923 234 780

12 Queen Elizabeth Court, Llandudno
Tel: 01492 877 276

13 Scarborough Court, Northumberland
Tel: 01670 712 215

14 Shannon Court, Surrey
Tel: 01428 604 833

15 The Tithebarn, Liverpool
Tel: 0151 924 3683

16 Zetland Court, Bournemouth
Tel: 01202 769 169

17 Harry Priestley House, Doncaster
Residential care for adults with learning disabilities.
Tel: 01405 814 777

RMBI News

Published in October 2023

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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



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